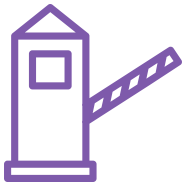


# The Partner API

Built by Ocra, the Partner API enables customer service platforms like **Parker Technology** and **Umojo** to eliminate in-lane friction for customers who hit the call button with issues related to third-party reservation platforms.



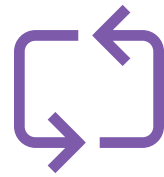
## Solve In-Lane Friction

Parker & Umojo reps can easily access essential reservation data to help customers enter & exit facilities efficiently.



## Surface Real-Time Data

Built on Ocra's rails, the partner API lets previously siloed technologies talk to one another in real time.



## Increase Customer Retention

Premium customer experience increases retention, and better processes ensure margins aren't lost when issues occur.

**10%**

of help calls are reservation-related



## What does the Partner API solve for customer service platforms, operators, & customers?

- Parker & Umojo platform users can quickly diagnose & solve reservation-related problems for customers
- Ocra's connected network can surface the status of any reservation at any time
- Issues can be resolved in accordance with the facility's business practice
- Better customer service processes preserve margins and maximize profit