

Turn Conversations Into Customers With Podium AI



*Grow Leads. Close Jobs. Gain More Customers
with One Smart Platform*

In the HVAC industry, speed and service win the day. Customers want answers now, not later. But between service calls, managing installs and running a business, it's nearly impossible to respond to every message quickly—or at all. That's where Podium's AI comes in.



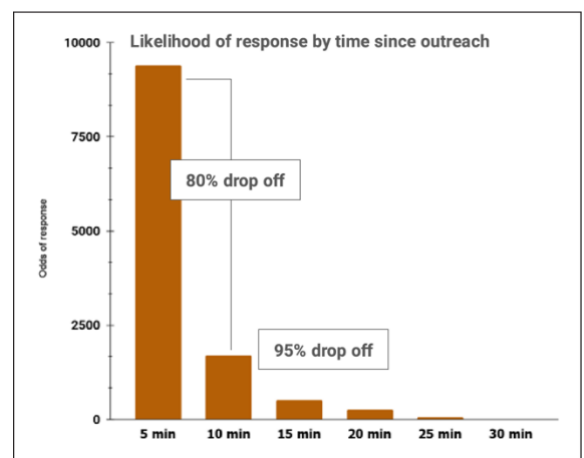
As a Preferred Vendor, Podium offers an all-in-one communication and lead management platform designed to help HVAC businesses connect with more customers, convert more leads, and grow your business—without hiring more staff. Whether you're a solo shop or a multi-truck operation, Podium's AI-powered tools make sure no opportunity slips through the cracks.

The AI Advantage: More Leads, Less Work

Not sure what to think about AI? Think of Podium's AI Employee as your 24/7 front desk—ready to chat with leads, answer questions, book appointments, and even follow up after the job is done. It's like expanding your team without adding payroll.

And according to research, the results speak for themselves:

- A 60-second response time increases conversions by 391%
- 78% of customers buy from the business that replies first *



Being the first to respond—especially via SMS—is a huge advantage, and AI can help get out in front of your competition.

* MIT Lead Response Management Study

Here's What Podium Can Do for Business:

Get Found and Chosen First

More reviews bring more visibility. Podium helps you request and manage 5-star reviews automatically, boosting your ranking on Google, Google Maps, and review sites. That means when homeowners search “AC repair near me,” you show up first.

Reply in 30 Seconds, Every Time

Podium AI responds to new leads in less than a minute—even after hours—so you're never out of reach. With dynamic customer profiles and automated replies, every message feels personal, accurate, and timely.

Capture Every Lead

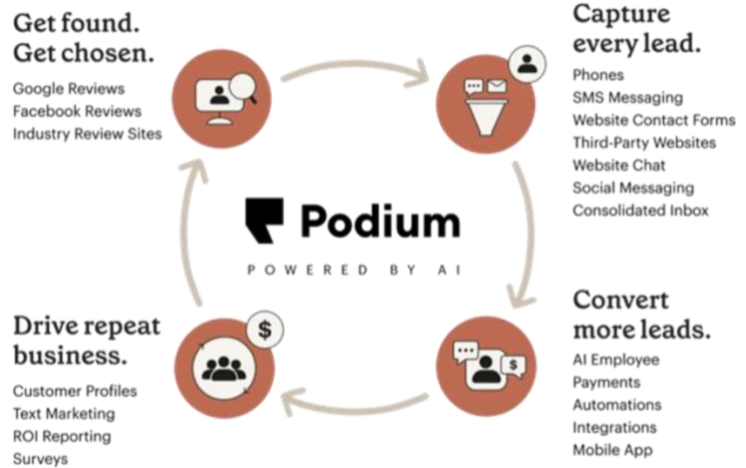
Whether customers call, text, email, fill out a form, or message you on social media, Podium pulls it all into one easy-to-use inbox, and communications can be handled from one single phone number. No more jumping between platforms. No more missed messages.

Close the Deal Faster

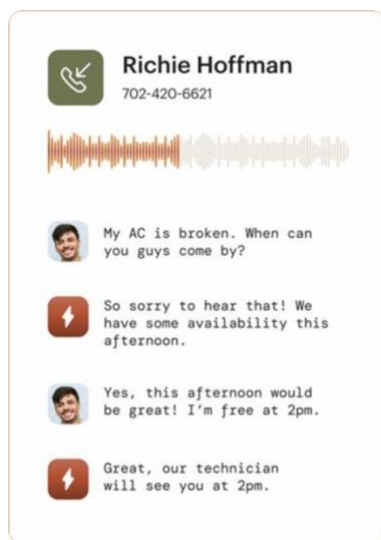
Podium helps convert leads by offering easy payment options, smart automations, and appointment booking—right from the first conversation. The result? As Podium touts, a 45%+ higher chance of closing the sale.

Keep Customers Coming Back

From personalized text marketing to follow-up surveys and proactive outreach, Podium's AI makes it easy to stay connected with past customers and drive repeat business automatically.



What's New at Podium?



Say hello to **Voice AI**, your own on-call assistant for every customer call. It can be a game-changer—whether you're in the field, after hours, or managing a high call volume. This new feature takes customer phone calls and turns them into action.

With Voice AI, you can:

- Soft schedule appointments directly into ServiceTitan® or Housecall Pro
- Reschedule or cancel appointments without staff intervention
- Handle basic customer service questions instantly
- Create AI-generated call summaries so your team stays in the loop without needing to take notes

This type of automation for HVAC pros can ensure that every customer call gets a fast, helpful response—and gives you back valuable time.

ServiceTitan is a registered trademark of ServiceTitan, Inc.

Your Business, Supercharged by AI

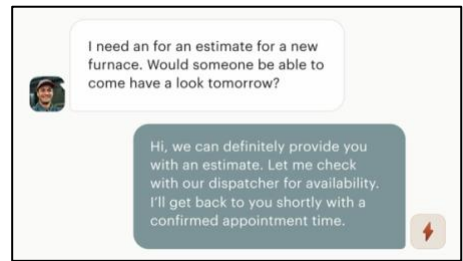
Podium is a growth engine made for the trades. With mobile access, smart automations, seamless CRM integrations—and now Voice AI—you're not just keeping up with demand, you're staying ahead of it. Whether you're qualifying leads in every language, selling maintenance agreements, or rescheduling jobs on the fly, Podium's AI works with your team to elevate your customer experience and help you scale with confidence.

MEET JERRY! Your New AI CSR

Want to see how it works? Scan the QR code below to meet Jerry, Podium's AI Customer Service Rep.

You'll be taken to Podium Airworks, a demo site where you can test real-world interactions.

Ask a question, watch the reply, and see the AI advantage in action.



Ready to See Podium in Action?

Through ICP, you get **10% off all annual Podium plans**, **plus a \$500 referral bonus** when you sign up. Visit Podium.com/ICP to get started—and see how AI can turn conversations into customers.

