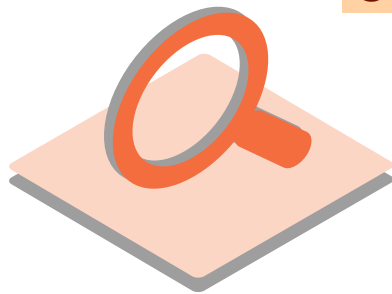# FOLLOWUP

Bringing **in-person customer service** to the virtual world.

LAZ Followup is a custom CRM and request management platform that empowers every LAZ employee to be a Customer Care agent, taking accountability to a whole new level.
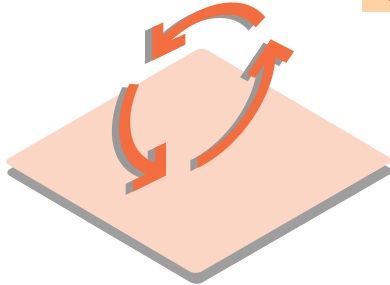
LAZ PARKING

INSTANTLY MANAGE AND SOLVE CUSTOMERS' NEEDS

Customer requests come from every direction - intercoms, calls, conversations and tweets. Followup enables LAZ to respond and care for every interaction in one place.
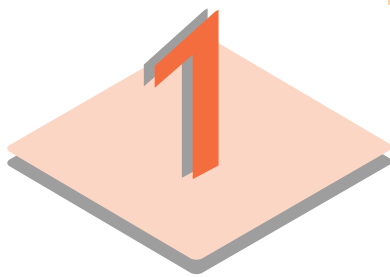
CLIENT ACCOUNTABILITY, CUSTOMER PEACE OF MIND

Agents & employees can instantly create and assign support tickets, requiring a LAZ response that's tracked and analyzed from the first customer contact to the final resolution message.

ONE LAZ ACCOUNT, PRIVATE & SECURE

A single, self-service profile that unifies a customer's support requests, purchase histories, account settings and preferences. Individualized service with all the latest Privacy & Security protections you'd expect.

Followup enables LAZ to **truly know our customers** better than ever before. Every request is accounted for and resolved and customers experience the **legendary service** they've come to expect from LAZ.

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LAZ parking