



## Staying Fully Operational During a Storm Surge with Zuper AI Agent Nova

In December 2025, a storm hit and the phones wouldn't stop ringing. Nova came to the rescue and kept A&A Roofing fully open for business when there was no one left to pick up the phone.

### Key Highlights

#### 95 Calls

handled during peak demand

#### \$25K Deal Value

captured during the storm period

#### 458% Call Surge

absorbed without added staff

#### 21 New Jobs Created

and instantly logged in system

#### 30 Callbacks Captured

for easier follow-ups



### The Challenge

- Storms triggered sudden spikes in inbound calls
- Office capacity could not scale with demand
- Delays risked losing jobs to faster competitors
- Manual intake slowed response during peak volume
- Surge demand strained existing operations



### The Impact

- Converted surge demand into structured, actionable jobs instead of missed opportunities
- Maintained operational stability during a high-volume disaster window
- Scaled intake capacity instantly without increasing headcount
- Gave leadership real-time visibility into storm-driven demand
- Enabled faster dispatch readiness once crews became available



### How Zuper Helped

By activating Zuper AI Agent Nova within Zuper Connect, A&A Roofing was able to:

- Answer inbound calls 24/7 without any disruptions
- Identify urgency and categorize service requests automatically
- Create jobs directly inside Zuper without manual re-entry
- Log callback requests for follow-up when human intervention was required
- Maintain complete interaction records for operational visibility



Caller

Is this a live person?

I'm an assistant from A&A Roofing here to help with your project. Are you calling about a new inspection, an existing project update, or something else?



Nova



Caller

A roof repair. One of the vents is ripped off, and there's a loose shingle around the flashing.

I'll set up an inspection to check the ripped vent and loose shingle. Would tomorrow at 10:00 a.m. work for you?



Nova



In December alone, we had 679 calls come through. 144 of those were picked up by the AI responder. If I didn't have it, I would have missed 144 phone calls. I'm busy all the time. When we can't make it to the phone, the responder answers, schedules the appointment, inputs the job into the system, and takes care of what the customer needs. That alone is more than anything else.

**Noe Madrigal**  
President, A&A Roofing

