



Joe Cool's Heating & Cooling Client Story

PROBLEM

Joe Cool's Heating & Cooling has served its community since 2016, offering full-service heating and air conditioning solutions to residential, municipal, and commercial customers. Owner Nick Kantor understands that HVAC issues don't follow a schedule and that missing calls could result in losing business to competitors, as customers frequently call outside of traditional business hours. Unfortunately, his current service proved unreliable, resulting in lost revenue and poor customer experiences.

SOLUTION

Nick needed a dependable phone service that could handle calls effectively, especially after hours, and was impressed by PATLive's seamless integration with Jobber. The integration enabled Nick and his team to continue using their familiar systems to follow up on work without disruption. Plus, PATLive hires only US-based agents, an important selling point in maintaining Joe Cool's local image — ensuring that callers felt reassured and well-served, even when the company wasn't immediately available.

BENEFITS

PATLive's service has improved Joe Cool's ability to manage calls, ensuring customers feel heard and valued. The staff no longer needs to answer calls after hours, significantly boosting job satisfaction. Additionally, with PATLive's scalable support, the company can handle fluctuations in demand without constantly hiring and training new staff. The service has also contributed to a more positive customer experience, with fewer callers frustrated by dropped or missed calls. Thanks to PATLive, Joe Cool's is now better equipped to grow and scale its business while maintaining top-notch customer service.

AT A GLANCE

CHALLENGES

- Unpredictable call volume
- Unreliable provider
- After-hours support

BENEFITS

- Jobber integration
- US-based agents
- Premium customer experience



"The biggest benefit is having a staff that I can count on to always more or less be there when things scale up for a minute or two. And I don't have to hire people full time for those couple of days or weeks a year."

Nick Kantor

President & Managing Director