



# Call with EMC Mechanical Services - Brian Norton

Lucas Meinken with EMC Mechanical Services  
Recorded on 11/9/23 via SalesLoft, 4 min.

## Participants

### **SERVICETRADE**

Lucas Meinken  
*SDR*

### **OTHER**

Phone Caller #1

Victor Arhangelski

Brian Norton

# Topics

<i>Call Setup</i> .....	0:09
<i>Call Setup</i> .....	0:49

# Transcript

*"This English transcript was generated using Gong's speech-to-text technology"*

LUCAS

0:00 We talked about, but they were like...

PHONE CALLER #1

0:01 Thank you for calling emc mechanical services. If you know, your party's extension, you may dial it at any time. For a directory of extensions by name.

*--- Call Setup ---*

PHONE CALLER #1

0:10 Please press the Starkey to reach our service department. Please press two. For Construction. Please press. Our normal business hours are Monday through Friday, seven 30 am to four 30 PM. If you are calling after hours and would like to schedule an emergency service call, please press zero to return to the previous menu. Please press pound. Otherwise, please hold the line for the service department.

LUCAS

0:09 How many guys?

LUCAS

0:14 Because you made a good point. He was like, if a technician are...

LUCAS

0:21 All commercial then the...

LUCAS

0:30 But he was like, if there's like three in the office, the only one I.

LUCAS

0:49 Hey, Tiphannie. I was looking to speak to Brian Norton please.

PHONE CALLER #1

0:57 For calling AMC. This is Tiffany speaking.

PHONE CALLER #1

1:04 He's not in the office right now. Math who's calling?

LUCAS

1:07 Yeah, this is Lucas with service trade. Is Martha in by chance?

PHONE CALLER #1

1:13 Yeah. Give me a second. Let me see if she's a.

LUCAS

1:16 Thank you.

LUCAS

1:48 Yeah.

LUCAS

2:25 Am I getting certain mentioned there? Maybe just?

LUCAS

2:35 Hey, Martha, this is Lucas Lincoln from service trade. How are you?

PHONE CALLER #1

2:38 Services is Martha?

PHONE CALLER #1

2:43 Hi. How are you?

LUCAS

2:45 I'm doing well myself. I wanted, to give you a quick shout and I'm not sure if you're the best person for this. I know you're in talks with us right now, and currently a Northboundary customer of ours and have been talking to Sarah. She kinda pointed me in this direction though. I was looking to open up a conversation around core service trade itself and handling service operations. Do you handle both sides of that with sales and service?

PHONE CALLER #1

3:06 I would, but we actually just went with BuildOps in August. I'm pretty certain that they're not gonna wanna make a change that soon, but we do want to keep the Northboundary tasking piece of.

LUCAS

3:12 Okay. Have you?

LUCAS

3:21 Gotcha. That makes sense. And have you guys gone live with them yet, or is that something that's still an implementation stages?

PHONE CALLER #1

3:27 Went live in August?

LUCAS

3:29 Okay, great. Great. How has that been so far for you guys? I've talked to a handful of people on it and I heard mixed things about it.

PHONE CALLER #1

3:32 It's been, it's been.

PHONE CALLER #1

3:37 I've been in it? I've been on it with them from the ground floor and I really like.

LUCAS

3:44 Okay, perfect. Martha. Well, I at least wanted to give you a shout check in and see what that service side of things look like. We'll continue to kind of work together with Northboundary, and maybe down the line, there will be some room for opportunity with some talks with that... perfect, Martha. Enjoy the rest of your day. Bye now.

PHONE CALLER #1

3:56 All right.

PHONE CALLER #1

3:59 Thanks you too.

*The End*