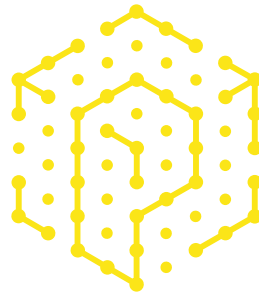


Operational Excellence
and Superior Experience
Through Better
Parking Management

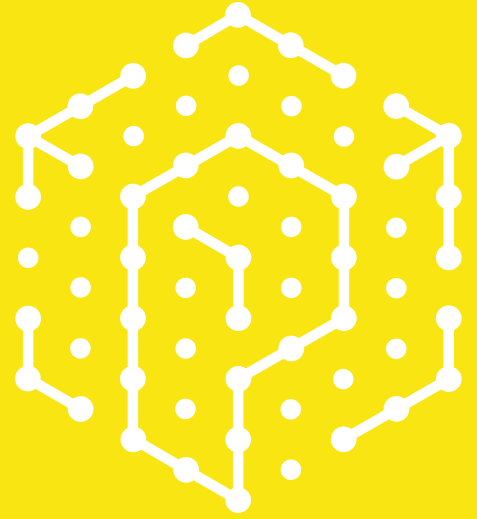
Smart Parking Solution Suite



NexPark
by UMOJO

Your parking facility is one of
your most important customer
experience touchpoints.

It's time to treat it like that.



What is NexPark by Umojo?

For parking operators and asset owners looking for a better way to remotely manage operations and provide first-rate customer experience in their facilities, Umojo's NexPark Solution provides a comprehensive customer service and analytics suite to help enable a frictionless touchpoint in the garage.

Powered by our Nexus Platform Core, NexPark delivers unparalleled automation to parking facilities through SaaS-based customer contact center technology, advanced operational data analytics, AI-powered vehicle fingerprinting, and complete visibility into your entire off-street ecosystem. All this is delivered via a centralized, single-pane-of-glass portal, accessible anywhere, anytime.

Without the need to "rip and replace" your existing tech stack, NexPark seamlessly integrates with your current infrastructure, including legacy intercom systems and older analog equipment, to provide stronger customer service, enable better operational decisions, and open new revenue opportunities.

Transform your parking facility to the customer experience touchpoint it should be.

How Does NexPark Do It?

By focusing on the core needs of today's operators and their parking guests, we provide a complete solution to track issues, directly solve parker problems, notify field personnel, and provide historical reporting and analytics, all via a cloud-based, SaaS platform. With minimal startup costs and zero additional hardware required in your facility, Umojo lowers labor costs, reduces revenue leakage, provides better reporting to your clients, and delivers better customer service to your parkers.

- Customer Service Command Center** – NexPark Command Center provides superior call routing technology, intercom systems, in-lane video monitoring and transaction recording, and customer services for your parkers, from anywhere, anytime. Remotely vend gates and solve in-lane issues in real-time to ease traffic flow in and out of the facility. Customers can use Umojo VoIP Intercoms systems or utilize any existing intercom equipment with the Umojo platform. No need to “rip and replace” your existing intercom investment to receive full benefit of NexPark.

Callflows

921 Total Calls, 57.33% Handled Calls, 28.23% Abandoned Calls %

251 Waited Calls, 85 Interflow, 0 Routed Calls, 186 Outbound

528 Handled Calls, 0 Parked, 102 Receive, 0 Voicemail

Abandoned Calls by Agent

Agent ID	Total Calls	Handled %	Abandon %	Avg Duration	Avg Freq	Avg ERG
Shax Kochanov 57	293	49.01%	12.43%	19:10:49	02:58:45	00:00:00
Vitaly Krivtsov 53	248	34.43%	6.85%	10:34:42	02:11:05	00:00:00
nik Ivanov 72	107	30.61%	4.67%	17:54:00	03:32:43	00:00:00
Samuel Bliese 51	100	49.02%	27.45%	15:58:12	03:24:32	00:00:00
Bakulajet Karakulov 73	64	32.81%	38.25%	07:53:40	11:20:27	00:00:13
Mark Medvedev 50	59	30.51%	15.25%	17:56:51	00:00:34	00:00:08
Chris Perry 76	9	11.11%	0%	00:10:43	14:43:36	00:00:42
Alexi Derevyago 45	0	0%	0%	00:00:00	00:00:00	00:00:00

Call Analytics Summary

Date	00:00:10	00:00:07	00:00:17	00:00:25
Ringling Time				
Waiting Time				
Waiting + Ringling Time				
Handling Time				

Total Calls by Queue

Blank 5.81%, Outbound/CallQueue 20.17%, Umojo Dev Team 73.9%

Call Performance by Location

Location	Handled	Abandoned	Routed	Total Call Monthly Change %
Riverfront Garage	14	0	0	14
Central Garage	11	0	0	11
5th Street Garage	14	0	0	14

Call Performance by Month

Month	Handled	Abandoned	Routed	Total Call Monthly Change %
Jan 2022	104	10	0	114
Feb 2022	104	10	0	114
Mar 2022	104	10	0	114
Apr 2022	104	10	0	114
May 2022	104	10	0	114
Jun 2022	104	10	0	114
Jul 2022	104	10	0	114
Aug 2022	104	10	0	114
Sep 2022	104	10	0	114
Oct 2022	104	10	0	114
Nov 2022	104	10	0	114
Dec 2022	104	10	0	114
Jan 2023	104	10	0	114

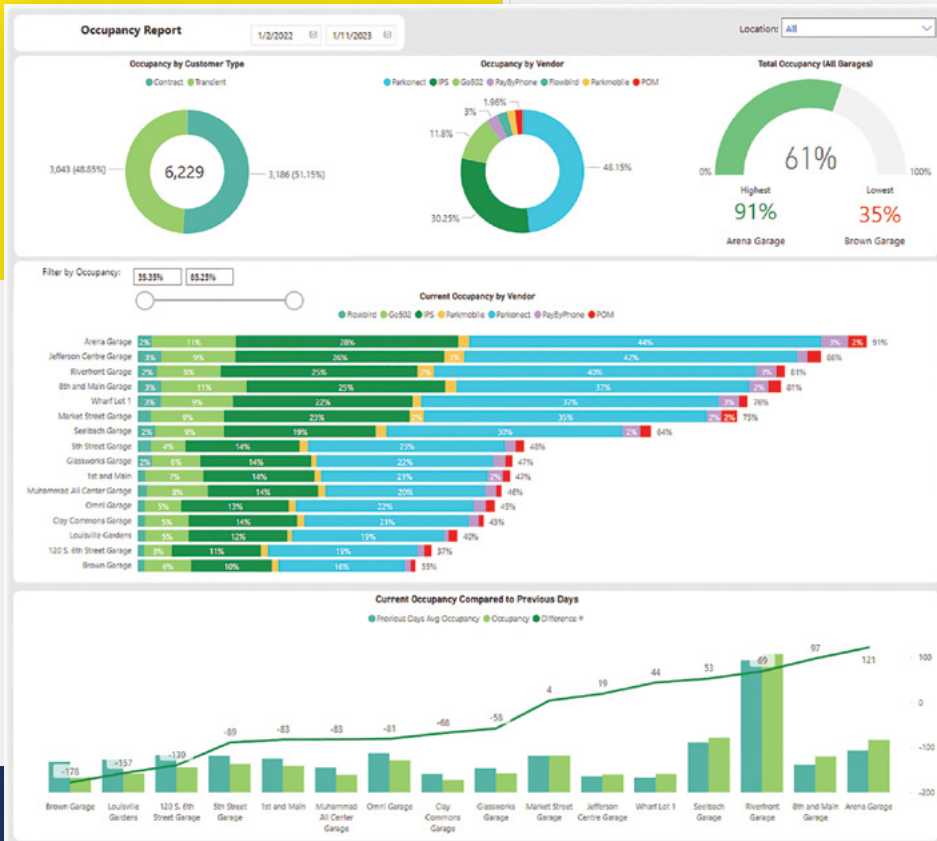
Call Performance by Time

Time	Handled	Abandoned	Routed	Total Call Monthly Change %
01:00 - 2:00	1	0	0	1
02:00 - 3:00	1	0	0	1
03:00 - 4:00	6	1	14	21
04:00 - 5:00	19	2	6	27
05:00 - 6:00	14	1	6	21
06:00 - 7:00	8	2	20	30
07:00 - 8:00	3	2	12	17
08:00 - 9:00	20	19	37	76
09:00 - 10:00	12	15	40	67
10:00 - 11:00	13	12	10	35
11:00 - 12:00	46	9	6	61
12:00 - 1:00	44	16	4	64
13:00 - 14:00	11	5	3	19
14:00 - 15:00	2	15	3	20
15:00 - 16:00	6	4	4	14
16:00 - 17:00	14	3	2	19
17:00 - 18:00	1	1	1	3
18:00 - 19:00	1	1	1	3
19:00 - 20:00	0	0	0	0
20:00 - 21:00	0	0	0	0
21:00 - 22:00	0	0	0	0
22:00 - 23:00	0	0	0	0
23:00 - 24:00	0	0	0	0

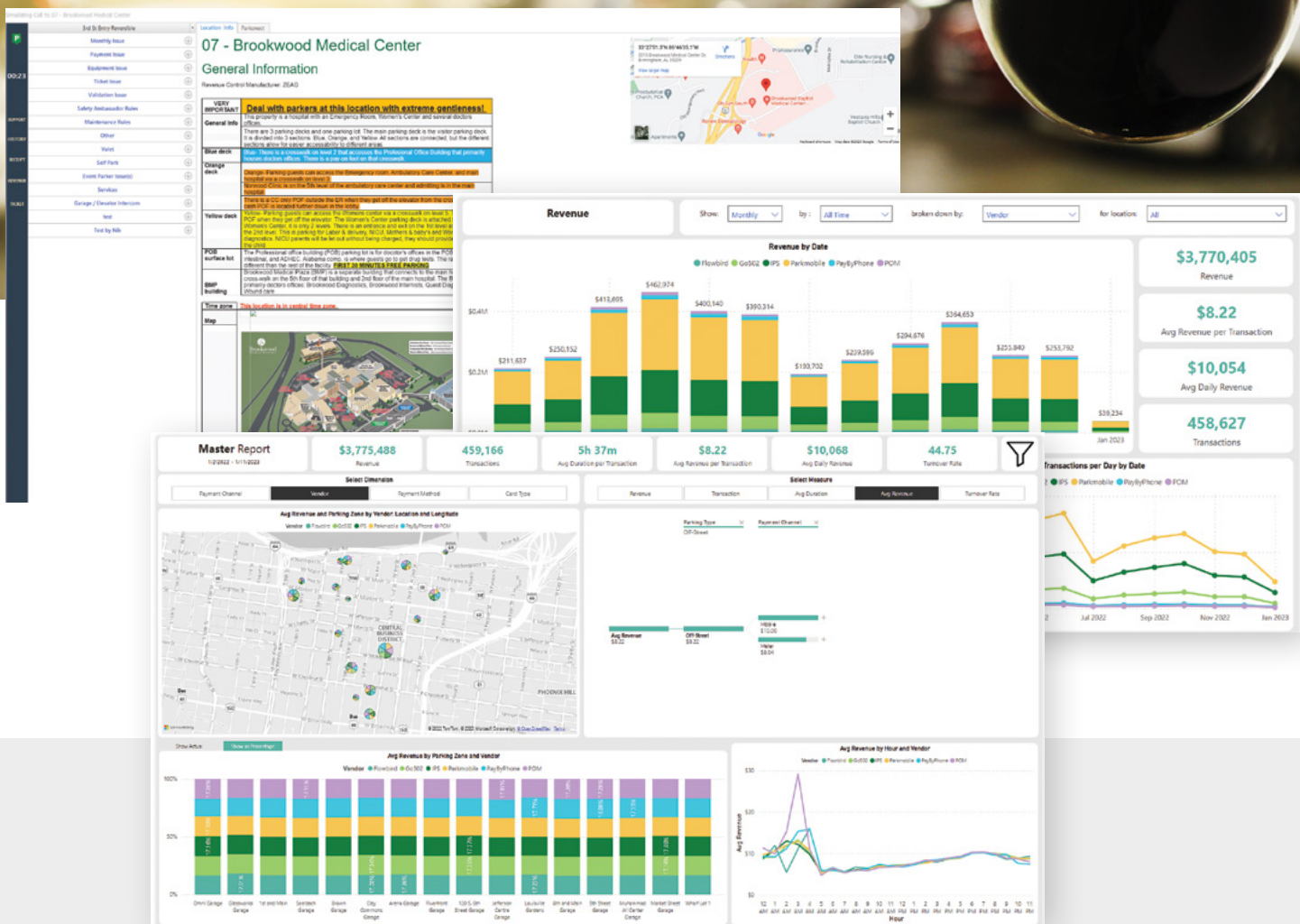
Provide better customer experience with simple drag and drop support call routing and deep call data analytics.

- **Garage Vision** – Leverage the power of AI-driven cameras and technology to enable a dynamic view of your whole parking facility. Using standard cameras processed via proprietary technology, you gain detailed occupancy sensing of every parking spot – starting time, length of stay, and ending time. Coupled with advanced vehicle fingerprinting of every automobile in the facility, as well as in-lane video recording of every transaction, Umojo empowers you take your operations to the next level of analytics, enforcement, and remote monitoring.

Gain real-time visibility in facility occupancy and better manage revenue control with AI-powered camera vehicle fingerprinting.



- **Innovative Hardware as the Backbone of the Technology** – NexPark technology is made possible by the most reliable, and durable hardware components on the market. From cameras to intercom systems, to dynamic signage and kits to remotely vend gates, all Umojo hardware integrates with your current technology infrastructure to deliver unmatched parking management capabilities. Umojo is the largest Commend Intercom reseller in North America.



• **Garage Intelligence** – NexPark drives unparalleled data insights into your off-street ecosystem. Through Umojo’s Garage Intelligence you can collect, aggregate, analyze and deliver data intel in real-time, across your entire off-street portfolio. Enable extensive forecasting, reporting, predictive recommendations, and key alerting to drive more informed decisions and empower smarter parking. Gain insight via reports and interactive dashboards such as,

- Full incident tracking & reporting
- Lane & location level statistics
- Heatmaps to assist in workforce management
- Multi-facility monthly reconciliation
- Revenue and KPI reporting via Microsoft Power BI
- Real-time occupancy statistics
- Live recordings of your customer service interactions

Deliver extensive performance and revenue intelligence either by facility or aggregate data across your entire portfolio.

Why You'll Love NexPark

- **Remote Customer Service Management Made Easy** – Umojo's NexPark Control Panel allows you to easily manage and make changes to your location info in minutes. Simply log in to the portal and in a matter of clicks, you can add support call routing flows and create new procedures based on location need. Managers can update info, or provide agents with news, notes, or alerts in real-time and they immediately display to the call center agent on the next call. The NexPark solution can either integrate to existing PARCS offerings or use the Umojo web-based facility management back-end.
- **Better Data to Empower Better Decisions** – NexPark is built with parking operators and guests in mind. The reporting and analytics engine is completely web-based and accessible anywhere, anytime. It provides an unparalleled look into what is happening in your locations, with historical reporting, agent notes, and audio and video recording throughout the facility. You can search and sort on one location or aggregate your entire portfolio

Love for NexPark

of locations together. With extensive data filtering and role-based reports delivered automatically to stakeholders, the right intel, at the right time, is always at your fingertips to drive better decisions and maximize revenue potential across your portfolio.

- **Connecting the Dots to Drive More Value** – Customer service and parking revenues are directly related. Better service drives customer loyalty. NexPark provides tracking and analytics to link these elements, empowering you to better understand their correlation and provide higher levels of services to your parkers, thus increasing revenue preservation and maximizing the value of your location.
- **Scalable with Zero Footprint** – With no hardware requirements, the Umojo platform allows ultimate scalability, enabling your teams to take calls anywhere, utilizing standard internet connections. No expensive Firewalls or VPN's are required. Along with low upfront costs, you can be up and running in as little as two weeks.
- **Plays Well with Your Existing Tech Stack** – Customers can realize the value of NexPark without having to "rip and replace" any current technology investment. Umojo is hardware agnostic, and can integrate with any existing infrastructure. Easily migrate current call routing scenarios or transactional data into a flexible, scalable web-managed, cloud-based solution. Umojo will work with what you already have in place.
- **Drastically Reduced Labor Costs** – NexPark gives you the power to centralize the call routing of all your locations into one, scalable command center. With integrations to all major parking equipment, and an SLA of 99.95% uptime, Umojo gives you the power to run 24/7 operations at every garage remotely, rather than having to staff each location 365 days a year. This cuts costs, improves reporting, and makes management easier and centralized.



Why Your Customers Will Love NexPark

- **Superior Support Technology for Fast Issue Resolution** – Drive minimal disruption and better experience for parkers when issues arise through unmatched support call routing and remote troubleshooting. Remotely vend gates so guests can quickly get in and out of the garage without friction.
- **Safer, Better Monitored Facilities** – AI-based cameras and extensive monitoring throughout the facility, coupled with real-time data collection, provide a constant “eye” into the parking facility. Parkers can feel safer knowing that the system captures what is happening at any given moment in the garage, ensuring a higher level of security for all.



Start treating your parking facility like the valuable experience asset it is. Get a Demo today!

About Umojo

Umojo is a leading platform provider of mobility technology, omnichannel contact center operations, data analytics, and network security to drive operational excellence and superior customer experience for the Mobility Industry. The Umojo Nexus Platform powers the core of all Umojo solutions, and harnesses deep expertise to allow municipalities, parking operators, and businesses to better serve their customers and citizens. Using the most accurate camera AI, and integrations with everyone in the industry, Umojo can provide unmatched insights and controls to on and off-street parking and mobility.

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UMOJO
CONNECT. INTEGRATE. COMMUNICATE.