



THE CALE Help Desk



SERVICES

BASIC

- Live 24/7 call answering from your customers with real time notifications of all meter problem reports via email or SMS.
- A custom call script and instructions for our agents so they know the basic operating instructions, hours of operation, rates and rules for your parking lots, plus instructions on what to do if they receive a call about a citation or impound.
- A dedicated local or 800 phone number and we would provide decals with the number for each meter.
- The service includes up to 100 inbound calls per month. There is a one-time setup fee and the service is month to month, so you are not tied to any long term agreements. Calls over 100 per month, if any, are billed per call.



ENHANCED

The Enhanced service includes all of the services in the Basic package with the following additions:

- A dedicated, online ticket and meter maintenance tracking database with one Agent-level access user. Statistical reports for tickets and calls by type of problem and standard Views (lists) of tickets by categories.



PREMIUM

The Premium package includes all of the services in the Basic and Enhanced packages.

Additionally, it includes:

- An integration with CALE WebOffice that will automatically set up help desk tickets in your dedicated database for each alarm or warning generated by your meters.
- Up to 4 additional Agent-level users, this will allow you to assign tickets or issues to specific members of your staff for action.
- Access to mobile apps that will allow your Agents to update tickets in the field in real time.
- Customized statistical reports, drop-down menus and customized views or lists of tickets for your account.

