



Inbound Call with (630) 594-4813

Jace Stephenson
Recorded on 8/14/23 via SalesLoft, 2 min.

Participants

SERVICETRADE

Jace Stephenson
SDR

OTHER

Phone Caller #1

Transcript

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

JACE

0:00 Hey, this is Jason.

PHONE CALLER #1

0:02 Hi, Jason. This is Zach with comfort indoor solutions.

JACE

0:06 Hey, how are you?

PHONE CALLER #1

0:07 Good. How are you?

JACE

0:10 I'm good. Thank you. And so I was calling you guys from my company service trade. We're the software platform for commercial mechanical contractors. And so that is kind of, the reason for the call if you had a minute to talk about that.

PHONE CALLER #1

0:26 Sure.

JACE

0:29 Okay. So, yeah, I don't know if you've heard of service trade before, but like I said, we're the software platform for commercial mechanical contractors and we focus on growing your profit by improving operations, technician, productivity, sales, success, and your customer loyalty. And we're currently working with a few different companies in your area. So I just wanted to loop in with you guys, you know, and like I said, see how you guys are handling service operations, if it is on pen and paper or if, you know, you guys have a software that you're currently using?

PHONE CALLER #1

0:58 Yes, we actually do have a software that we do use. We've recently just got it. It's BuildOps.

JACE

1:07 Okay.

PHONE CALLER #1

1:06 And...

PHONE CALLER #1

1:08 Yeah, we're actually pretty happy with them. It's kind of an all encompassing thing. We, you know, we're able to kinda handle all aspects of our business through them.

JACE

1:14 Yeah.

JACE

1:18 Okay.

PHONE CALLER #1

1:19 So, yeah, I apologize. You know, we're not really in the market to switch anything right now.

JACE

1:22 No.

JACE

1:27 Yeah, no, no worries. I totally get that. And then just kind of out of curiosity, how many technicians do you guys have running on build up?

PHONE CALLER #1

1:38 Service text. We have three.

JACE

1:42 Three of them, okay? And is the majority of your guys as work commercial work? Is it like 100 percent commercial or do you guys do any residential?

PHONE CALLER #1

1:51 We do make sure both primarily commercial though.

JACE

1:56 Okay. Well, you know, I totally understand. I'm glad that you guys have a software that works for you. I'm sure that you guys have a contract with them as well, but I appreciate you calling me back and I hope you have a great rest.

The End

