



TalkNText

CASE STUDY



One Hour Air Conditioning and Heating



One Hour Air Conditioning & Heating is a nationwide network of local franchises delivering quality and reliable HVAC services to homeowners across America. With an on-time guarantee, highly skilled professionals, clean and friendly HVAC technicians, and a StraightForward Pricing® guide, One Hour Air Conditioning & Heating is the natural choice for HVAC repairs and replacements – and they're available 24/7!



The Challenge

The key to One Hour Air Conditioning & Heating's success, can be found within its motto: Always On Time...Or You Don't Pay A Dime!®. One Hour Air Conditioning & Heating promises to arrive at its scheduled service calls within the customer's selected predetermined time window – or the service call is free. This means that when an appointment request comes in, the team needs to make sure that the technicians are dispatched quickly, with the relevant job information and order numbers so that they can arrive on time. But when technicians are on the road or on the job, getting them that information on-the-fly can be challenging.

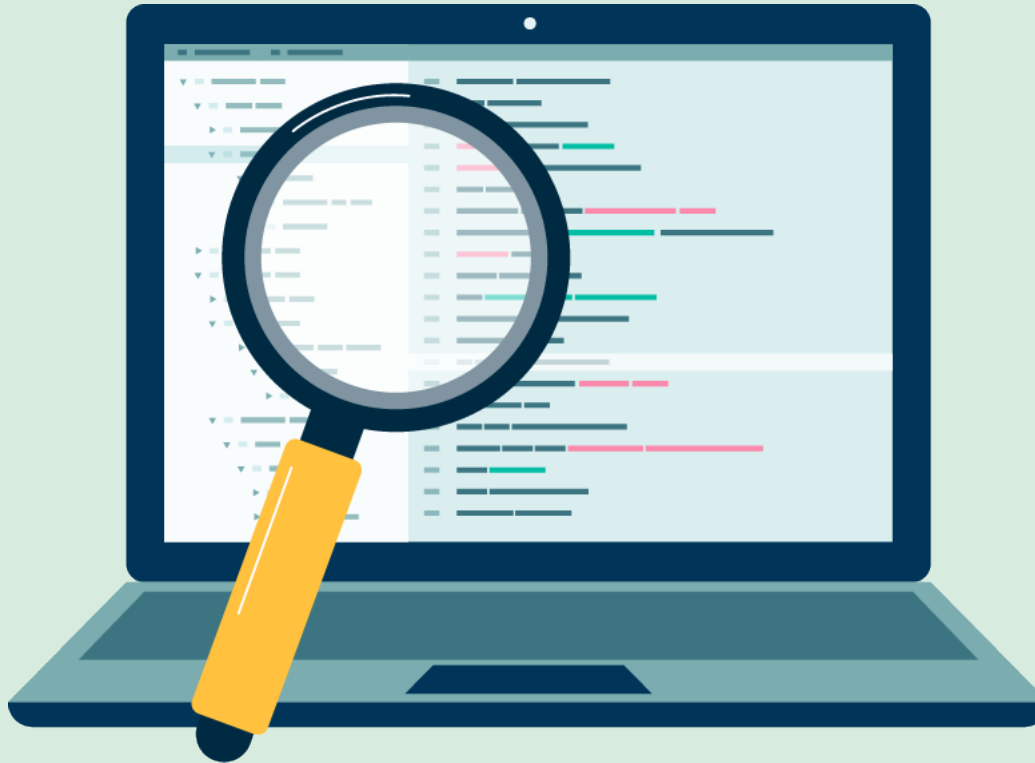
This was exactly the issue that the One Hour Air Conditioning & Heating franchise in Niceville, FL was trying to solve. Its dispatching center had been using a popular business texting platform to send appointment details to technicians via SMS, and it was working well – technicians would receive all the pertinent information they needed on their mobile devices wherever they were, and wouldn't need to find a pen to write down the details like with a phone call, or check an email inbox that was overloaded with spam.

But the texting platform that One Hour Air Niceville had implemented was about to be retired, so they needed a new provider – fast!



Evaluating The Options

Upon learning about the timeline for the retirement of their existing SMS solution, One Hour Air Niceville's Call Center Manager, Brittany Knapp, got to work. The options were endless – and so were the feature sets and pricetags! While there were myriad providers who could help One Hour Air Niceville, many of the platforms included more features than they needed and charged accordingly. Then, Brittany discovered Cloudli TalkNText.



About Cloudli TalkNText

Cloudli TalkNText is a unified business voice and texting app that harnesses the power of calling and business texting in a single app, and is designed to meet the needs of small businesses and franchises. With TalkNText, users can text-enable their existing business numbers, and then use that number to text back and forth with employees and customers. They can also elect to port over their existing phone number to take advantage of the included, unlimited* calling plan.

TalkNText offers far more than just standard 1-1 SMS for businesses: with TalkNText, users can send SMS broadcasts to their loyal customers, configure auto-replies triggered by specific keywords or business hour settings, leverage templates, send scheduled messages, and more.

After comparing TalkNText to the other options on the market, Brittany decided to give TalkNText a try, getting started with the free 30-day trial to see how the platform worked.

*Subject to Cloudli Terms of Service and Fair Use Policy; Reasonable and acceptable usage applies for unlimited usage; Excludes Alaska, Nunavut, Yukon, Northwest Territories and other high-rate destinations.



Getting Started

Brittany used the TalkNText self-serve sign-up interface to set up her free trial. Once that trial was up and running, one of Cloudli's Account Managers reached out to help Brittany make the most of the free trial features, and explained how to unlock the full power of the platform upon upgrading to a monthly subscription.

As part of the upgrade process, Cloudli registered One Hour Air Conditioning & Heating Niceville for A2P 10DLC with The Campaign Registry. A2P 10DLC is a trust mechanism that leading U.S. mobile carriers such as AT&T, Verizon, T-Mobile/Sprint, US Cellular and others put forth to protect their mobile users from spam and unsolicited messages. This mandatory registration ensures that One Hour Air Conditioning & Heating Niceville's SMS messages are reliably delivered to its recipients.

Once the A2P 10DLC registration was complete, One Hour Air Conditioning & Heating Niceville was able to fully transition away from its legacy business texting provider and make the move to Cloudli.



Post-Set-Up Success

After several months of using Cloudli TalkNText, One Hour Air Conditioning & Heating Niceville is confident it made the right decision. Now, its technicians can communicate back and forth with dispatch to make sure everyone has the right information to deliver the quality and reliable service that One Hour Air Conditioning & Heating is known for – while keeping the phone lines open for customers who are calling to make new appointments.



Cloudli has made it easier for our dispatch team to communicate flawlessly with our technicians in the field. Sending purchase order numbers & job information is so much easier for both parties. It allows our technicians to communicate with us throughout the day without clogging up our phone lines. The Cloudli team has been exceptional to us as well. They stay in contact, update us with new changes, as well as probing us for future ideas to make Cloudli better for us. The team members at Cloudli has gone above and beyond to meet our expectations and have successfully kept up with our needs.

Tabatha Macneill | Dispatch Manager | One Hour Air Conditioning & Heating, Ben Franklin Plumbing, Mister Sparky



About Cloudli

Cloudli Communications is a leading provider of next-generation voice, messaging and data communications solutions. Cloudli's mobile-first unified communications, VoIP connectivity and digital fax solutions are trusted by over 8,000 customers, including some of the largest healthcare, financial and government organizations in North America.



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