NEW PLATFORM FEATURE:

TRANSLATION

Hi!

嗨

Hola!

Do you have parking guests that don't speak English?

When they need assistance, our translation integration allows our customer service representatives (CSRs) to communicate with guests in their native language.

Here's how it works:

- When our CSRs encounter a guest in the lane unable to speak English, they can toggle to one of 10 languages to translate their instructions to the native language of the guest.
- The guest can then converse in their native language and our platform translates comments back to English for our CSRs to understand and resolve issues quickly.
- The software then communicates the CSR's responses back to the parking guest in their native language via audio.

Bonus:

In addition to hearing the spoken word in their native language, if the facility is utilizing two-way video, the translated script will appear in the bottom of the screen for the guest to read.

Note: this feature is currently only available for facilities utilizing Parker hardware or certain PARCS integrations. Contact support@helpmeparker.com for more details.

Parker TECHNOLOGY™

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