

## PRESS RELEASE

*For immediate release*

# From Cloud Parking to Interactive Voice Assistants: Commend takes Parking Intercom to the Next Level at Intertraffic 2022

- **Cloud-powered intercom solution to support unattended parking in modern Smart Cities**
- **Premiere of the world's smallest intercom module that packs a powerful punch**
- **Interactive Voice Assistant leverages AI technologies for car park customer support**
- **Latest and greatest intercom innovations for Smart City applications**
- **NEW Commend Stand location: HALL 10, STAND 207**

**Amsterdam, April 29<sup>th</sup> 2022** – The pandemic and the ominous restrictions that came with it may have limited personal interaction and made Intertraffic 2020 impossible. “But that didn't slow down our creative drive,” says Dennis Krijgsman, Segmentmanager for T&I at Commend. “On the contrary, for us it was a tremendously creative time. We had our innovation engines running in high gear. That allowed us to push the technical frontier and take Traffic Intercom to new heights in functionality, convenience, business support and security.”

Visitors to the Commend stand at this year's Intertraffic will be treated to an innovation-loaded display of the latest and greatest products and concepts, all designed to raise the bar of help and safety in traffic related environments. Commend's motto, “Giving cities a voice” brings everything together under the topic of urban mobility in networked Smart City environments. Highlights awaiting visitors at the Commend stand include:

### **Shifting into Smart Gear: Cloud-based Parking Intercom**

Commend's Cloud Parking intercom solution ties in perfectly with the dynamic concept of Smart Cities. Designed for small-sized unattended car parks, it takes trusted Commend communication management to the level of ultimate Cloud-native efficiency, convenience and security. There is no need for a server or receiving stations, as calls can be handled conveniently in a browser or on a mobile smart device. This makes Commend Cloud Parking the most cost-effective solution to date when it comes to remotely handling parking customer calls.

### **“Hey IVY!”: Interactive Voice Assistant for Parking Customer Support**

For service desk staff at a car park, answering customer calls can be a time consuming affair. Not any more, thanks to IVY, Commend's cutting-edge Interactive Voice Assistant for parking customer support. Powered by latest AI speech processing technology, IVY can answer frequent customer requests to relieve human staff. Based on her speech analytics, she can even detect and prioritise emergency calls, route them to first responders and raise alarms. More at <https://symphony.commend.com/en/digital-assistant.html>

### **im3: The World's Smallest IP Intercom Module**

Combining, switching and routing of audio/video connections with full Commend Intercom power has never been easier to accommodate. Whether fitted into gate posts or pay-on-foot machines, powering emergency help points or serving in other off-street and on-street traffic environments – Commend's brand-new IP-based im3 Module fits virtually everywhere and ties in seamlessly with Smart City networks. When it comes to IP Intercom, the Commend im3 proves how small can be incredibly powerful.

### **Commend Smart City Solutions: Trusted Communication, Urban Style**

From smart street lights to talking cameras, intelligent bollard intercom and many other useful help and safety features, Commend innovations bring information feeds and communication lines to urban public environments to smarten up cities.

NEW Commend Stand location: HALL 10, STAND 207.

### **About Commend**

Commend is passionate about innovating and perfecting communication and security technology. For more than 50 years Commend has been translating this passion into Intercom and Public Address solutions that customers can always trust to support and protect their business, reputation, assets and even lives. The customer's voice, needs and trust are the key inspiration for all that Commend does, from research and production to installation and aftersales services. The result are high-class products that are built around the customer's requirements to serve their specific business and safety needs – whether in road tunnels, on loud and dirty factory floors or in antiseptically clean healthcare and production facilities, on ships, yachts or trains, and in places from car parks to office buildings and Smart Cities. All this is made possible by over 500 passionate individuals that work together as one across Commend's worldwide support network, dedicated to ensuring that this corporate mission is acted upon. For further information visit [www.commend.com](http://www.commend.com).

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