



USE CASE

Modern parking operations with Fieldcode Zero-Touch FSM

Today's parking operations need more than fault alerts – they need coordination

Operators run large networks of car parks filled with digital equipment: License Plate Recognition (LPR) systems, payment kiosks, barriers, EV chargers, ventilation, access control, and lighting. Failures create immediate pressure – traffic queues, support calls, refunds, safety risks, and revenue impact.

Parking teams need a consistent way to manage incidents, inspections, subcontractors, and device alerts across all sites. **Fieldcode's Zero-Touch approach supports this by moving every alert, call, or scheduled task into the right workflow automatically – without manual routing or dispatcher intervention.** It keeps work moving, even across large multi-vendor environments.

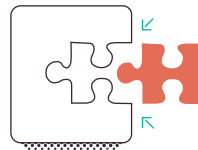
” Parking teams need a consistent way to manage incidents across all sites

The key operational challenges



High volume of customer support calls

Customers report issues such as barriers not opening, LPR misreads, payment mismatches, or chargers not activating. Support teams spend time validating each case before real work can begin.



Fragmented maintenance across many vendors

LPR, access control, EV chargers, ventilation, and payment systems all have separate monitoring tools. Alerts are siloed, and coordination becomes slow.



Unnecessary emergency visits

Many incidents could be avoided through early detection, structured upkeep, and better visibility of device conditions.



Manual subcontractor coordination

Large operators rely on many external partners. Access details, instructions, and SLA tracking often differ per vendor.



Compliance obligations in underground car parks

Ventilation checks, CO/NO₂ monitoring, lighting, and fire safety require reliable documentation and audits. These tasks are often tracked manually or with spreadsheets.



How Fieldcode supports parking operations



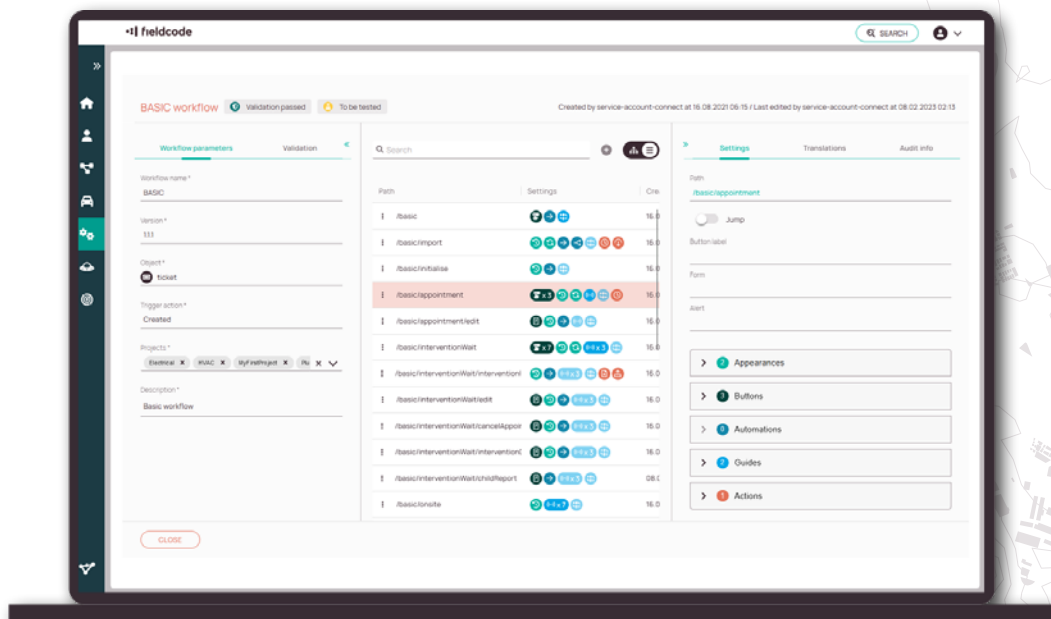
Reduce customer call handling with Voice AI agents

Voice AI agents capture common parking issues instantly – without queues. They record the exact location, categorize the problem, and log a ticket with all necessary context.

- Support teams **save time**, and the next steps begin **automatically**.

Bring all vendors and device alerts into one workflow

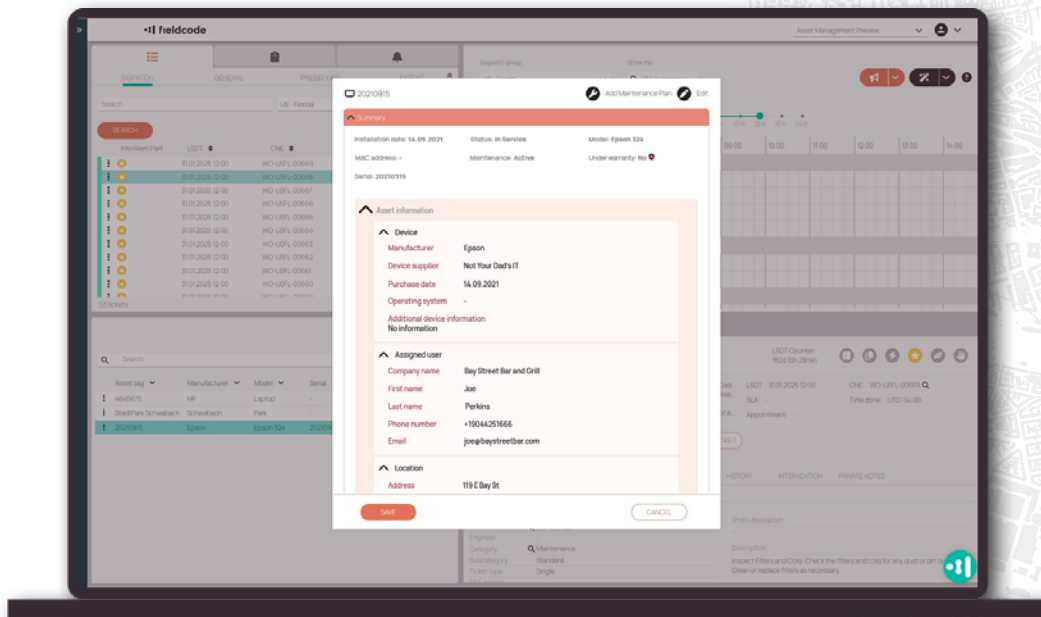
Fieldcode centralizes incidents from all systems. When monitoring tools, IoT sensors, or parking software send an alert, Fieldcode creates a structured ticket and assigns the right provider.



- **Zero-Touch automation** ensures every alert moves instantly into the correct workflow – without manual routing.
- Teams **no longer switch between platforms** to understand what needs attention.

Turn emergency repairs into planned work

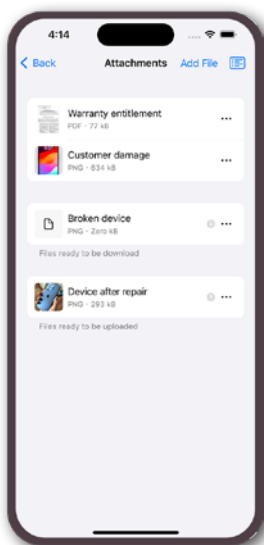
Recurring inspections, device logs, and alerts feed into the same maintenance plan. Preventive tasks and incidents for each site are combined, reducing outages and repeat visits.



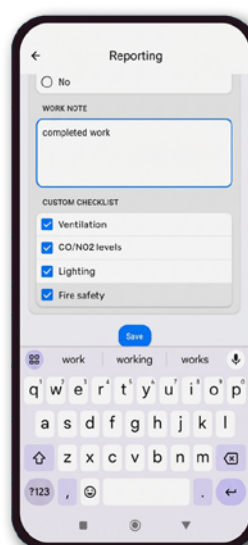
→ Operators gain **predictable** work cycles instead of reacting under pressure.

Give subcontractors a unified, transparent workflow

Every vendor receives the same clear work order format, site information, and checklists. SLA tracking, proof of work, and photo documentation happen automatically.



→ Operators see performance across all partners in **one place**.



→ **Compliance** becomes routine, not an extra task.

Make safety and compliance easy to document

Technicians follow parking-specific checklists directly on their mobile app. Ventilation checks, CO/NO₂ levels, lighting verification, and fire safety steps are recorded and stored for audits.

How Voice AI agents handle a parking issue



- **Trigger**

A customer calls to report that the payment kiosk isn't responding. The Voice AI agent answers immediately — no queue or missed call.

- **Ticket creation**

The Voice AI agent captures the issue, identifies the site, and asks clarifying questions to confirm the problem. It checks the last recorded kiosk status to avoid unnecessary tickets. It then logs a structured ticket with all the information needed for action.

- **Assignment**

Fieldcode automatically routes the job to the correct technician or subcontractor, including site history, steps, and documentation on their mobile app.

- **Execution**

The technician follows the on-site checklist (power, connectivity, printer, modem, cashbox, logs). Work is completed with photos, parts usage, and compliance records updated automatically through the mobile app.

- **Result**

The kiosk returns to service faster, with fewer escalations and accurate documentation.



Business value for parking operators with Fieldcode FSM

Fewer emergency interventions

Zero-Touch scheduling merges preventive tasks and incidents automatically. Recurring inspections, sensor alerts, IoT-connected device signals and repeat faults enter the same workflow, so issues get solved before they escalate into emergencies.

Lower operational overhead

Voice AI agents capture customer calls and categorize them instantly. Zero-Touch rules route each case to the right provider without manual triage, letting dispatchers focus only on exceptions.

Better uptime of digital parking assets

Alerts from kiosks, barriers, LPR systems, EV chargers, and IoT sensors flow into one workflow. Zero-Touch assignment ensures technicians receive the correct steps, parts requirements, and history on their mobile app — reducing repeat visits and keeping equipment online longer.

+20%

first-time fix rate

→ **Faster on-site resolution**

-30%

drive time

→ **More efficient multi-site scheduling**

-20%

maintenance cost

→ **Higher asset uptime**

Consistent management of all subcontractors

Every vendor receives the same clear digital work order, access instructions, and checklist. SLA timers, proof of work, photos, and completion data are collected automatically, giving operators reliable oversight across all partners.

Predictable maintenance cycles

Site inspections, device condition data from IoT-connected assets, and usage patterns feed into a single maintenance plan. Zero-Touch automation groups preventive tasks and incidents by site, creating steady work cycles and improving workforce planning.

Full visibility across the entire portfolio

All activity updates Fieldcode's operational dashboards — from real-time alerts to maintenance progress, subcontractor performance, and SLA status. Operators gain a single, accurate view of what is happening across every site.



Start improving your parking operations with Zero-Touch automation

See how Fieldcode supports parking operators with automated workflows, guided mobile tasks, and consistent multi-site coordination.

Request your personalized demo.

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