



# Crawford Mech | ServiceTrade Preview

David Teeter with Crawford Mechanical Services, LLC  
Recorded on 5/24/23 via Zoom, 1 hour 9 min.

## Participants

### **SERVICETRADE**

David Teeter  
*Account Manager*

Reinhard Kampf  
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Peter Vandendriesse  
*Manager of Product Design and User Research*

### **CRAWFORD MECHANICAL SERVICES, LLC**

Chris Fleegle

Erick Ruiz

Erin Fleegle  
*General Manager and Controller*

Cody Heffelfinger  
*Service Coordinator*

Roy Stalder

## OTHER

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# Transcript

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--- Call Setup ---

DAVID

0:00 Hey, Eric. Can you hear me?

ERICK

0:02 Yeah. How are you?

DAVID

0:03 Hey, doing good. We'll just wait on everybody else to hop in. I haven't had the pleasure of meeting you yet. I'm David teeter, your account manager here at service trade and we've got some people from product hopping in right now. What do you do over at Crawford?

ERICK

0:17 I am the service manager.

DAVID

0:19 Okay. Well, pleasure to meet you.

ERICK

0:23 Thank you.

DAVID

0:24 There had been a couple of different changes last year with everybody. I think reggi, hope for a little bit. And then now the transitioned out. So, Eric, you're in charge of all service across the board for Crawford?

ERICK

0:38 Correct.

DAVID

0:38 Okay, nice. So, when did you start over there?

ERICK

0:44 I'm sorry?

DAVID

0:45 When did you start over there?

ERICK

0:47 I started with Crawford December of 21.

DAVID

0:52 Okay, nice.

ERICK

0:53 Then start, you know, from originally from the east coast was with a mechanical industrial contractor out there, moved out here to Arizona. And then ever since I moved out here, I've been with Crawford.

DAVID

1:06 Okay. So you're familiar with it's? Not like it?

ERICK

1:09 Yeah.

DAVID

1:10 For you? Okay, cool.

ERICK

1:12 Yeah. And I used it as a, when I came to Crawford originally started as a service tech. So, I use it, you know, as a technician on the app, and then now, you know, transferred into the office. So now using it from the office, on the web.

DAVID

1:25 Nice. All right. Well, cool. Well, nice to meet you. I appreciate you hopping on the call. Yeah, we've got Peter and Ryan here today. They are the dudes with the info as it pertains to what's coming down the pipe in the future for products and stuff like that. So excited to show you guys what we're working on?

ERICK

1:48 Cool. Yeah, I think Cody is hopping on right now. He's our coordinator.

DAVID

1:52 Cool. Awesome. Yeah, super important for Cody to be here then.

ERICK

1:56 Yeah, yeah, for sure.

DAVID

1:59 Do you, is Chris or Aaron gonna join us today?

ERICK

2:03 Yes, I believe. So, they should be joining here shortly as well.

DAVID

2:06 I think Brian even actually said he was coming, yeah.

ERICK

2:11 Gotcha.

DAVID

2:14 And if he's not, if it gets busy, I've got the meeting recorded anyway, just so you guys can have updates for the team if need be.

ERICK

2:23 Awesome. Perfect. Yeah, that'll be good.

DAVID

2:28 Ryan heart, Peter, how are you guys doing?

REINHARD

2:31 Good. How's it going?

PETER

2:33 Very good guys.

DAVID

2:35 Yeah, doing good, doing.

DAVID

2:47 So, Cody, are you the four eight O number?

14802969781

2:51 Yeah. I don't have a webcam. So I, I'm like online or I'm on my computer to see everything but I dialed in for audio.

DAVID

2:59 Okay, awesome. I just wanted to make sure that you're able to see anything that's shared today?

14802969781

3:04 Yes, sir.

DAVID

3:05 Perfect. And Cody, Eric was saying that you're one of the people getting all the work scheduled in, on the calendar, for the team?

14802969781

3:15 Yeah. So I'm a service coordinator. So I honestly out of everybody probably in, you know, working out of the dispatch board, all that the most... basically handle all day to day operations of our department. So.

DAVID

3:29 Okay. Wonderful. That is really great. Well, I guess since you're already here and while we're waiting on Erin and Chris possibly and Brian, it'd be nice to get some input from you, Cody and Eric as to kind of what life is like on a day to day and just hear what you guys are running into from an operations perspective and get, your take on everything. Just, give us a little bit of information on, how, your daily life is going when it comes to putting people on the schedule and getting your work taken care of.

14802969781

4:05 Yeah. So I mean, basically, you know, what I do every day is obviously the main day taking service calls, building those calls. I do like having that daily look especially when it comes to service calls and being able to back the calls and kinda see, you know, okay, this guy has three calls on him for the remainder of the remainder of the day. This is how he's gonna hit them. And then obviously, you know, looking ahead that's one thing is obviously you gotta go, it's still day by day. That's one thing. Obviously we're gonna, you know, I'd like to bring up to once everybody else joins to but being able to see almost like a weekly schedule for look ahead because right now, I'm scheduling out about two, two and a half weeks in advance... for all of our calls.

--- Next Steps ---

14802969781

4:55 So just being able to kind of, you know, I wanna get a kind of game plan going for what I already have scheduled next week, just being able to essentially see like, okay, I have, you know, next Wednesday I have, you know, five out of our 12 tech scheduled so far. These are the guys. I still have open stuff like that right now. What I'm doing is obviously, you know, for my weekly look ahead is, you know, I'll start at Monday and be like, okay this guy and go onto the next day. But that's definitely something you know, that I'd like to talk about in a little bit more depth just being able to see kind of even if it's not monthly. But just weekly look ahead definitely will help my schedule and help me out in a way to where I'm not having to, you know, go

through each day and can see each tech, you know, basically what their month or next week look ahead looks like.

DAVID

5:50 Right. And, and Cody, in that instance, are you dealing with a lot of reactive inbound work when you're trying to see what's available or is it just scheduling the work that's supposed to be delivered already for your customer base?

14802969781

6:02 It's both. Obviously we try to be as proactive in the service department as we can but being in service a lot of reaction. So it is a good mix of both. You know, what I tend to do is I schedule out, I would say pretty much Oliver text besides maybe one or two guys.

CHRIS

6:23 And...

14802969781

6:23 Just have that flexibility to be able to, okay, you know, today, we, you know, so let's say today we got eight to 10 service calls. And all of a sudden, I'm like we're not hitting them all today. I have guys who I can throw a couple on tomorrow, but let's say we only get two and then I'm able to, okay, well, we can fill in with maintenances or repairs that we need to do.

--- Next Steps ends ---

14802969781

6:45 So, yeah, for the most part, I would say I schedule about 80 percent of the guys out and then again leave that flexibility for a few of the guys to be able to fill in with service calls or any extra work that comes in?

DAVID

6:57 Perfect. Okay. That's good. And do you have any like large accounts that you have like standardized sla for executing that work that you've got to deliver it on time within a certain time frame because I know, you know, with the work that you guys do in your customer base, like do you have parameters around like execution on bound like urgent service calls?

14802969781

7:20 Yeah. So for like our urgent ones, you know, it's a four hour timeframe, you know, we'll be responsive and for even for some of them, it's quicker, you know, we do deal with a lot of like life safety. So, you know, if I hospital calls, it says, hey, we have, you know, this operating room down, you know, we try to get there within two, but realistically, our main with all of our customers is emergency calls. It's a four hour. We will be responded an onsite within four hours.

DAVID



7:53 Okay. Cool. All right. Sounds good. No, that makes sense. I just, you know, since you're already building in that buffer, I just wanted to know kind of what that outlook was as far as expectations for your customer base and accounts that you're managing right now. So it's good to know.

14802969781

8:07 Okay. Yeah.

DAVID

8:09 Let's go ahead.

14802969781

8:11 No, I was just gonna say, you know, we balance it to based off of the type of calls that come in, you know, if a call comes in where I know I can push a day or two because it's cooling, but they're just complaining of noise versus, you know, somebody calls in and they have no cooling. We try to balance it and prioritize based off of the information that the customer gives us.

--- Call Setup ---

DAVID

8:32 Okay, awesome. Good deal. Well, cool. Well, Chris, hey, I saw you hopped in. How are you doing today?

CHRIS

8:39 Good. How are you doing?

DAVID

8:41 Doing well, doing well. Are we waiting for Erin and Brian or are we good to go to kinda start walking through everything that Reinhard and Peter brought to the table today?

CHRIS

8:51 Yup. So I don't think Brian is going to be able to make it. He's on a Construction site and I think he's pretty tied up. Aaron said probably about 10 minutes late. So she's probably still about five minutes out from when she can join. So depending on what you wanna do, we can start down that road and take a look at it. If you wanna run through a little more conversation ahead of time.

DAVID

9:13 Yeah, yeah. Let's do that.

CHRIS

9:17 Go ahead. I was gonna say there's also Roy state who I'd love to have joined us. I texted him, see if he's available, but I know he is out in the field, so he might not be

available. I haven't heard back from him yet, but Roy as experienced as anybody with ServiceTrade. So I'd love to get his son. So I don't know if I want to give it just a couple more minutes before we dive in or?

DAVID

9:42 Yeah. Let's do that. Chris. I know you were on site when Billy came to hang out with you guys, right? You were.

CHRIS

9:50 Now, I ended up having a phone call with them COVID, but yes, I did discuss with him. Yeah.

DAVID

9:58 So, yeah, just give Peter and Reinhard a little bit of your take on that last conversation you had with Billy, give them some insight around that. And, you know, I've already given them, my perception of it. But just hearing it straight from you, I'd be good as well.

--- Call Setup ends ---

CHRIS

10:12 Are you talking but in general or specifically towards the dispatch board?

DAVID

10:16 Dispatch and all the new product coming out in that term. Also, we can, you know anything else that came up in that conversation? Because we'll focus today on the scheduling and the changes that we're making there. But, you know, in the event that there's something else that we can mention, you know, wanna make the most of our time.

CHRIS

10:32 Well, the dispatch board in general, we started to go down that route and Billy chimed in pretty quick with what your team's been working on and he, you know, went to the, I want you guys to see it. I want you to have feedback. I want you to touch it. I don't know if we're going to get the ability to kind of sandbox this or if this is just kinda more demo. We'll discuss it, but either way, yeah, we definitely wanted to get eyes on it without going into a ton of detail. It came up naturally in conversation. You might be aware of this, but we were looking into going with a different service company, BuildOps, right? And what I was explaining was BuildOps could do some things well, they could do other things. Not so well, but what they did do well. And I wasn't a part of, the demo for this, but the feedback was really good on the dispatch board. And so that's kinda what this conversation. Well, if we're talking about dispatch board, you guys got to see this. So from our perspective, I know I was a little bit late into it but I heard Cody talking about this a little bit. They definitely had that pull back that view to kinda come back to the not just daily weekly monthly, our plan ahead. I understand that we can schedule jobs out, but that ability to just step back and get a bigger view of it to allow us to better plan was nice. And if we're talking about one of our biggest challenges and something that Eric and I were

recently discussing. And I know something Cody and I have discussed previously and I know stuff that their department has discussed many times over without me is how do we best address scheduling out in the future? How do we go about planning and organizing in a way where we can give our customers a good time line for this repair for this install for this return, how do we get the view to allow us to put that together? Right? We're looking for something that's a total CRM, where we're not pulling up spreadsheets to track where we're not trying to punch in hours elsewhere. And then I figure it out from there, and then come back to service trade and reorganize it and do it accordingly. Honestly, it's a monstrous task when we're trying to balance expected service calls, right? Are already planned maintenance and where those are gonna line up or quoted work and then trying to keep it all organized and balanced. And as Cody mentioned, we do a lot of critical care work. So it's not the needs of. Some are more than the needs of others and we have to balance them absolutely. And so organization that's our biggest tool that's the best thing that we can do. And so BuildOps was a step in the right direction. I'm not gonna say that it was perfect. There was other things that they were kinda lacking, but what they did do was tie a lot of what we were doing outside of service trade and brought it back into their software. And so that's what we're excited for. And I'm hoping that we can kinda go that direction is, to get some of this data put back into that singular source. It's great for us. We don't touch it as much. It's great for you. It drives us into your software. And so definitely got some thoughts on that Eric and I, Cody and I everybody's kinda discussing separately. And so we've already got some stuff in mind that, you know, we're curious to see what you've got. And then we've also got things that were just like all right, these would be fantastic knees if they were met, great. And so we'd love to convey that, but I don't know the order in what you wanna do it. Maybe we dive in on your end and then in...

DAVID

14:20 I think so. Yeah, I think that would be good. And one of the things that I do wanna mention, you know, I don't I know Reinhard and Peter have their own like product forecast that they're going to show today. One of the things that you guys as an enterprise customer with service trade really have not been able to lean into and take advantage of is the BI information like the business intelligence that you can gain from the data set you already have access to. So you as an enterprise customer with service trade have the ability to tie a BI tool like quick site or PowerBI into your information when it comes to your customer base. So if you've already got an estimated, you know, time allocation for the services that are planned and expected in the future, you guys could be building out visualizations and dashboards for your team to have in the moment recognition of what's needed for your team and how to schedule and know what's coming up in advance. So that was one of the conversations I had with one of the previous attempts for a service manager. I don't remember the fellow's name. It was before Regie came back, but we were going down that road to give you guys some insight to better understand what's the future hold for us. How do we best plan for what's coming up? Because you guys really can dip into that right now. So that's one of the things that we need to talk about later. I just wanna make sure that I spoke to that because you have access to that as a tool. We have a technical account manager team here at ServiceTrade that can help you build those visualizations out and give you that insight if need be. But as it pertains to the UI and what we're doing in product, Reinhard and Peter can definitely speak to what we're doing to help on the day to day operations of your business for sure. So, Chris, I don't know if we like dog ear that one for us to talk a little bit more about to give you guys insight. I think that would be good.

CHRIS

16:06 Yeah. I agree. You know, along those lines, I don't know that this is the best thing for trying to attempt through the BI, but I mean, we could probably resolve it that way and I know this has come up before we may or may not have talked about this. I know I brought it up before and I think it's been brought up every year that I'm here. And so, I just want to mention it a little bit outside of the dispatch board, but we call it the abyss. So when we have a job that is scheduled and then we have an unscheduled appointment added to it, we can't see that anymore on, that home view, right?

DAVID

16:43 So...

CHRIS

16:45 It doesn't fall into a category, right? For us that's depth because we use that constantly to track and organize. And so, if Cody has started call, he goes and sets up an unscheduled appointment, doesn't get back to scheduling it to a date. If we don't have that in the back of our mind somewhere, we don't have it anymore. And, it literally just came up on a job where we dropped off Peter, correct, Eric. And so we dropped it off to go get that, rebuilt, the vendor that was rebuilding it. No contact back. The customer wondering what's going on but not communicating it to us. And from our perspective, it just got lost and that has just been a regular thing. It's one of the very first things we train on is just schedule it like I don't care what you put it to. You just got to schedule it somewhere. You don't we're likely to lose it, that lack of visibility it's just there is a certain job type and then truthfully the most of the time, when this comes up, what happens if we already have a po tied to the job and the vendor invoices us and accounting comes back and goes, hey, guys, what's going on with this job? We're paying for this material? Are you finishing it and we go to... and it's the wake up like crap. That, that is a hurdle is a hurdle to teach around.

DAVID

18:07 That, yeah.

REINHARD

18:09 Hey, David looks like we're almost at 15 after.

DAVID

18:14 Now and start dipping in.

REINHARD

18:16 Yeah. I would say for the sake of time first of all, hey, everyone pleasure meeting you and also pleasure meeting you for those are.

CHRIS

18:23 You that are gonna be watching this?

REINHARD

18:26 After the fact, since this is recorded real quick, my name is Reinhard camp. I am the senior manager of our product management in particular the mobile apps and the core web app here at service trade, been with service trade for nearly two years. Now. I've been in product management for almost 20 years. So showing my age a little bit, but yeah, no, we're just a little.

14802969781

18:50 Quick quick.

REINHARD

18:50 Introduction as to what, why service rate is different today than it was two years ago. We are slowly but surely becoming a product roadmap let company which is basically where we apply a lot of focus around principalities, and really commitments for a particular year as to what we deliver for a particular time frame, right? So this year in particular, it's all about the schedule and dispatch. It's about, the dashboards rewrite and really, the more comprehensive view that will give you data set, and insights into what you were discussing, Chris as it relates to like I have certain things that are out there in the abyss, but I don't know where they are. You will have visual capabilities where you can see what is happening in your business as it relates to your cash flow operations, and really the service workflows that you have, right? So that's also something that we can have a separate call if we cannot have enough time today to even give you a glimpse of what's happening there. And then of course, we have intent to even deploy more capabilities as it relates to you allowing you to essentially deploy standard consistent ways of execution. And what I mean by that is having tasking as a part of our solution. As you think of, you know, managing your assets for a particular location that you're servicing. But with that, I'll let Peter introduce himself real quick. And then I just want to give you a quick high level overview as to what the themes are for the schedule and dispatch. And then we'll dive in deeply into what that means for that particular initiative.

PETER

20:34 Nice. Yeah. Everybody manages, Peter Andres, the manager of designing user experience, largely responsible for what we're gonna show here today, which is a clickable prototype. It's not on it's not in a browser. So there's some limitations, to be aware of, but it's a pretty full-fledged prototype of...

14802969781

20:52 How...

PETER

20:52 Scheduling dispatch will work, right? Haven, just so you know, what I was going to do to kick it off is to show those, the focus group feedback kind of main items in case that's what you were talking about in terms of things. But go with it.

REINHARD

21:09 Yeah. So real quick, just and absolutely please cover that. I think that'll be good to showcase as well because just so you know, one of the things that Peter and I and all of, our other colleagues in product management, one of the things that we have

taken to heart this year more than any other year, just because we have focus around that right now is that any time, we tackle something that is a large size in terms of the initiative for a capability that we want to expose in the app, we have every intention to talk to 20 plus 30 plus customers before we actually design what we need to design before we talk to our development team to develop what needs to be developed and that's what we have done here for the particular initiative as it relates to schedule and dispatch. There was actually 35 plus customers that we invited to collaborate with us, get feedback and Peter will talk up here shortly but just to kinda wrap our Foundation around what the, why are we tackling schedule and dispatch? So to say, number one, it's one of our most high traffic pages that our customers are using and it's something that's fundamentally so foundational to what you do on a daily basis because of the reasons that you mentioned earlier. So we actually went back and talked to our one of our largest customers and we actually have five. I believe almost 10 customers that are of that size and those are customers that are essentially pumping through 2000 jobs that are scheduling through the schedule and dispatch every month. So high traffic. And that was actually one of our themes is to solve for high traffic workflows and keep it in mind. All of those large scale technician and deployment scenarios, whether that's day by day, whether that's plan for services, whether that's you know, a mix of both planned. And I gotta get them out there. Like in the next two hours type scenarios, keeping all that in mind and alarm for large scale deployments, 2000 plus type jobs per month. So to say, we also heard a lot of feedback around the ability to manage teams and individual views. So I think Chris, you were mentioning earlier this whole concept or maybe it was Cody the concept of, you know, I have a team that is responsible for fire fights and all that good stuff. You can manage teams that way. And you can assign which members part of this team or not this team, right? So we kept that in mind as well. We also obviously, because of the capability that Peter has which was so great, for improving the user interactions and the workflow efficiencies to promote less doing or more doing through less clicking, right? One of the things that you mentioned Chris is, the whole concept of I'm having me as a scheduler. I have to jump from this screen to that screen to this page, that page just to do. One thing you will see that through the demo that we are going to show you today is that we're resolving a lot of those inefficient workflows. You can do a whole lot more in this new refresh schedule and dispatch a functionality. So to say. And then of course, we kept in mind all of the feedback that we received from our customers throughout the years. So we added more functionality that you simply today you don't have, in the current schedule and dispatch board. So all of those things we kept in mind as...

CHRIS

24:35 We designed...

REINHARD

24:36 This new schedule and dispatch solution. So with that, I'll pause right there. I'll hand it over to Peter so that we can kinda give you this overview of what we're doing. And just so you are 100 percent aware of what we're doing, this project has already started, we're already working on this solution. So as we get closer to, you know, showcase to you the increment value ads. So to say, before we get to that full delivery, we would love for you to be part of, the list of customers that actually help us to test drive this and give us feedback throughout the development cycle. So if that's something that you're interested in, I'd love to write down the contacts that we need to reach out to. But yeah, that's something that keep in mind, that would be an opportunity for you as well.

CHRIS

25:25 That sounds great. And I can tell you that we are definitely interested in that. Having already talked to the team, we've always enjoyed, the back and forth, you know, feedback that we've had with ServiceTrade. David. I know we've had it for a really long time and all the way up to Brian and Billy, you know, we've always had that communication and it's one of the first things I explained to people as they're moving into the admin side in the service department, you know, service trade, like we've been with them for a long time and we've all worked through things together, right? Like as far as what did work, what didn't work? And the open communication is one of the things that we've really enjoyed. And yeah, we'd love, to be a part of that. As far as this dispatch board is gonna be so beneficial to us if we can meet these needs. So we're excited.

REINHARD

26:19 We'd love to have you on board for that. And yeah, just let David know and David just relate to us who we need to reach out to. And then as we get closer to those stages, yeah, we'll have definitely feedback sessions where you can test drive the system and give us feedback as to how a particular function.

DAVID

26:37 All he works. Awesome. Great.

PETER

26:41 Great. Thanks guys. So I'm gonna take you through my little spiel here. As as Ryan mentioned, we grabbed, you know, a good lot of existing customers of various sizes in both mechanical and fire, high volume, you know, medium volume and we kind of brought them into a three stage sort of focus group process. And the initial part of that process was kind of understanding their needs and wants, as well as comparing it to historical kind of feedback and requests that we had received through various channels from.

14802969781

27:16 From our.

PETER

27:17 Account managers. And what I have on the screen here is, the main kind of popular themes for dispatch. Specifically, the next stream will be about the scheduler, brief pause. Do you guys use both the dispatch and the scheduler or just one or the other?

14802969781

27:35 I manually run off of just the dispatch board, okay?

PETER

27:38 That got it. So, that will help me tailor my conversation today. So going down the list because I know we want to jump right into the per type and see some of these things in action. But, the far and away, the most common one is just faster page

performance. And what I can say is what we're developing right now is we're going to be moving to what's known as like a react code base. We have page performance at like the top of our list of things, that we want to improve, make it kind of lightning fast and live update. So just wanted that won't be seen in our prototype today, but I just wanted to it be known that is like a very important thing for us moving down the list, ability, to reorder various elements. So technicians within, the offices themselves there's going to be a lot more...

14802969781

28:29 Kind of.

PETER

28:29 Drag and drop capabilities to kind of set things the way you want them in the as one of you mentioned longer time span visibility. So not just a day but a week and a month view as well. For all of the, all of the reasons that you mentioned and we'll dive into that and how that works some groups of technicians. So via kind of small little UI improvements such as being able to assign you know, colors or tags or labels or team names, a variety of ways that you can kind of divvy up and segment your technicians within that view so that you are hyper organized, in what matches your organization and your setup visible technician availability. So being able to easily just mark a technician as a way for X, amount of days or hours at a time whether they're on pto or they had something come up that day. It's a small thing. But, it was rated as pretty highly important as just like a little pain point that was happening on manage and especially large teams in dispatch additional filters. So as you know, in dispatch, there's that like column grid at the top but it was not very user friendly on how to kind of like search for jobs and kind of divvy them up accordingly. We've made a lot of... important improvements there. And then as ran was mentioning about those kind of like repeated user actions of workflows that you need to do such as like sending a service link or duplicating an appointment, things, that some of these don't even exist in today's but we've kind of like streamline those processes all in schedule and dispatch so that it can save you a ton of time for those common actions. We move to schedule. So on the scheduler which sounds like you may not use very much but consistent editable technician, pin colors. This is like a big request was just causing confusion. So that was the most common feedback link there. And then same thing as before kind of additional filters, more information on those like when you're hovering over those pin pop ups and more time spent visibility options that day, week and month view. And so I'm gonna hop over to, the prototype here. But before I do, the one of the main takeaways that kind of like we, as a design team, we're noticing was our schedule and our dispatch tools, are two different tools right now in our system, but they really are kind of solving the same problem just with a slightly different tweak in each one is kind of more I don't know reactionary and kind of plan based and one is more geography based of trying to set up, you know, your schedule as it relates to what makes the most sense from a geographic standpoint, and being able to kind of like visualize on a map, what's going on in any given day, week or month. Those two are so similar, in a, in an overarching way that we've moved to kind of like bringing those under one roof. So what you're seeing here, is our prototype and it is one of the first things in our plan to kind of like give a kind of nice beautification and UI update to our entire application. But I'll take you through the workflow as it relates to the this we're looking at the dispatch view right now. But I will also show you the scheduler view which is just a simple toggle up here to see the same information but, with a map kind of layer applied to it. And feel free to stop me along the way. But I think I'm gonna answer a fair amount of your questions, as we jump through it. But again, if I'm moving too fast, feel free to tell me to hold up. So



as you can see day week and month right here. Basically your week view kind of condenses things slightly, but you are able to side scroll along the entire week. And what this is what I would imagine you're thinking right now is that it's gonna make it very easy to drag and drop appointments into, you know, three days down the road. If today's Monday, I'm gonna drop. I'm gonna be able to see what's happening up for Nicholas Freeman on Friday and easily drag and drop into an open slot on Friday, if that appointment needs to be rescheduled, month view, you get even more pulled back you and you're able to kind of filter by offices, filter by technicians and say, hey show me what Nicholas Freeman and Gary Walters and ad Palmer all have going on in this month because I wanna get a sense of kind of the, I don't know, I guess, the load of work that they have balanced over a given, you know, three week period. So I know where to drop something.

REINHARD

33:24 Want to mention Cody earlier. We're talking about the importance of the different views. One of the things that Peter alluded to that we made an intentional event and not in venture but what I'm looking for.

DAVID

33:41 Investment.

REINHARD

33:42 Investment. Thank you. Sorry. I speak three languages and I get confused which one, but we made an intentional investment as it relates to what's called adaptive design. So what you see here is like the common size of a screen. But if you have a larger screen, your Wednesday, Thursday and then Friday or whatever else fits in, there would also be visible. So just keep that.

14802969781

34:05 Right. No, yeah, that definitely, like I said, we're looking at this right now definitely looks like it'll I do have a larger screen. So, yeah, obviously, the more I can see on one screen, the better for me, so that works out great.

PETER

34:18 Yeah. And, and we're gonna keep rolling with that theme knowing that our, a lot of our customers use super wide monitors. We have an MVP version of this, but, our future iterations are going to be like more catering to the fact that a lot of people use white wider screens and we have the opportunity to show more information at those larger sizes. So just fyi, we are like we're thinking about that use case. A lot. I did want to spend a bit of time talking about this queue section which is new we had in our kind of like investigations and peeking over the shoulders at some of our customers accounts. A lot of folks were using sort of this interesting workaround, of a fake office named like, a office that just so that they had a space in their dispatch to put appointments that maybe they weren't quite ready, to assign out yet. And it was like sort of their holding area for what was their priorities of what they, as a company needed to make sure they divide out that day. We ran with that concept of that workaround and are including this queue. And this queue is going to be a kind of like drag and drop.

DAVID

35:30 Are...

PETER

35:30 If you're familiar with like Trello or can ban board?

DAVID

35:33 You're gonna?

PETER

35:34 Be able to drag and reorder these and see them just for a particular office or a particular team. So that your dispatchers can all be on the same page of like, what are we working on today? If something's in the upper left corner, which is what are, you know, we've determined our SOP 's to be, that's what needs to go out next. That's like our next highest priority item. And the available job section here is what is going to replace, that kind of ugly column grid at the, where I can see sort of this results list of whatever filters I want to apply to it. So if I wanted to see jobs that had parts received and we're a particular service line and had X, you know, X or Y tag that I've applied to them in my job page and elsewhere, this is where I'm going to be able to see those results and I can drag them from here either directly into a technician swim Lane or I can put them into my queue. If I don't know, who I want to assign it to. Yet, I just know that, that's what my hands are on at that current moment.

DAVID

36:38 Peter, are those filters set per user? Like, so like if I'm in this one dispatcher is for me, I can see that list?

PETER

36:46 Yes. So, so you are setting the filters for your search that you are pulling from and it will say you can see like this example, I have like my tag, I want jobs that are due by next week across. I don't know seven offices and are due whatever that is tomorrow. And those are the, these are the 26 results that fit that criteria. When I reopen my own browser to dispatch, it will save that search unless I go in and mess with it. So it's kind of like a sticky search in case you have, a common define search query that you operate off of.

REINHARD

37:22 Yeah. And, and Erin, just to kinda speak to what you mentioned earlier, you know, the scenario about I'm starting on a job and I'm not scheduling yet. And maybe I have parts ordered. You can tell Taylor whatever information you want to show here so that you don't lose sight of that. Like we already mentioned as far as what we're doing with dashboard, that would be an additional set of information, and queues to let you know visually where you have, what you have going on. But specific to the dispatcher, there's definitely going to be tools to make sure that they have insight into what they need to focus on and what has the highest urgency. And then, as you probably already used to with any other applications, Peter spoke about the MVP. So the minimal viable product as we release to market for this first initial release and then we have intentions to build upon after that, right? So what does that

look like? Well, this particular filter view that I have here, maybe in the future, I'm able to share that with my colleagues. So that's also something that we're keeping in mind.

PETER

38:27 Yeah, shared collection of filters saying like, hey, here's, what we're going to be using to make things easier, of how to spot those, you know, those jobs that previously might have slipped through the cracks. Any questions about this in particular right here?

14802969781

38:47 I don't think so. I mean go.

CHRIS

38:50 Ahead go.

14802969781

38:52 I was just gonna say I do that whole one with the, you go into the filters and you can search for the parts that is huge for us right now. Obviously. And Chris and I were just talking about it, you know, being able to mark on parts received or parts are ordered, but we're still waiting on them. That's gonna be a huge thing for us to find out, you know, especially for me when I'm looking for jobs for guys, I can just search up that parts received and find, all the jobs that are ready for scheduling. So that's going to be huge. And yeah, very excited about that.

REINHARD

39:30 Yeah, I guess it's going to allow you to a lot better, right? So because, you have that on top of your mind all the time and we just wanted to make sure that we can expose that so that it's usable information for you.

CHRIS

39:45 Have you guys discussed at all? A feature to add a terminology may change? But aging, rotting something along those lines, if we're looking at it from when a job is prepared, let's say it was parts as far as the tag along those lines or if we just look at the initial date of when we expect it to be due by, but something to set as a, you know, by this point, it flags as overdue, right? Not just simply, you know, pass, do appointments, they need to be scheduled or something along those lines. So, for instance, in pipe drive which our salespeople use as far as organizing all their deals, everything along those lines, everything with them is stage aging and wherever they're at in that process. And within each stage, they can set a rotting date. And so it will show up as, clean hits that date with no activity, red, right? And my eyes immediately go to crap. I need to go deal with this and you can sort by that. You can organize it. You can set levels and degrees of how far out that is. But from a standpoint of me trying to organize, you know, like Cody has 100 and something jobs that he needs to organize, schedule and keep track of seeing where we're at in the process and saying, hey, this is the date we expect to do it. We're past that date or maybe this far past that date, this is priority, right? And...

DAVID

41:15 Do you want to be able to like set parameters on when does the job become stale on a point? It becomes stale if it's not been scheduled. Is that what you're saying Chris?

CHRIS

41:23 Correct.

DAVID

41:25 So component created. And then the difference from or where are we at in this time frame is not on the calendar yet? Yeah.

REINHARD

41:33 Yeah. So there's two parts to this. The number one is the when something is overdue which, you know, that's standard functionality if you will. The, the whole aging concept that's something that we would consider as an iteration just because we're cramming in so many functionalities that are super beneficial already. That would be one of those items that we would want to better understand. And it would probably result into a, an account setting, Chris because it would be different from one customer to the next. One of the things that we don't wanna do is box you in into one way of thinking of what agent looks like. So it's more than likely gonna be an account setting that you can then adjust, say like, but these types of jobs, my aging, is this parameter for this type of job? It's that parameter? Or I have a global setting to say any job that is passed to X states, then, you know, trigger aging behaviors, right? So that's certainly something that we have at the back of our minds, so to say. But it would be an iteration that we would tackle because what we expect and we take that to heart when we say we want to get customers involved. The minute we have this as a functional prototype that you can test drive, we're gonna learn so much that, we don't wanna make assumptions on and that would be one of those things that we wanna at least tackle as an iteration.

--- Small Talk ---

CHRIS

42:54 Okay. Yeah. Can we go back to that week view real quick?

PETER

42:59 Yep.

CHRIS

43:02 I'm just kinda curious. So I like how that you have the appointment basically ending in that six o'clock window. And the next one starts in that eight o'clock window, right? And we get that cut off, that's keeping it clean. So we will have emergency service calls, right? And let's say our technician goes out at two am on a call. How's that gonna look on the board here? Is it gonna go six seven eight nine all the way to two am? Does that kinda block in just this limited call window?

PETER

43:30 Very good question. So, yeah, you're kind of right on the money there, which is, you can see that our, my in, if I'm, the user here like, our normal working hours are kind of like eight a M to maybe seven PM. And I can set those in my sort of dispatch settings here on a per office basis.

--- Small Talk ends ---

PETER

43:51 What is our typical start in time? If you say open up an appointment and schedule that for, you know, 11 PM, it will extend, that, our column until 11 PM, so that your swim lanes here or your rows are still accurate. Whenever there is an after hours appointment, if that makes sense?

DAVID

44:16 Yeah. So you get the runway extension for everything that's on the board for that day.

PETER

44:20 Exactly. Cool. Exactly. Nothing will ever be hidden just because it's past, you know, past with typical working hours.

CHRIS

44:29 Right. Got it.

PETER

44:31 I kind of, I kind of switch gears, but what do you guys think about this queue concept? Is that something that would be handy and sort of like managing items that are still sort of like up in the air?

ERICK

44:45 Yeah. I think I wanna chime in on that because I had a question. So essentially in the queue, we have the jobs that are not assigned to the technician or have not been assigned an appointment, correct?

PETER

44:57 That is correct. Yes, that's correct anything that has been that's been assigned to time and a technician would obviously fall under, the bottom section. The queue is your staging area, however you want to use it to grab things from like your huge list of available jobs and say, these are the, you know, these are the five, six, 24 ones that I want to focus on this week, or today.

ERICK

45:22 And, and we would have the ability to move the jobs in that cube based on our needs or our priorities.

PETER

45:28 Exactly. All of these, are drag and dropable so that you can rearrange them in whatever way that you feel. And you, the rest of your team, it would kind of live updates to the left. The rest of your team would see that reorganization in lifetime as it happened.

ERICK

45:44 Okay. And then another question. I had, I noticed that some of the jobs there on that queue, they have different colors. Is that what is that in reference to?

PETER

45:54 So that's similar to how it is today. As as it is down here, you can, I mean, we're using a ton of different colors which may not be what you ultimately see but it works the same as it does today where there's those colors reflect the job type, whether it's an inspection or Installation.

ERICK

46:09 Sure. Gotcha. Okay.

PETER

46:12 Why do you ask? Were you thinking? I'm curious what you thought it might have been?

ERICK

46:18 Yeah. I was just wondering like, if the colors meant if they were, I had imagined it was probably the job type, but I was wondering if that's something that we could have customized because back to like Chris is question about the importance of something or, you know, if, is it, is there a way that we could eventually be where essentially what Chris is talking about, where jobs becoming stale where it's taking too long, or we put it on that queue and it's been sitting in that queue for, I don't know a week to week, you know, what that color, all of a sudden change red, you know, or, you know, the ones that we just put on the queue that have only been there for a day or green or something like that. That, that's why I was asking.

DAVID

46:58 Black because.

PETER

47:02 So that, that's a really good example. And we have, you know, our focus script there was, you know, a lot of varying opinions on what they deemed important for a color, to designate, right? And obviously, there's only so much color we can throw on this before it starts to become overwhelming. But that's a really good example of like an iteration point in the dispatch settings where we can, you know, we can give you the option of saying, hey, I don't want those color those left border colors to signify job type that's less important to me. I'd rather than have that have something to do with priority or, you know, some other things that we can give you, the knobs and levers to be able to adjust, what those mean... that ask your question a little bit?

ERICK

47:50 Yeah, yeah. That cool.

REINHARD

47:54 Go ahead, Chris, go ahead.

CHRIS

47:56 The modular nature of that is great and kind of what you were talking about that filter down to meet our needs very exciting. I will say that this kinda is not too far off what we feel that we need to do now. So we're talking about, we need to get appointment scheduled. So they don't hit our abyss, right? And so what ends up happening is, we have plenty of service calls. We just don't know when we're going to be able to get back to it. Some of that is just our own planning. Some of that is definitely customer or more likely part availability, when can we get back out there? And so what happens is to keep that visible, we'll give it a date. And typically what we've been doing it's not a great system is to move it out to the following Monday. And so we'll show in our unscheduled 30 jobs, 40 jobs. They're just all in there. And what happens is, of course, we're busy Monday. You come in here, taking care of jobs. Everything just kinda gets moved. End of the day, those are gonna probably just hit our two big closed like, they pass that deadline or we just move them all out at the end of the day. It's too many jobs. We can't run through it. So as Eric was kinda mentioning, if we can age those, then, our eyes go to it and go, okay, well, I have 40 of them, but these 10, they're older, right? And so these are maybe a little bit more priority. We need to deal with that. So, yeah, for our needs, that would be very helpful. And the Q makes a lot of sense to put some of those jobs there, and highlight like, okay here's where we're at and we can see it. It draws codes attention to it like reminder because when there's so many, it's just overwhelming. And then I did have a question. So the queue, does this just carry from day to day? So if we don't do anything within the queue next day, you know, we're on Thursday, yep, I see this exact same board.

PETER

49:54 Exactly. It's basically like, your to do list, right? If you don't do anything on your to do list, and you come back a week later, that to do list hasn't changed.

REINHARD

50:03 Okay. Got it. And, you thanks. That was my.

14802969781

50:07 Question too.

REINHARD

50:10 Yeah. So you only see three rows in here, but if it goes past that, then you will have a scroll feature that you can go up and down on.

ERICK

50:18 Okay.

PETER

50:19 And if you're on, you know, if you're on top of your stuff, and kind of want the extra screen real estate, all of this is kind of like collapsible, so you can kinda get that out of the way and just show it when you really want to dive into that, I know a lot of folks kind of potentially put their dashboard view or of either the day or the week on maybe like a big screen in their office. This is a way where you can kind of like clean that up, and really focus on the, what we call, the swim lanes, the technician rows.

DAVID

50:47 Yep.

REINHARD

50:48 Here's, here's, the beauty about what we're doing here to set us up for adding more efficiency capabilities because we have the ability to customize as Peter was showing us earlier. So, where you see Q 12 as we iterate on this, you might see on there, you know, total 12 three over 30 days, right? And you can kinda sit between, you can show me all over 30 days or show me the over 60 days. So we're setting ourselves up to add even more efficiency capabilities that you can take advantage of. And this is just a really great start towards.

DAVID

51:26 That direction.

PETER

51:27 It's also, it's also a very good example of something that might fall under the kind of adaptive design for wide screens like what we have here kind of like the location, name, comment, count, duration and location. Those, are pretty important things. But if we have the extra real estate because you're using a super wide monitor, we could have another element for, you know, how many days this has been state or I don't know what the proper terminology is, but we have room to show more information that you can use to kind of make those designations mentally.

REINHARD

52:03 Yeah, that's a very good call Peter. So one of the things that if you're not used to adaptive and, that has to be an a duration point for us as it relates to adaptive design. That actually shows more, not just allows you to see more but shows more. So what we mean by that seeing more is the same information. But just give you more of that, right? The show more is within one of these tiles on one of these blocks because you have like big screen, we can now deploy this adaptive with concept and say you have more real estate. Therefore I'm gonna show you more for each of this information buckets, right? So a really cool feature that we again, we intentionally invested towards that because we understand that your scheduler is that's like, your hub for, you know, organizing the business, making sure everybody is doing the things that they need to do. So that's your central hub for managing everything. And we take that as a very serious task. And that's why we invest not only in the UI but also the technology stack to account for that.

PETER



53:10 With, with 10 minutes left, I do just wanna make sure that I cover a couple of things on that list from our feet on our focus group feedbacks that we haven't looked at yet, which is around kind of managing your technician views office. All of these are, you can see the little icon. There are dragable and dropable. I can open up each one of these kind of profiles of my text and assign him a certain color. If I want to kind of group guys visually in certain teams. I can give them a team name. I can assign a little tag that maybe shows underneath, his name here as well as even notes to say, hey don't give, you know, I don't know, don't give this guy this type of job and I can hover over that icon. If there's notes for that technician and be able to read those as a dispatcher to just one collection of very small but important tools in your or I guess arrows in your quiver to stay up to date on the status and kind of like team of a particular technician. It's like very, it's four small things but used and welded together is like really time saving and kind of doesn't leave a lot to chance and memory. It's just a way for you to kind of like to recognize what's going on with a particular individual. You can also as was mentioned, I'm gonna go to this.

--- Next Steps ---

DAVID

54:31 Here in a.

PETER

54:33 Take away... so you can grab a person and, you know, easily say I want to set this guy as a way set a date period whether that's you know, just a couple of hours in the day or the, you know, the whole week or two weeks if he's going on vacation. And I can save that. And now you can see that technician Dan Watkins kind of has this kind of like grade out swimming. And anything in there is going to get like a red highlight to say, hey, you might need to reschedule this because this guy, this guy's away anything that gets a red kind of border. And highlight is our way of telling, you know, you've scheduled two appointments at the same time for this. He's out, he's out of the office or away on vacation this week, just all of these little micro elements that help you do your job faster and make sure that nothing is slipping through the cracks.

--- Next Steps ends ---

PETER

55:31 Lastly, on the topic of kind of like improved workflows, we mentioned being able to do quick action. So sending a service link directly from this screen, is a very common one. Adding a new appointment, not just moving it but adding in an additional appointment if there's more work to be done as well as of course, what you're familiar with already, but just an improved adding a job workflow directly, from the dispatch board, excuse me?

REINHARD

56:02 Yeah. And one thing to note if you want to go back to, the previous view, of the job itself, one of those parts. So you can see that, we also added a lot more information in here so that, your dispatcher doesn't have to like go between, you know, this and the job page, to see all the comments or the asset information and all that really keeping, your dispatch or your scheduler confined to this one area where

they can do most of the stuff that they're typically would jump around between pages or have multiple tabs open. So little things like that matter, of course, just because when you do 2000 plus jobs a month, that adds up for sure.

14802969781

56:48 Now, I do have a question on the notes for the technicians are so like if we put a note in there, hey, you know, don't schedule this guy for something or whatever. Will that be visible to them or is that just visible to the office?

PETER

57:00 Right now, this is, that note section is purely to drive, what is shown on like on this view only for dispatchers. Only it is not, it shouldn't be, it shouldn't be interpreted as like what we call notes elsewhere like a technician note or billing note that those are a separate type of note. This is, this is a UI not only for the dispatchers.

REINHARD

57:23 So, Cody.

14802969781

57:24 Perfect.

REINHARD

57:25 One of the things where this might also permutat in when you go into the job page and you select, the technician to be scheduled for, we may do something subsequently to show it there as well just because the note here, we want also display it in other places, but for this release, it would be, in the dispatch only for now.

14802969781

57:49 Yeah, that's definitely helpful. Obviously, you know, with younger guys and stuff there's you know, they can't do as much and stuff. So does that notes definitely helps obviously for all of us to know, you know, hey, don't schedule the sky or something?

ERICK

58:01 Right. Even college too... just with the colors, dude. Now, we can group the technicians on colors and say, these are, our senior text. These are more experienced. These are, our, you know, apprentices and stuff like that. So definitely will help, you know, Cody, you know, shuffle through the technicians and figure out which is the best tech to put for that job.

REINHARD

58:23 One of the things that we heard also Eric is like this concept of if you have a swat team like, hey, these three guys are going to be our, the action guys for the, for this week, you can group them that way. So it gives you a lot more flexibility to manage resources in an.

ERICK

58:41 Yeah, no, that's perfect. That's going to be, very helpful.

CHRIS

58:44 Hey, guys, I'm half through the hour, correct?

PETER

58:49 Correct.

CHRIS

58:51 Okay. Can I just?

REINHARD

58:52 Throw out real quick?

CHRIS

58:53 Well, we have a little bit more time left. I know it's not here and I know this is a bigger undertaking but if we're gonna talk about things that keep us in service trade and allow us to do our job better, this is one of those that Eric and I were talking about.

--- Pricing ---

CHRIS

59:06 And this is a big focus of ours is just the ability to give a customer good time line on when we can return, how far out we're booking. And to do that right now, everything is going to be external. It's us tracking hours, what we anticipate for a job, what our technician available hours are, what we're estimating as far as service work to complete a and then going back into service trade to book out. What I would love to see is a breakout of anticipated tech hours, right? If I put a tech as available for eight hours a day, give me a calculation at the bottom. This is, you know, no, we've got 80 hours for the week or for the day, excuse me 80 hours. And then we're scheduled on this board for 46. I have 44 remaining per day. That's only gonna do me so much because we have active service calls. But if we look out into the weeks, we go ahead days, I can start to say, I need to book out 44 percent of my time here. It is here's my quote work, let me fill it in. Let me see my remaining hours. We already tracked this separately. Like through PMS. We'll say this is our PMS, for the month. This is what our budgeted hours are. This is what we can see and around that we will go back and say, okay, what can I fit in for quote work? How can I build this back in? If I have this all driven into the dispatch board, it make it so much simpler. Cleaner allowed us to anticipate. I just think it'd be massive on our end.

REINHARD

1:00:34 Yeah, that is a great request, Chris. That makes 100 percent sense. And that's something that I would assume you would want to see the totals. And then would you also want to see it at the individual technician level? What their, what their, you know, balances for the week. Meaning Nicholas Freeman for example, would have a 40 that I can plan them for.

REINHARD

1:01:00 And then he would have like a 25 that I've already planned them for this week? Is that how you're thinking about it?

CHRIS

1:01:07 All right. Yeah. Both would be great. I think it is most valuable from the entire view, but per tech as well. No, that would be amazing.

REINHARD

1:01:18 Let, let me add that to the list. And like I said, we, Peter and I, we don't let one request go to the side. So to say just to be completely upfront and transparent, not every request we can react to right away, but we're gonna certainly add it to the list. And then we're gonna give you feedback as to relate as it relates to. Hey, here's, the most logical timing that we can feed this particular request into. I can tell you that, we have intention to deliver on this which I know you will love that, the concept of a sigma is great and we are forever grateful that we have Peter to be able to do this. It's gonna get even more impactful when you can actually play with this. So again, highly encourage you to allow us to feel members from your team to help us to test this. When we get to that point, there is more that we need to show you that we're doing this here. This is just one initiative out of three major initiatives. I don't know if you have that available, Peter. But one of the other things that we're doing is the dashboard. I, I'd love to have a separate session to talk to you about that. So today, when you log into a service rate, you see that the landing page that's what we call the dashboard today. Well guess what that's gonna be totally revamped towards this customizable widget view capability that allows you to really see what's happening from a cash flow perspective, what is happening from an operational workflow perspective? And where do you need to keep your eyes on? Which are the most pressing things that you should keep you your eyes on, and we have some cool features that were deploying as a release that. And then we also have tasking. So this is for you to, for the, for you to have the ability to create a tasking template specific to an asset type, for which then all of your assets are inheriting that particular standardized tasking template that produces a list of things to do for your technicians. So all of, these combined are major benefits to your operations as it relates to your front office and your technicians out there in the field. So on this alone, we can spend another hour and kinda show you what we're doing. But all these three projects will be delivered before the end of the year. So there's a lot of benefits that are coming your way here for sure.

CHRIS

1:03:39 I can speak for the team. Yes, we definitely wanna be in on this. I, I'm already fixing my brain.

ERICK

1:03:46 I'm a, yeah, I'm already excited. So looking at it, I already see things that I'm gonna love...

DAVID

1:03:54 You guys just like even just the user interface change like a little bit of update and beauty going on the platform as well. It looks good, right?

ERICK

1:04:04 Yeah, absolutely. I, I'm big on aesthetics and how things look and making sure that they look right? And, and I think it's a big way to, you know, enhance how things work. I feel like when things look right? And in the usability of it is nice and clean. It just makes your job a lot more simple. So, yeah, this looks great.

PETER

1:04:23 My man.

CHRIS

1:04:23 Man.

PETER

1:04:24 My language.

CHRIS

1:04:28 Yeah.

REINHARD

1:04:30 So this, so just so you know, Chris and team, we actually have, so we've done a round of customer interviews and that's why you see what you see here is because it's based on what customers want to see and what people like you want to see.

--- *Wrap-up* ---

REINHARD

1:04:46 But there is actually additional questions that we have just to find TUNE, our thinking. I know we're out of time today, but, if at all possible, I'd love to go before we end the call today, just whether it's this entire team or just a subset of the team, we'd love to have a conversation with you either tomorrow or ideally before the end of the week, just so we can, because just so you know, we are starting to work on this project as well.

--- *Wrap-up ends* ---

REINHARD

1:05:12 So there's lots going on. We, we'd like to find TUNE a couple of those questions before we actually start development. So if there is time that we can steal from you, we will steal all that we can.

CHRIS

1:05:24 Okay. So you're saying you wanna do the hour long run through or you just wanna do a separate conversation?

--- Next Steps ---

REINHARD

1:05:31 We can, if I can steal you for an hour, I'd love to. But if 30 minutes is what you can give us, we, we'll take that too.

CHRIS

1:05:40 Yeah, team you good with just discussing the timelines figure out our availability.

ERICK

1:05:46 Yeah, let's do that. Let's figure that out because I'd love to be able to get more of this info.

PETER

1:05:51 And I just a little set on what that will be about that's specifically about dashboard, correct?

REINHARD

1:05:57 Just as.

PETER

1:05:59 Yep.

ERICK

1:05:59 Cool.

REINHARD

1:06:01 And then if you wanna have, if you want to have a run through on tasking because Peter and I are cooking up some amazing things there, we can do another session for that and we can spend a good hour kinda showing you what that's gonna mean because it.

DAVID

1:06:15 Yeah, yeah, I think that would be.

ERICK

1:06:18 Good. I think that'll be great.

REINHARD

1:06:20 But, what would be just to be selfish? What would be ideal for us if we can still you for at least 30 minutes on dashboard just so that we can get our questions answered that we have immediately? That would be the most priority thing. And then we can follow it up next week with the TAM.

CHRIS

1:06:38 We'll we'll figure out how to get at least most of us together for that, but yeah, let's maximize that time. So we'll get back to really soon with that timeline. Yeah.

DAVID

1:06:48 All right. Well, Chris, I think I'll still run point on scheduling all that stuff. So, was tomorrow like an okay thing? Like can you guys pivot and carve out some time tomorrow? Like Reinhard was saying?

--- *Wrap-up* ---

CHRIS

1:07:00 That's gonna be the goal. I can't speak for everybody's schedule. So, let me talk to the team. But yes, we will, we'll aim for tomorrow.

DAVID

1:07:10 Cool. I'll go ahead and send you a chunk of white space to, for the two of them just so you know, what is most available as well.

REINHARD

1:07:16 Yeah, and just look right now. Three to five looks really good.

DAVID

1:07:22 Right now for me. Eastern. Yeah, yeah, three to five eastern. Okay... cool.

REINHARD

1:07:30 If it needs to be a little bit zone and three, I may be able to do that as well.

DAVID

1:07:35 There we go. So if you guys can collectively come together in that window, that'd be ideal.

CHRIS

1:07:43 Yes, we will, we'll get back to you very shortly.

DAVID

1:07:48 Yeah, sounds good.

REINHARD

1:07:50 Informative. I hope this kinda gives you an idea of what we're doing and the reasons why we're doing them. And just please keep in mind, and I really do mean that, if you were exposed to any of the project management that Peter and I were doing, we really do take feedback seriously. And we really, most of the time we're able to resolve those, whatever feedbacks we're getting even within that development life cycle, we were able to resolve most of those and the ones that we are not able to resolve, right? The way, we have a plan for when are we going to address them. But just so you know, if you give us your time, we will honor that time and it's usually a win situation. So.

CHRIS

1:08:31 Excellent. No, we agree. So awesome.

DAVID

1:08:37 Great. Glad that you guys, yeah, could all join us today. I mean, we were excited to show you this stuff and just constant conversation and communication is what we wanna do because, we are moving super quick when it comes to innovation and we want to include voices like yours that have been with us for a long time and that are super important to the market to help us guide that ship. So, I'm really glad we were able to come together today and talk through everything.

ERICK

1:09:05 Absolutely, absolutely.

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1:09:08 Yeah, thank you.

REINHARD

1:09:09 Guys.

DAVID

1:09:10 Yeah.

PETER

1:09:11 Thanks guys.

DAVID

1:09:12 We'll see you soon. Sorry.

ERICK

1:09:14 All right. Bye bye.

*The End*



