



ANSWERING AND COMMUNICATIONS SERVICES

YOUR VOICE. HEARD.

ZEPHYR

Zephyr and Dexcomm

BUILDING PARTNERSHIPS & RELATIONSHIPS

Zephyr Home is an aggregator that came to Dexcomm through one of its pillar brands, Michael Bonsby. Zephyr and John Cartrette were so pleased with Dexcomm's partnership, that as they grew their brands, they brought the Dexcomm relationship along to their proprietors to grow their businesses.

WHAT MATTERS TO ZEPHYR?

John worked with other third-party answering services in the past and hadn't had the most pleasant experience. Additionally, Zephyr – and John – were looking primarily for a service that had a high booking rate and integrated with ServiceTitan.

John Cartrette
Client Support Manager
Zephyr



*"Booking the call is very important, but also, treating our customers well is of equal importance to us."
— John Cartrette, Zephyr*

"Many of our customers are dealing with some of the worst times of their lives without heating or air, so you know, patience and empathy is something that you can't really teach."

MORE THAN 13,000



opportunities answered for Zephyr Home

SCALING UP WITH DEXCOMM

John said that when they partner with a new brand, Zephyr increases its marketing spend, but doesn't increase its staffing. Revenue from the marketing spend can't be realized if the influx of calls are missed and jobs are not booked, so Dexcomm provides a safety net to capture those leads.

"We've been so busy and we've been able to designate one person to almost be a dispatcher for Dexcomm calls and allow the **Dexcomm** call center to **multiply our agents by 10 or 15** of what we would normally have." — John Cartrette, Zephyr Home

"It's been really, really important for us to have Dexcomm, specifically for overflow, and there are some days Dexcomm has taken more calls than our live agents."

WHY DEXCOMM?

Dexcomm handles a suite of services for Zephyr's brands.

1 Booking, Scheduling and Integrations

It was important to Zephyr to find a service that could handle a high booking rate of calls and integrate with Service Titan, a priority for their company.

2 Delivering on Premium Service

Cartrette cited the friendliness and professionalism of Dexcomm agents, highlighting their empathy and patience with customers, which he found particularly impressive.

3 Streamlined Operations and Active Account Management

John mentioned Dexcomm's seamless onboarding process and responsiveness to any necessary tweaks, making it easy to standardize processes across multiple brands.



www.dexcomm.com

www.zephyrhome.com



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Zephyr & Dexcomm



We're really **big on customer service** and we were looking for someone to **match that customer service** with our live agents.



Dexcomm had a positive effect on Zephyr –and its brands – marketing attribution, specifically mentioning the improvement in Return on Ad Spend (ROAS) and the importance of booking calls on the first attempt.

Dexcomm partnered with Zephyr as part of its acquisition of Bonsby. In reviewing the calls, Cartrette said he was immediately impressed with how Dexcomm agents were just handling the calls and running reporting for their current agents **“Dexcomm was actually outperforming our local level agents.”** – John Cartrette, Zephyr Home



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Ongoing Partnership Growth

Dexcomm's role in handling overflow calls during busy periods, effectively acts as an extension of **Zephyr's** in-house team and helps maintain high levels of customer service.

Zephyr differentiates between its brands, but a big part of what attracted them to Dexcomm was that Dexcomm is able to standardize processes. They have standardized reporting and trainings – so onboarding each brand has been seamless.

“Time is something that I do not have a lot of. It gives me peace-of-mind – after hours or while we are growing our company and are slightly understaffed – that any overflow call, or any call that comes in after-hours, is being properly cared for and our clients are also experiencing someone who cares on the other line.” – **John Cartrette**



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