We Are Parker Technology

What We Do

We help our clients create a *better customer experience* while:

- Collecting more revenue
- Keeping traffic moving
- Freeing up internal staff to focus on higher-priority on-site tasks
- Collecting data insights to run operations more efficiently

How We Do It

For parking operations that have limited resources to manage intercom and inbound customer service calls, we combine parking domain expertise, a flexible software platform, and our professional customer service center, or your staff, to ensure customer problems are resolved according to facility operating procedures. Additionally, we've built our platform to receive calls from any intercom, whether audio-only or our proprietary two-way video technology.

Parker TECHNOLOGY™

Every Call Handled, Personally

Our solution puts a virtual ambassador in every lane. When parking guests call for help, a highly-trained CSR **answers within 11 seconds on average** and **resolves the issue in under a minute**.
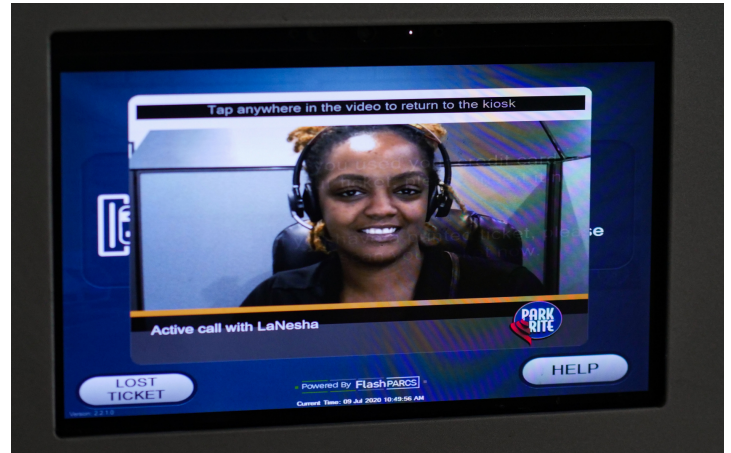
Our customer service representatives help guests pay and get on their way, according to your business rules and branding. All this is done with measurable excellence, due to our quality assurance program.

Why We Do It

Automation has overtaken the parking industry. A second big change is here, and it's all about the human touch, and the customer experience. Now, customers expect experiences that are on-par with brands like Chick-Fil-A, Hilton Hotels, and Disney.

Parking guests want to enter and exit garages without interacting with staff. But, when they need help, they want it instantly. Customer service is expected to be "everywhere and nowhere" all at once. Live help must complete the transaction to capture revenue, get the guest on their way quickly, and deliver a great experience, so that the guest wants to come back. That's where we come in.

Learn more at www.helpmeparker.com

Parker TECHNOLOGY™