

INDUSTRY WE SERVE: HIGHER EDUCATION

PERFECTLY ALIGNED WITH YOUR BRAND

Universities and colleges have numerous unique challenges related to parking, including a diverse clientele with a wide variety of permissions to park and robust event schedules. Taking intercom calls usually falls to someone who already has too much to do. That's where we can be helpful.

Our software platform captures all the complex business rules surrounding permits and permissions, enabling our CSRs to quickly help their customers experiencing an issue and deliver it with a high level of customer service, freeing campus parking staff to focus on higher priority tasks.

HOW WE BENEFIT HIGHER EDUCATION



Outsource help calls to maintain a high level of service and capture revenue



Maximize staffing resources: internal staff focuses on on-site tasks



Work with IT department to meet technical requirements



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DO YOU KNOW HOW MANY CUSTOMER SERVICE CALLS YOU'RE GETTING?

According to data from our platform, in 2022 we took 1,952 calls per higher education facility on average. That's 163 calls per month, per facility. However, that range can vary widely based on number of lanes, location, etc.

On the high end, in 2022, we answered 62,720 calls for one of our largest universities, which is an average of 5,227 calls per month for the whole campus.

The number of calls you could be getting may surprise you. Shoot us a note and we'd love to take a look.

OUR HIGHER EDUCATION CLIENTS



“Mixing Parker Technology's dependable platform, authentic concern and stellar customer service, has provided Penn State a recipe for on-campus success through all our operational changes over the last couple years. Thank you for the fantastic partnership!” - Rob DeMayo, Director of Parking & Transportation at Penn State University

