

Technical Assistance Request: System Service by S.E.T.T. (Solar Energy Technician Team)

The American-Made Network would be able to help resolve all software, marketing and process building issues related to creating a stand-alone solar service company.

Initial assistance building relationships with customers via automated processes will be needed. For example, a list of 1,000 potential customers with system issues reported via their software monitoring would need to be contacted multiple times across multiple platforms on a small budget to create an effective customer acquisition process. Once customer responds, traditional phone or e-mail correspondence would be used to schedule the live technician visit.

Other specific areas of assistance to realize a sustainable business will primarily be building out automated processes. Creating all hiring, training and customer service automation processes will be the main burden initially.