

# POWER OF THE PARKER TECHNOLOGY PLATFORM

*DATA IS KEY TO OPERATIONAL EXCELLENCE.*



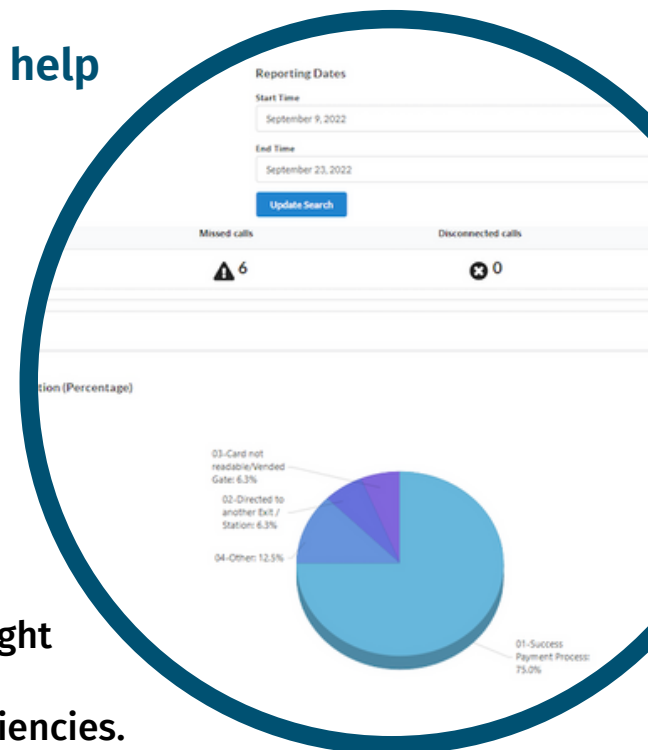
- Are you accurately capturing customer service data?
- How is your parking facility handling exceptions?
- How are you tracking them?
- Are you actively tracking KPIs?

**Three percent of all transactions result in a help call on average.**

Garage managers need to know why these calls are coming in and how they are handled.

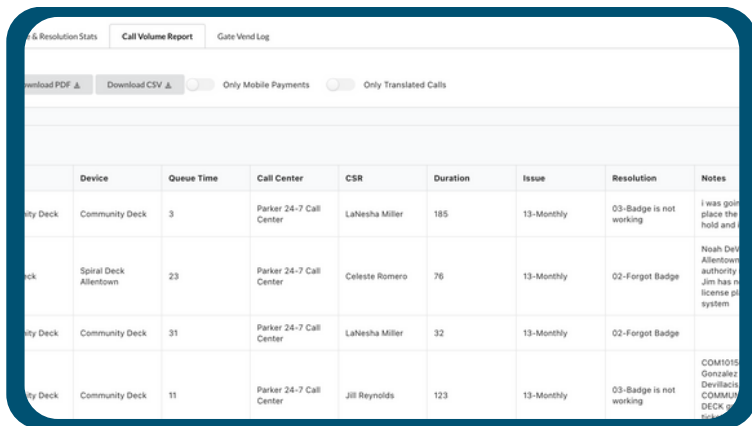
We can help your parking operation properly track and code call data through the Parker Platform. Our platform gives garage managers access to call data and recordings in real-time.

Utilizing a data platform gives garage managers insight into what's happening operationally and gives them tools to troubleshoot and increase operational efficiencies.

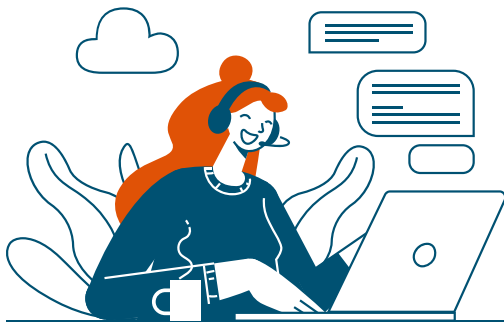
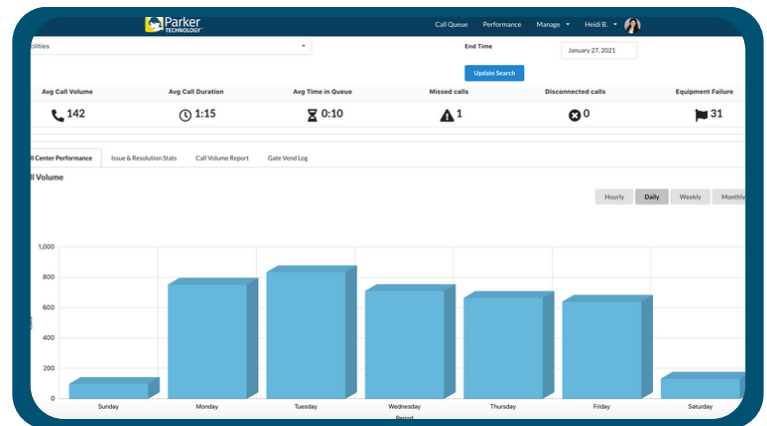


## Here's the data you will have visibility to:

- **Call Recordings:** live recordings of CSRs assisting parking patrons
- **Call Volume:** statistics around monthly, daily and hourly number of calls
- **Issues and Resolutions:** statistics about why parkers press the help button
- **Daily Call Logs:** list of how many calls came in and which CSR answered
- **Call Notification Alerts:** CSRs notify garage managers when equipment malfunctions, no video/audio, etc.
- **Business Rules:** CSRs use these rules during help calls to follow proper garage protocol and track their process in the notes section.



	Device	Queue Time	Call Center	CSR	Duration	Issue	Resolution	Notes
Community Deck	Community Deck	3	Parker 24-7 Call Center	LaNesha Miller	185	13-Monthly	03-Badge is not working	I was going to place the hold and
Spiral Deck Allentown	Spiral Deck Allentown	23	Parker 24-7 Call Center	Celeste Romero	76	13-Monthly	02-Forgot Badge	Noah De... Allentown authority Jim has no license pl... system
Community Deck	Community Deck	31	Parker 24-7 Call Center	LaNesha Miller	32	13-Monthly	02-Forgot Badge	
Community Deck	Community Deck	11	Parker 24-7 Call Center	Jill Reynolds	123	13-Monthly	03-Badge is not working	COM1015 Operator Devilias COMMUN DECK SIX



***Our team of highly-trained CSRs can give you peace of mind that help calls are being answered efficiently and effectively, all while accurately tracking call data.***

## Here are some examples of our platform's built-in functionality:

(Our CSRs use these features to efficiently handle calls)

- **Configurable Fields:** set up pre-defined forms letting our CSRs know what information to collect from the parking guest based on the issue
- **Business Rules:** operating procedures for your facility; they can be configured or changed same day
- **Specific Schedules for Callouts:** share your garage schedule for CSRs to contact
- **API Integrations:** delivers a state-of-the-art PARCS solution, and addresses both your access control and remote attendant call center requirements
- **Text-to-Pay:** our CSRs can instantly send a secure PayPal link via text to the parking guest for easy payment
- **Translation:** allows our CSRs to communicate with guests in their native language

Thank you for calling parking services, how can I help you?

Facility Parker CSR Test Facility  
Lane/Device Parker CSR Test - Lane 1

**Issue & Resolution**

02-Credit Card Payment x

Select Resolution

1. Make sure it is MC/VISA/AMEX/DISC ONLY
2. Magstripe down and to Right, insert and apply slight downward pressure when removing in one motion as soon as card hits the back of the machine.
3. Ask if the customer has a different card to use and repeat steps 1-3.
4. Advise that we can take information for billing.
5. Record fields in form - Vend Gate

If vending for a CSS(attendant) please get their name.

Configurable Fields, tied to the type of issue

Make \*

Model \*

Amount due \$ \*

License Plate \*

State \*

Name \*

Submit

NOTE: "Open Gate" is greyed out because all fields are required

Open Gate

Hold Call Mute Garage End Call

Enter Call Notes

**We're your customer experience partner. Let us help your team track call data and improve operational excellence.**

**Please reach out if you have any questions or changes that need to be made. If you're a new customer, contact us to learn more about utilizing our platform.**