



Call with Chase Service LLC - Unknown Unknown

Shelby Bergbigler with Chase Service LLC
Recorded on 10/6/21 via SalesLoft, 6 min.

Participants

SERVICETRADE

Shelby Bergbigler
Account Manager

OTHER

Phone Caller #1

Topics

<i>Type of work</i>	2:00
<i>Purchase decision</i>	3:02
<i>Type of work</i>	3:28
<i>Type of work</i>	4:23
<i>Purchase decision</i>	4:51

Transcript

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

PHONE CALLER #1

0:00 Good morning, Patrick services this... this Jennifer?

SHELBY

0:03 Hi, good morning. Some preventative maintenance questions and was hoping to talk to a service manager.

PHONE CALLER #1

0:11 Is it plumbing or hating there?

SHELBY

0:13 He in there?

PHONE CALLER #1

0:15 Okay.

PHONE CALLER #1

0:18 Can I ask, what is your mind?

SHELBY

0:20 My name is Shelby.

PHONE CALLER #1

0:23 Okay. Hold on for me just a minute.

SHELBY

0:25 Okay.

--- Type of work ---

PHONE CALLER #1

2:00 Hello. This is very.

SHELBY

2:02 Hi. Good morning. This is Shelby. I'm calling from service trade and wanted to see if you had a quick minute.

PHONE CALLER #1

2:09 Sure.

SHELBY

2:10 Okay. Great. Thanks. We're in first. I guess I was just curious, do you guys do commercial service?

PHONE CALLER #1

2:16 So...

SHELBY

2:18 Okay. Gotcha. So service trade, we're a service management platform and what we do is we help with things like tracking recurring services, work order management, scheduling, dispatching. So I wasn't sure if you guys, are you already on a platform? Are you on pen and paper?

PHONE CALLER #1

2:37 We are currently using the platform?

SHELBY

2:39 Okay. I see it. What platform you guys running on by chance?

PHONE CALLER #1

2:44 Service line?

SHELBY

2:46 I see. Okay. And are you got, do you do mostly residential or are you about like a 50 50 split?

PHONE CALLER #1

2:53 Right now, right now, we're... we're... we're pretty well, 50 50 split and leaning toward residential.

--- Purchase decision ---

SHELBY

3:02 Okay. Well, I'm just curious. Have you ever taken a look at any different softwares before?

PHONE CALLER #1

3:10 I have a couple of times in the past.

PHONE CALLER #1

3:14 Mainly where I used to work at my last employer. I looked at that top service tight and... and BuildOps and yeah, those are the main two that came in and did demos for them.

SHELBY

3:16 Okay.

--- *Type of work* ---

SHELBY

3:28 Yeah, yeah, I know where we're different from service tighten, is that we are geared a little bit more for the commercial side. And so that's kind of just where we're a bit different. And, you know, I've just heard some different things about service tighten and I just, I'm not super familiar with service. You said service line?

--- *Type of work ends* ---

PHONE CALLER #1

3:49 Correct.

SHELBY

3:50 Okay. What all are you guys using that for?

PHONE CALLER #1

3:55 What do you mean?

SHELBY

3:56 I'm just not familiar with it. So I don't I just wasn't sure what all you use.

PHONE CALLER #1

3:59 Well, I mean, it's just like any other dispatch software, right? I mean, it's got a job, you know, it's got a it's got a daily board and the job setups and trucks, the Tom for the gas track inventory and we price out of it and that the guys out in the field, we're able to... to... to build estimates out of it with the pricing that's been entered?

--- *Type of work* ---

SHELBY

4:23 Okay. And do you use Quickbooks by chance for account? Okay? Gotcha. Alrighty. We have an integration with Quickbooks as well. And so do you guys for your residential or are you doing multifamily home?

4:40 Some, we do some apartment complexes and things like that.

SHELBY

4:44 Gotcha. Okay. Well, really what you're telling me, I would recommend taking a look at service trade.

--- Purchase decision ---

SHELBY

4:51 You know, I think that we might be a good fit even for, in the future, but what we're doing right now to give you a better look into it is we're setting up like 30 to 45 minute demonstrations on Zoom and there's if there's no sales obligation with that, all it is... is for you to be able to take a look at service trade and see, you know, if at some point it might be a good fit or just to see what else is out there even. But like I said, there's no sales obligation. It's just for you to see service trade and how it would work.

PHONE CALLER #1

5:21 Right. Absolutely. Well. I mean, to be honest with you, I'd hate to waste your time. I mean, because we're just not looking to make any changes anytime soon, probably not ever. So, just to be honest with.

SHELBY

5:24 Yeah.

SHELBY

5:28 Yeah.

SHELBY

5:31 Cool. And Z, yeah, I hear you. No worries. Well, you know, a lotta people I talked to just like to see what else is out there even for, in the future. So that's why I wasn't sure if you were interested in that. I mean, you know, software changes all the time. So, you know, even in the future gives you an idea of what else is out there.

PHONE CALLER #1

5:48 Absolutely.

--- Purchase decision ends ---

PHONE CALLER #1

5:52 Yeah. Like I said, I'd just rather not spend the time.

SHELBY

5:55 Yeah, I hear you. Okay. Well, thank you for your time. And what was your name? Again? I'm so sorry, I didn't touch it, right? Okay. Alright. Right. Well, thank you so much. I appreciate your time this morning.

PHONE CALLER #1

6:01 Right. Alright. Wow.

PHONE CALLER #1

6:06 Awesome. Thanks, Shelby.

SHELBY

6:07 Bye bye.

The End