

# 149656 - VN HVAC & Plumbing

## General Information

**Contact Name** VN Implementation  
**Contact Phone** (678) 318-1300  
**Contact Email**  
implementation@voicenation.com  
**Timezone** Eastern Time  
**Service Type** Answering Service  
**Industry** HVAC/Heating and Air

## Billing Information

**Billing Address 1** 123 Main St, Suite 100  
**Billing Address 2**  
**Billing City** Suwanee, GA 30024

## Operator Screen Info

**Answer Phrase** [Company Name] answering service. How may I help you?  
**Address 1** 5089 Bristol Industrial Way  
**City/State/Zip** Buford GA 30518  
**Main Phone** (678) 318-1300  
**Alt Phone** (866) 766-5050  
**Fax**  
**Website** voicenation.com  
**Email** implementation@voicenation.com  
**Hours** Mon-Fri: 8a-5p 24/7 Service

## Calltypes & Instructions

### Message

Default

SECTION: Section 1

### Determine Reason for Call

\* Reason for Call - Conditional:

No Heat -> Go to section: *Heat/hot water ER*  
No Hot Water -> Go to section: *Heat/hot water ER*  
No Water -> Go to section: *Plumbing Issues*  
HVAC Issues -> Go to section: *Cooling Issues*  
Furnace Issues -> Go to section: *Heat/hot water ER*  
Cooling Issues -> Go to section: *Cooling Issues*  
A/C Issues -> Go to section: *Cooling Issues*  
Plumbing Issues -> Go to section: *Plumbing Issues*  
Water Leaks -> Go to section: *Plumbing Issues*  
Toilet Not Working -> Go to section: *Plumbing Issues*  
Other (Not a Service Issue) -> Go to section: *Generic*

.....  
Stop here

SECTION: Heat/hot water ER

\* ER (Y/N) - Conditional:

Yes -> Go to action label: *Emergency*

No -> Go to section: *Non-ER*

**Immediately Ask: "Is this an Emergency or can this wait until next business day?"**

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Emergency

**ALWAYS Advise: "Our after hour rate is \$200 per hour with a 1 hour minimum and we require a credit card prior to coming out to the home if the service is not for a warranty issue. A service tech will collect the credit card information from you when they contact you directly."**

**DO NOT ASK CALLER THIS!...just notate rather or not the caller had an issue with the fee**

\* Did caller complain about or refuse to pay the fee (Y/N)

Gather User Information

- \* First and Last Name
- \* Phone Number
- \* Residential/ Commercial
- \* Street Address
- \* Description of Issue

---

Send to DISPATCH

DISPATCHER FILL THIS OUT

\* Who was Msg Delivered to?

- 
- 1. LMR to Heat/AC OnCall, LVM**
  - 2. If N/A, Wait 10 minutes**
  - 3. Repeat Step 1**
  - 4. If N/A, Wait 30 minutes**
  - 5. LMR to Mark Woodman, LVM**
  - 6. If N/A, Email AND Deliver to Mark Woodman**

Stop here

SECTION: Cooling Issues

\* ER (Y/N) - Conditional:

Yes -> Go to action label: *Emergency*

No -> Go to section: *Non-ER*

**Immediately Ask: "Is this an Emergency or can this wait until next business day?"**

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Emergency

*ALWAYS Advise: "Our after hour rate is \$200 per hour with a 1 hour minimum and we require a credit card prior to coming out to the home if the service is not for a warranty issue. A service tech will collect the credit card information from you when they contact you directly."*

**DO NOT ASK CALLER THIS!...just notate rather or not the caller had an issue with the fee**

\* Did caller complain about or refuse to pay the fee (Y/N)

---

Gather User Information

- \* First and Last Name
- \* Phone Number
- \* Residential/ Commercial
- \* Street Address
- \* Nature of Emergency

Send to DISPATCH

---

DISPATCHER FILL THIS OUT

\* Who was Msg Delivered to?

1. LMR to Heat/AC OnCall, LVM
2. If N/A, Wait 10 minutes
3. Repeat Step 1
4. If N/A, Wait 30 minutes
5. LMR to Mark Woodman, LVM
6. If N/A, Email AND Deliver to Mark Woodman

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Stop here

SECTION: Plumbing Issues

\* ER (Y/N) - Conditional:

Yes -> Go to action label: *Emergency*  
No -> Go to section: *Non-ER*

*Immediately Ask: "Is this an Emergency or can this wait until next business day?"*

Emergency

*ALWAYS Advise: "Our after hour rate is \$200 per hour with a 1 hour minimum and we require a credit card prior to coming out to the home if the service is not for a warranty issue. A service tech will collect the credit card information from you when they contact you directly."*

**DO NOT ASK CALLER THIS!...just notate rather or not the caller had an issue with the fee**

\* Did caller complain about or refuse to pay the fee (Y/N)

Gather User Information

- \* First and Last Name
- \* Phone Number
- \* Residential/ Commercial
- \* Street Address
- \* Nature of Emergency

---

Send to DISPATCH

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DISPATCHER FILL THIS OUT

- \* Who was Msg Delivered to?

- 
- 1. LMR to Plumbing OnCall, LVM**
  - 2. If N/A, Wait 10 minutes**
  - 3. If No CB, Repeat Step 1**
  - 4. If N/A, Wait 30 minutes**
  - 5. If No CB, LMR to Mark Woodman, LVM**
  - 6. If N/A, Email AND Deliver to Mark Woodman**

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Stop here

SECTION: Non-ER

- \* First and Last Name
- \* Phone Number
- \* Residential/ Commercial
- \* Street Address
- \* Nature of Emergency

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Email (and DELIVER) Office (implementation@voicenation.com)

***ALWAYS Advise: "Someone from our office will call you back during normal business hours."***

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Stop here

SECTION: Generic

Gather User Information

- \* First and Last Name
- \* Phone Number
- \* Regarding

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Email (and DELIVER) Office (implementation@voicenation.com)

***ALWAYS Advise: "Someone from our office will call you back during normal business hours."***

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Stop here

## Call Summary

None found

## Employee Directory

**Office** *(Unknown title) (Unknown gender)*

**Email:** implementation@voicenation.com

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## Oncall Lists

### HVAC

*Default*

Office

### Plumbing

*Default*

Office

## Calendars