

# Ambassador

## AI Agent for Customer Assistance

Every day, organizations receive countless calls, from parking questions and permit requests to directions, visitor information, office hours and department inquiries. Callers want to be understood quickly, get an accurate answer and not have to repeat themselves.

Ambassador is Parker Technology's AI agent, built upon 13+ million real customer interactions to sound natural, understand the issue the first time, and respond immediately, day or night.

Whether someone is calling from a cell phone, intercom or information line, Ambassador gives callers a fast, accurate resolution with a voice built to sound human. And when a caller needs more, human help is one step away.

## One Agent. Two Powerful Solutions.

### AMBASSADOR LIVE

**AI-powered assistance, with human back-up always available.**

Ambassador Live gives your parking operation the speed of AI with the expertise of Parker Technology behind it:

- AI answers every call first for immediate assistance.
- Routine requests are resolved quickly.
- Complex issues seamlessly escalate to a trained Parker Technology CSR.

#### Best For:

Gated Facilities

Gateless Facilities

Surface Lots

### AMBASSADOR ASSIST

**AI handles support first. Routes to your team when needed.**

Ambassador Assist serves as your organization's always-available first point of contact for inbound phone calls:

- AI answers every call first for immediate assistance.
- Callers get the information they need, from directions to building details.
- Unresolved calls are routed to your team or callback information taken.

#### Best For:

Monthly Permits

Citations

Guest Services

Management & Admin Offices

Operations Center

*Whether your team needs a fully AI solution or AI with a human safety net, Ambassador adapts to the way your organization already works.*

## WHY IT MATTERS



### Better for Callers

Fast, accurate answers, day or night.



### Better for Your Team & Organization

Fills staffing gaps, reduces voicemails and callbacks, and frees your team for higher-value work.



### Better Clarity

Transcripts and reporting that reveal customer trends.

## BUILT FOR EVERY ENVIRONMENT

Whether you manage parking facilities, commercial real estate, healthcare campuses, airports, municipalities or universities. Ambassador adapts to your operation and supports the way your organization serves customers.



### Private Operators



### Municipalities



### Healthcare



### Airports



### Real Estate



### Universities

## CUSTOMER SUPPORT, NOW HANDLING MORE SCENARIOS

### Parking

- Parking Availability
- Rates and Payments
- Permit Information
- Citation Questions
- Validations
- Garage Access

### Directions & Wayfinding

- Building Entrances
- Office Locations
- Visitor Access
- Campus Navigation
- Terminal Information
- Department Directory

### Office Calls

- Office Hours
- Building Amenities
- Tenant Information
- Deliveries
- Department Directory
- Services & Support

### Billing & Payments

- Payment Options
- Refund Requests
- Invoice Questions
- Billing Disputes
- Payment Portals