

AMANO ONE

API INTEGRATION

Flexible Customer Service Solution

Overview

Our robust customer service solution is compatible with a variety of Amano McGann PARCS equipment. Any operator with Amano kiosks can utilize our software platform to answer intercom calls, whether with their own staff, with our highly-trained customer service team, or a mix of both.

And better yet, with our newest API integration with the Amano ONE line, we can also provide picture-in-picture video conferencing, as well as several other seamless features.

Using real-time data available through Amano ONE, customer service reps can also check for potential alerts like low paper. This provides parking patrons with exceptional customer service, while freeing up management staff to do other, high-priority tasks.

The pairing of our two powerhouse solutions offers parking patrons a simplified user experience with the option for next-level assistance at the device.

API Features



Validate Tickets



Vend Gates



Search Monthly & Permit Information*



Lookup Transient Information**

*Update Access Holder status and search by credentials

**Push a valid ticket, send lost ticket based on entry time and see all transaction information

Other Options

If you have Amano PARCS equipment other than Amano ONE or Amano OPUS, you could utilize our audio-only solution, which requires no additional hardware, just an intercom. Or, if you'd like our proprietary two-way video solution, we do have a bolt-on option.

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