



# Call with Northwest Mechanical Group LLC - Liz Howard

Will Moore with Northwest Mechanical Group LLC  
Recorded on 12/8/21 via SalesLoft, 2 min.

## Participants

### **SERVICE**TRADE

Will Moore  
*SDR*

### **NORTHWEST MECHANICAL GROUP LLC**

Liz Howard  
*Chief Financial Officer*

# Topics

*Small Talk* ..... 0:23

# Transcript

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LIZ

0:00 Or through us mechanical group. This is Diana. How can I help you?

WILL

0:02 Hey, Dan, is this as well? Lightspeed Chris, please?

LIZ

0:07 Yeah. Let me see if he's available. Can I tell him where you're calling from?

WILL

0:10 Service trade?

LIZ

0:15 It's not that software company.

WILL

0:18 Yeah, we're a software company wide to, yes.

*--- Small Talk ---*

LIZ

0:23 What?

WILL

0:24 We are a software company. Why do you ask?

LIZ

0:28 Because several people have called from your company in the past like week and somebody even... somebody even came in.

WILL

0:31 I see. I'm sorry about that.

WILL

0:37 Yeah, it looks like someone came in about a month ago.

WILL

0:42 Darren came in about a month ago.

LIZ

0:44 Yeah, maybe could have been a month now.

WILL

0:46 Okay. Yeah. Cool. Yeah, I'm certainly... not trying to make you guys feel like back until corner to... to, you know, work with us. Sounds like I'm not doing a very good job of that though.

LIZ

1:01 Well, I mean, I've told every person that have told Darren when he came in and every person that's cold, it was like two other phone calls since Darren came in and I told everybody we just switch software.

--- *Small Talk ends* ---

LIZ

1:15 So, this is not the time to ask. So, please follow up, you know, in six months.

WILL

1:15 Okay.

WILL

1:17 I see.

WILL

1:22 Okay. Okay. Yeah, I'll let you guys get your hands around that, but did you guys switch to?

LIZ

1:25 Yeah. I mean, we... we haven't even got to see, you know, if it's working or not. You don't know if he's...

WILL

1:31 Yeah. Yeah, I guess what did y'all, switch to? And what... what is okay. Cool. And then what inspired you? What kind of needs today? Fail, what kind of goals they feel like?

LIZ

1:34 It's BuildOps.

LIZ

1:42 I... I have no clue.

WILL

1:45 Okay. Well, I appreciate your help. What was your name again?

LIZ

1:46 Yeah, yeah. No problem. Well, Donna.

WILL

1:50 Dan, and nice to meet you and... and what's your role at... at Northwest?

LIZ

1:52 Yeah, luckily.

LIZ

1:56 I wear a lot of hats?

WILL

2:01 Yes, you... you and... and...

LIZ

2:02 But for... for this purpose, you could call me the receptionist, I guess.

WILL

2:06 Got a glorified receptionist for sure.

LIZ

2:09 That's right?

WILL

2:11 Got it. Well, then, I'll keep letting you, where are those hats and you give them a good day.

LIZ

2:16 Hey, who do? Well? Thank you. Happy holidays. Bye bye.

WILL

2:19 You too. Bye.

*The End*