



Call with ZiEn Inc - John Macaluso

Will Moore with Zien Service, Inc.
Recorded on 8/4/21 via SalesLoft, 3 min.

Participants

SERVICETRADE

Will Moore
SDR

OTHER

John Macaluso

Topics

<i>Call Setup</i>	0:25
<i>Wrap-up</i>	2:18

Transcript

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

JOHN

0:00 Thank you for calling site and mechanical. If you know the person's extension, you can dial it at any time, please dial zero for the operator. Dial one for H back, service, dial two for plumbing service, dial three for H, back construction, dial for... for plumbing construction.

JOHN

0:22 Good afternoon. Very mechanical. How may I help you?

--- Call Setup ---

WILL

0:25 I like to speak to John, please?

JOHN

0:29 John, hello. So, are kastner?

WILL

0:31 Macaluso?

JOHN

0:33 Okay. Sure. One moment.

WILL

0:35 Thank you.

JOHN

0:36 Yeah, welcome.

JOHN

0:49 Hello, John.

WILL

0:51 Hey, John. This is, will it service trade hold told me to give you a call. Do you have a minute?

JOHN

0:57 Sure.

WILL

0:59 Awesome. I appreciate it, John. So, from the notes, it looks like you guys have a good service department that was going, but your goal was to make it easier for the tax piece of software, stay more time in the field to get work done, but it looks like timing was kind of bad at the time.

--- Call Setup ends ---

WILL

1:17 You know, how... how have things gone lately or are you still doing things the same way or have you been able to make any changes?

JOHN

1:25 Yeah. We... we made a few changes right now. So, everything's...

WILL

1:30 I see what did you guys do to help give the technicians, make things easier for them?

JOHN

1:38 We decided to go with BuildOps.

WILL

1:41 Okay. I see what made you guys decided that... that was the... the best fit for y'all.

JOHN

1:47 I think we did... we did several meetings and webinars with them and... and, you know, as well as with you guys and they just seem to be the best fit for now.

WILL

1:59 Okay. I see. Sounds like it wouldn't be worth your time to like revisit service trade right now unless you guys are like having any trouble getting BuildOps, you know, work in the way that you wanted to?

JOHN

2:14 Yeah, I guess that, would it be accurate? We get, give it a shot.

--- Wrap-up ---

JOHN

2:18 We haven't implemented it yet. They're still working on all the transferring everything over. So, I guess that would be accurate. Yeah.

WILL

2:25 Okay. Gotcha. Well, John, I appreciate a minute of your time here. You know, if... if you do feel like you'd like to ask any questions or see more of service trade, feel free to reach out.

WILL

2:41 John, I do have one more question before we go. Are you guys mostly residential work?

JOHN

2:46 No, we're a commercial industrial?

WILL

2:48 Okay. I need to get that note updated, permission. That lets you guys is residential, appreciate your help.

JOHN

2:55 Alright. Not a problem. Okay?

WILL

2:56 Bye.

The End