



Call with Certified Fire and Security - Clint Hoopes

Scott Bartholomew with Certified Fire and Security
Recorded on 5/16/23 via SalesLoft, 4 min.

Participants

SERVICETRADE

Scott Bartholomew
SDR

CERTIFIED FIRE AND SECURITY

Clint Hoopes
Chief Executive Officer

Topics

<i>Call Setup</i>	0:18
<i>Wrap-up</i>	2:50

Transcript

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

CLINT

0:01 Thank you for calling Certified fire to place your system on test, please press one. Otherwise, wait on the line and we'll be right with you.

--- Call Setup ---

CLINT

0:18 Certified by this is Heather. How can I help you?

SCOTT

0:20 Hi, Heather. I was calling to speak with Clint hoops, please?

CLINT

0:26 To who?

SCOTT

0:27 Or Clint hopes.

CLINT

0:30 There is.

SCOTT

0:32 Gotcha. Is this Certified fire and security correct?

CLINT

0:35 Yes.

SCOTT

0:37 Gotcha. Okay. Clint, must be an old contact. We have been. I was looking to speak with someone maybe in like the service department? Like a service manager, or operations manager, if anyone was available.

CLINT

0:47 Yeah. What are you? What is the, what is it regarding? And then?

SCOTT

0:51 Yeah, I'm calling from my company service trade. My name is Scott Bartholomew. I was looking to speak with someone in regards to how you're handling your service department and inspections.

CLINT

1:05 Let me get you transferred over to Michelle. Hang tight.

--- Call Setup ends ---

SCOTT

1:08 Okay. Thank you.

CLINT

1:22 Certify, fire. This is mishean.

SCOTT

1:24 Hi, Michelle. This is so Bartholomew calling from service trade. Do you have a quick minute?

CLINT

1:30 What is it regarding? I'll let you know.

SCOTT

1:34 Yeah. I appreciate that. So, I'm calling from service trade. We're a field management software specifically for commercial fire and life safety companies. So it's a software tool that you use to help kind of streamline operations as well as reduce times out in the field for the technicians and ultimately just providing a better customer experience on those commercial jobs. I was just curious to see if you guys are doing a whole lot of commercial inspections in service jobs and kind of how you were handling that?

CLINT

1:42 Okay.

CLINT

1:54 Gotcha.

CLINT

2:01 You know what I think?

CLINT

2:04 We actually looked at your software a little while back?

SCOTT

2:08 Okay.

CLINT

2:10 And we just barely switched over our software to another company.

SCOTT

2:14 Gotcha. Is that a pretty recent change?

CLINT

2:17 Yeah. Like November?

SCOTT

2:19 Wow. What, which software you going with? If you wanna be asking?

CLINT

2:23 Where you think BuildOps right now?

SCOTT

2:27 Okay. Gotcha. I know BuildOps is a relatively new software for mechanical service. How does that? Have you guys found it for a fire in like life safety service?

CLINT

2:38 You know what? I don't really deal with, that end of things?

SCOTT

2:43 Gotcha.

CLINT

2:44 So, I'm more on the accounting side of things. So honestly, I don't know.

--- Wrap-up ---

SCOTT

2:50 Gotcha. Okay. Well, I appreciate it, Michelle. Yeah, I asked for the service manager and they directed me to you, so I don't know if... you are the service manager. I know you're an accounting. Okay. Do you know who I talked to or?

CLINT

2:57 I'm not.

CLINT

3:05 Yeah, I'm not quite sure why you got me, but, let me leave him a message. He's actually in a meeting right now. Is there a good number that I can have him call you back?

SCOTT

3:17 Yeah, absolutely. It's gonna be eight, one, seven... six, three, one, two, zero, three four.

CLINT

3:21 Okay.

CLINT

3:26 Perfect. And this is service tighten.

SCOTT

3:30 No, no man service. Trade a lot of companies with this with similar names out there right now.

CLINT

3:32 Right.

CLINT

3:35 Whereas, okay, perfect. I will give him the message.

SCOTT

3:39 Awesome. And who am I leaving the message for? Just so I know if they called back.

CLINT

3:42 His name is Darren.

SCOTT

3:44 Darren? Okay. Gotcha. All right, Michelle. Well, I appreciate your time today and I will look out for a call back from there. And then.

CLINT

3:45 Yep.

CLINT

3:51 Okay. Sounds good. Thank you.

SCOTT

3:53 Thank you. Bye.

CLINT

3:54 Bye bye.

The End