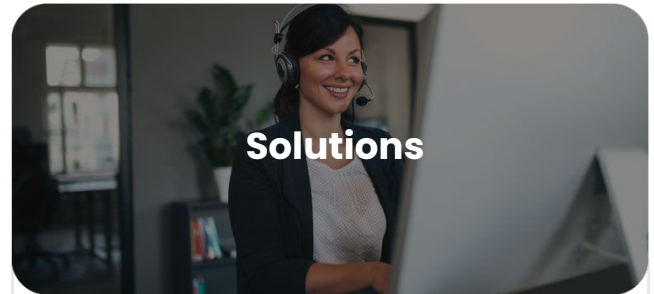


CASE STUDY

Boosting HVAC Business with Nexa



HVAC companies often struggle to regulate call volume, capture leads and provide 24/7 customer service, needing flexible solutions to boost sales and optimize staffing. Since 2015, Nexa has supported a prominent HVAC business to help address these challenges, providing customized overflow coverage, appointment booking and outbound calling.



- Inconsistent call volume during seasonal shifts
- Staffing challenges for evening and overnight coverage
- Struggles in scaling during rapid acquisition
- Appointment booking inconsistencies and errors
- High customer acquisition costs

- Call overflow management during peak seasons
- After-hours coverage for a 24/7 customer experience
- Outbound support for filling service calendars
- Seamless integration with their existing booking and call data systems
- Data-driven strategies to reduce acquisition costs

Results

100%

Seasonal Support, Including
Emergency Triage

14 seconds

Avg. Wait Time

6.5 minutes

Avg. Handle Time

24/7

Live Call, Text &
Chat Support

1,260 calls

Handled Per Month
On Avg.



"This HVAC Business is one of our longstanding clients who has seen the value of Nexa throughout their journey. From call overflow to after-hours coverage, we've grown together. It's more than a business relationship; it's about ensuring their success in a competitive industry." – **Brian Salvatori, VP of Customer Success**