



## **Your Presenters**



Wonjun Jeong
CEO & Co-founder
Supermove

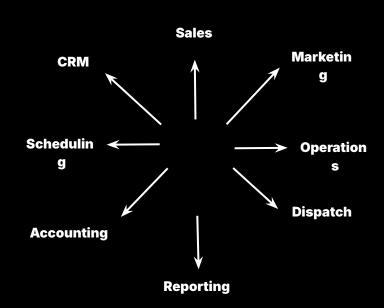


Mark Miyashita
CTO & Co-founder
Supermove



supermove

We are building the command center for moving companies.



## **Moving Industry Transformation**

90s-2000s







2010s



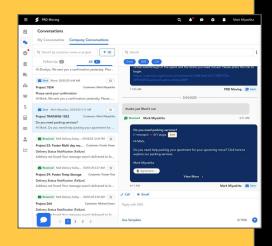
2023



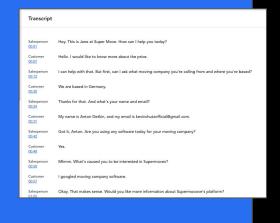


## What We'll Show You Today

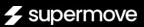
CORE RELEASE
Conversations
Inbox



Al Voice Agents & 24/7 Booking



ROADMAP
Future
of Moving





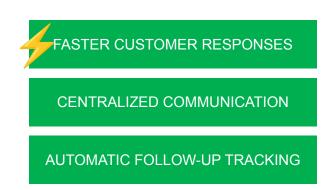
## CORE RELEASE

## **Conversations Inbox**

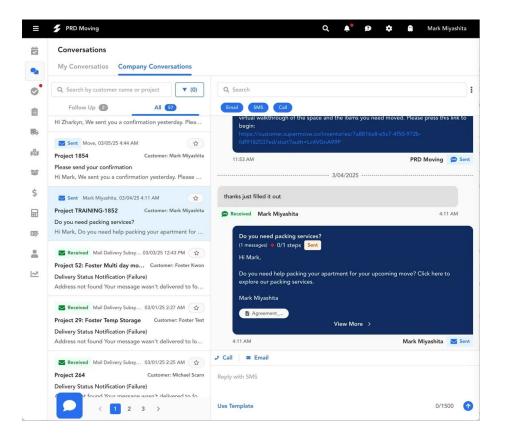


## All your customer conversations.

#### One seamless inbox.



VISIBILITY INTO EVERY CUSTOMER





## Send emails from your own accounts

- Send emails using your own branding and your own domain.
- Receive replies from customers directly in Supermove.
- Send replies to customers from Supermove or from your email inbox.
- See project details and make edits while responding to conversations with the customer.

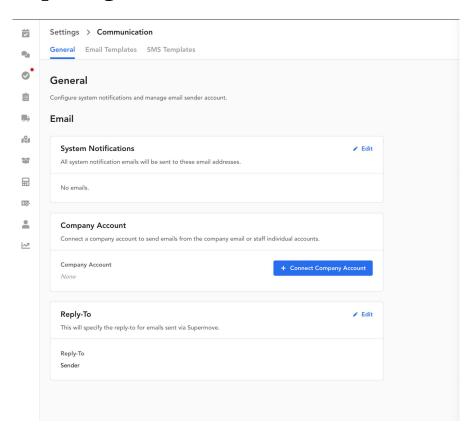
sales@yourmovingco.com





## **Connect your main company account**

Connect your company email address to Supermove to send emails.



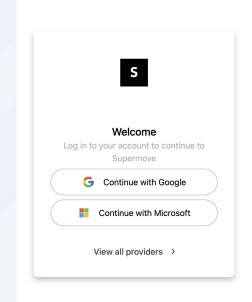




## Select your email provider

#### Currently we support using:

- 1. Gmail from Google
- 2. Outlook / Microsoft 365 from Microsoft



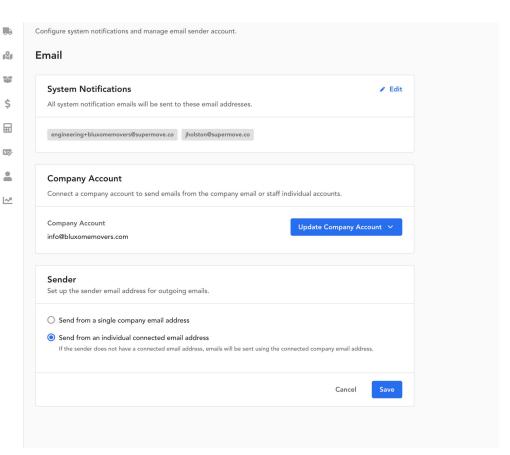




### Successfully connected email account

Once connected, you can immediately start sending emails.

All emails including automations will be sent from the company account by default.







### Optionally, send from individual accounts

To enable individual team members to send emails from their own email address, update the "Sender" options to send from "Individual sender's connected email account."

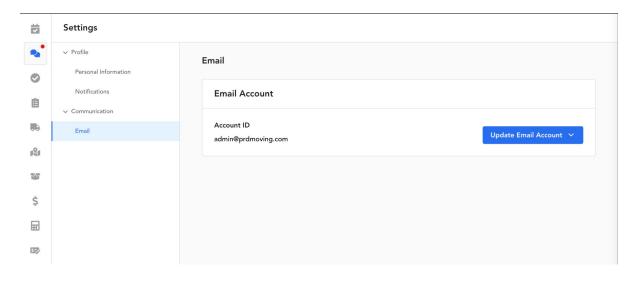
ender  t up the sender email account for outgoing emails.	Company Account	Update Company Account ✓
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### **Connect individual email accounts**

Once the individual email accounts are connected, emails sent by this team member will come from their email account.



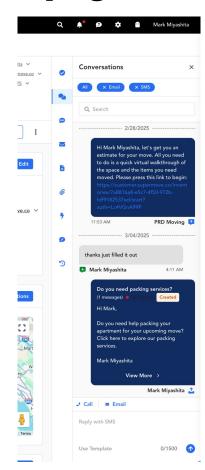




## View conversations on the project page

Sent and received emails will now appear on Supermove in the Conversations Widget.

The Conversations Widget also shows SMS sent to & from the customer and in the future, Copilot calls as well.





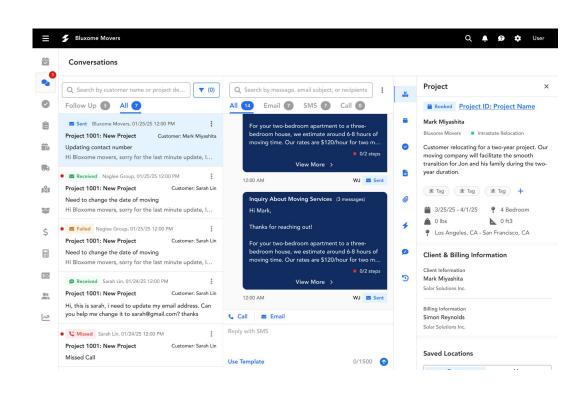


## View all conversations in one place

View and respond to customer messages in one place.

Track all conversations that need a follow up individually or across the team.

Coming soon: view & edit project details directly from the inbox.







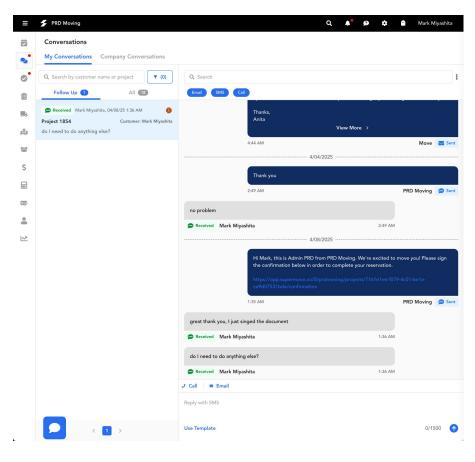
Real-time updates, reply to customers

quickly

When customers reply, the conversations inbox will automatically update and show the new messages.

The sidebar indicator will appear if follow ups are necessary.

This allows your team to respond to customers with great speed.

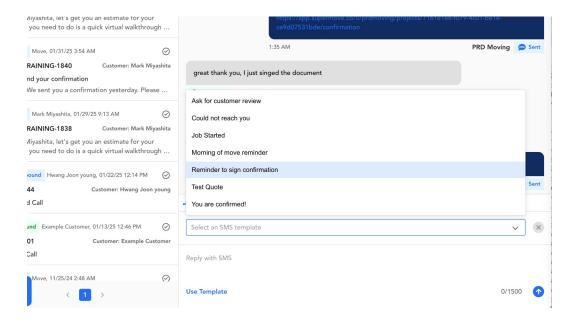






## Send messages quickly using templates

You can compose and draft messages to send – just as you could before using templates.



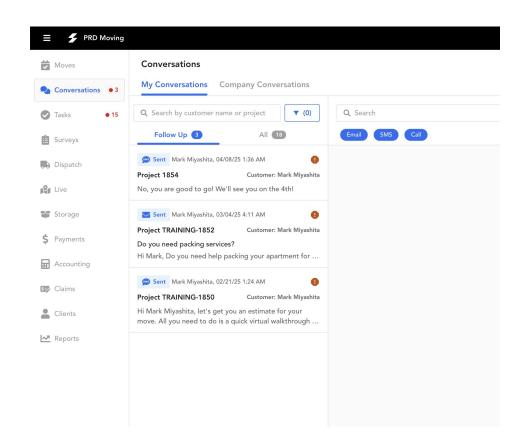




## Get notified about customer replies

Always know how many follow ups you need to complete as they are received.

View & respond to customers with lightning speed.





## Conversations Inbox Beta

Join the beta:

product@supermove.com

Subject: "Conversations Inbox Beta"



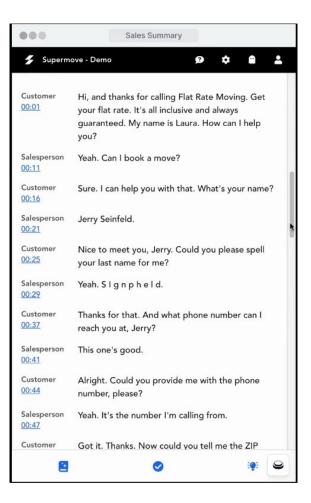
## Never miss a call again. 24/7 booking is live.

**ANSWER 100% OF CALLS** 

GIVE SALES THE BEST CUSTOMERS

BOOK VIRTUAL AND IN-PERSON ESTIMATES

FIELD QUESTIONS AND CLAIMS





## **BUSINESS HOURS**

**Peak Season** 

**Busy on Calls** 

**Busy on Jobs** 

On the Road

## NON-BUSINESS HOURS

**After Hours** 

Holidays / Vacations

Weekends



## Supermove Al Voice Agents

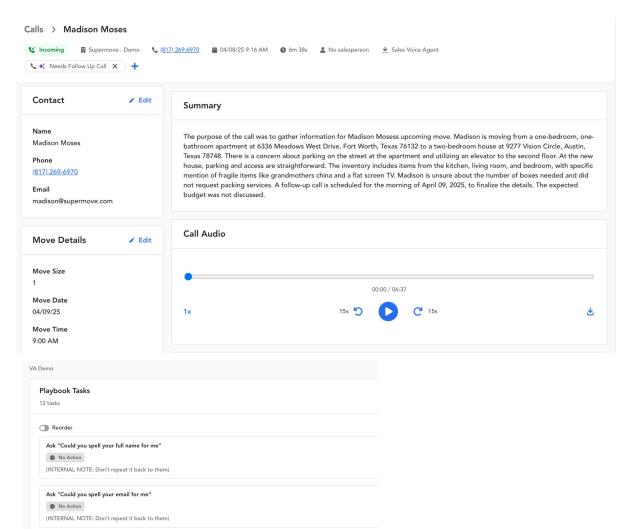


## WHAT IS IT?



#### **EXPLAIN IT LIKE I'M 5:**

- Voices that sounds human
- Can learn and get better from your real calls
- Automatically sync to your CRM
- Answer calls 24/7
- Keeps customers warm and engaged
- Setup instantly
- Make money while you sleep



#### **Edit Voice Agent**

Name — required				
Sales Voice Agent				
lickname				
Laura				
Purpose <b>1</b> — required				
-If the CURRENT residence is 3 bedrooms or more, we want to skip the inventory collection and just gather follow up information in order to schedule a virtual survey -If they are moving in or out of a storage unit, we want to go through the storage unit questions and				
Default Playbook — required				
3/19/25 - VA Demo with Inventory				
ost-Call Email Recipients 🚯				
sales@supermove.com ×				
Voice — required				
	Name	Gender		
0	Aria	female		
0	Roger	male	•	
0	Sarah	female		
0	Laura	female		

## Setup takes 20 minutes

Reach out:

supermove.com/book-demo

# ROADMAP NEW CORE RELEASES



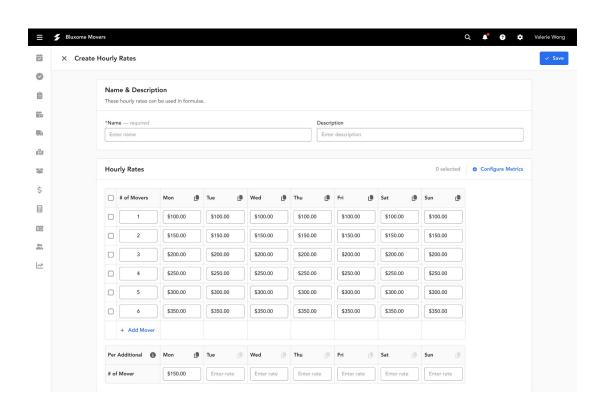
supermove

We are building the command center for moving companies.



## **Last Showcase's Upcoming Roadmap**

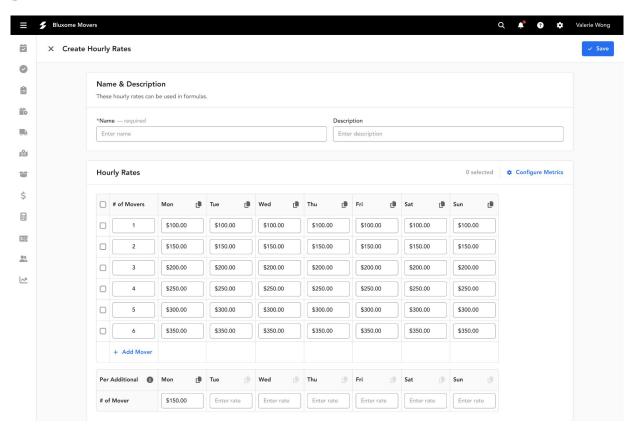
- Simple Hourly Rates Billing
- Document Flows
- Survey Item Photos
- Communication Inbox
- Improved Search





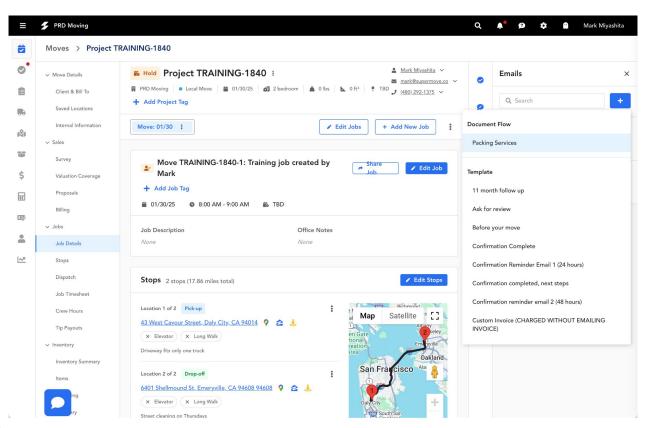


## Manage & easily update hourly rates



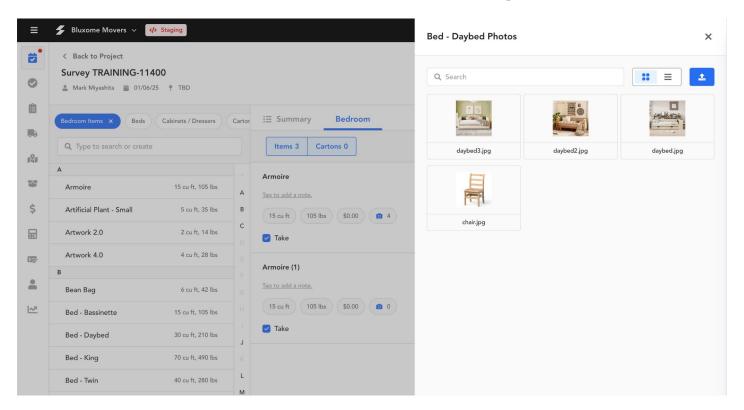


## Send documents to handle upsells & more



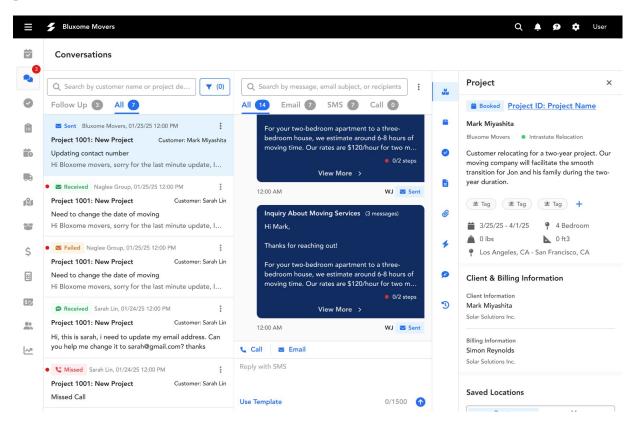


## Capture photos of items during a survey



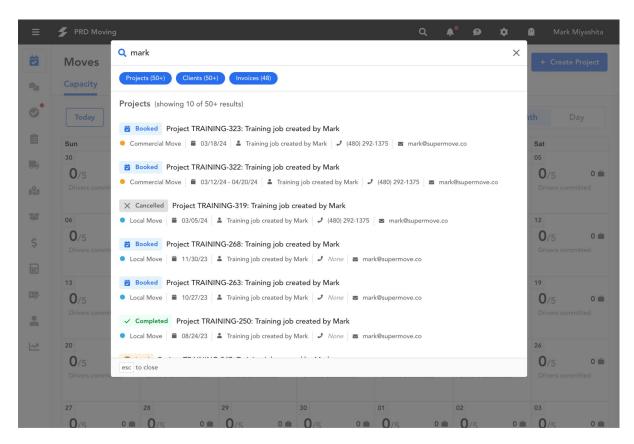


## Manage all conversations in one place





## Find projects, invoices & clients quickly



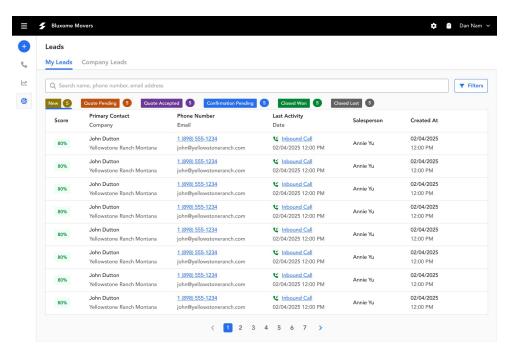
### And many more launches!

- 1. Onboarding Company Templates
- 2. Cancel Project + Reports
- 3. Transfer Projects between Branches
- 4. QuickBooks Ship To / From Address
- 5. QuickBooks Multi-Currency Support
- 6. Onboarding Branch Templates
- 7. Automations Manual Start / Stop
- 8. Public API: Tags & Billing Values
- 9. Company Numbers for SMS & Call Forwarding



## **Upcoming Core Roadmap**

- Sales Lead Management
- 2. Survey Scheduling
- 3. Lead Providers Portal
- 4. Customizable Calendar Integrations
- Third Party Integrations (ex. Vanline)

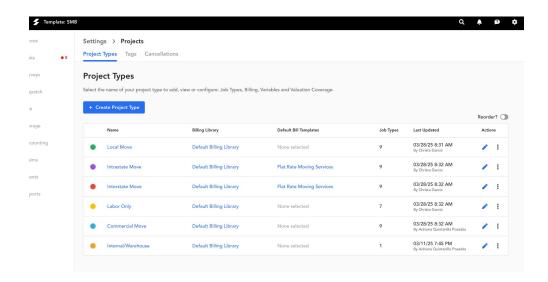


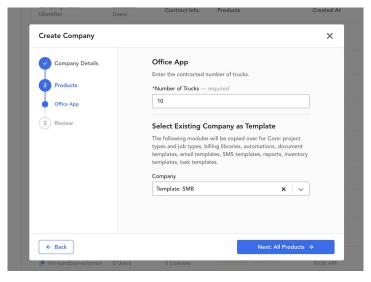


## Supermove Fast Setup



## No more long setups - start training now







## **New Implementation in Core**

- 1. Kickoff
- 2. Setup No longer required
- 3. Import Data from Any System & Start Training
- 4. Go Live!

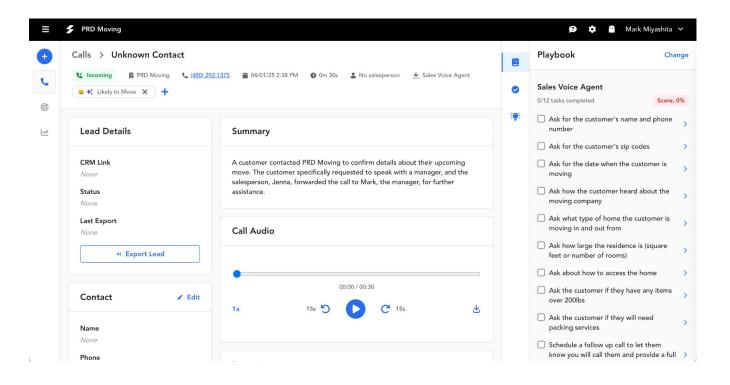


# ROADMAP NEW COPILOT RELEASES





### **Export leads while live on customer calls**





## Generate inventory lists from phone calls

Salesperson 03:33	Okay. Thanks for that. How many boxes do you think you'll need for the kitchen? If you're not sure, no worries.
Customer 03:40	I'm not sure.
Salesperson 03:43	No problem. We can figure that out later if needed. Now are there any special, fragile, or high value items we should note from the kitchen, like those China pieces or anything else?
Customer 03:53	Oh, yeah. The China pieces are really fragile, and they work for my grandmother. So definitely wanna be careful with those.
Salesperson 04:00	Got it. We'll make sure to handle those with care. Which room would you like to inventory next?
Customer 04:05	We can do the living room. I have one sofa, a coffee table, two chairs, a TV stand, and a flat screen TV. I also have one large painting on the wall and two, like, plants that are potted.
Salesperson 04:26	Thanks for that. Are there more items in the living room?
Customer 04:31	That's everything.
Salesperson 04:34	Alright. How many boxes do you think you'll need for the living room? If you're not sure, that's fine too.
Customer 04:40	Yeah. I'm not sure about the boxes.
Salesperson 04:43	No worries. We can work that out later. Are there any special, fragile, or high value items we should note from the living room?

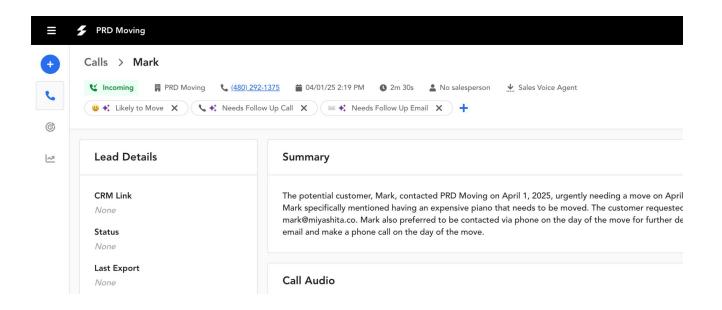
1. Sofa, 1, 60 cu ft, 420 lbs
2. Coffee Table, 1, 20 cu ft, 140 lbs
3. Chair, 2, 15 cu ft each, 105 lbs each
4. TV Stand, 1, 20 cu ft, 140 lbs
5. Flat Screen TV, 1, 15 cu ft, 105 lbs
6. Large Painting, 1, 10 cu ft, 70 lbs
7. Potted Plant, 2, 5 cu ft each, 35 lbs each
8. Queen Bed, 1, 80 cu ft, 560 lbs
9. Bedside Table, 2, 10 cu ft each, 70 lbs each
10. Dresser, 1, 30 cu ft, 210 lbs

Regenerate

**₽** Сору



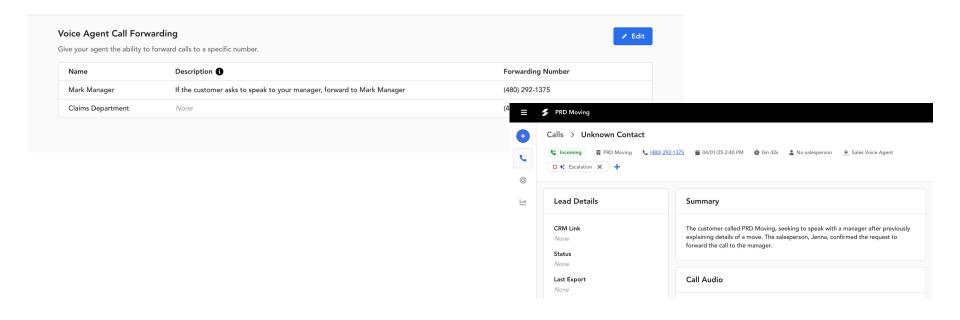
## **Auto-tag calls to identify hot leads**







## Allow voice agents to transfer calls





## **Upcoming Copilot + Voice Agents Roadmap**

- 1. Seamless Outbound
- 2. Sales Lead Management
- 3. Lead Stages
- 4. Call Event Log
- 5. Voice Agent Actions & Follow Ups
  - a. Al Emails & Texts [Conversations]
- 6. Auto Dialer [Later]



## Thank You Q&A

#### **Customer Tutorials:**

help@supermove.com

**Help Center:** 

help.supermove.com

**Get a Personalized Demo:** 

supermove.com

(628) 400-5961