

Interactive voice response (IVR) technology offers agencies a proven means for automating processes, accelerating access to information, and reducing staff workload. **VoicePermits** is a dynamic IVR solution designed specifically for community development agencies.

VoicePermits provides users a direct interface to an agency's permitting and inspection information via the phone. Callers can access this information and perform related processing functions such as posting or checking inspection results in real time – around the clock, from any location – without compromising security.

Streamlining Processes

VoicePermits enables community development agencies to streamline routine processes in the field and in the back office. Building contractors can call the **VoicePermits** system to schedule or cancel inspections and review inspection results, and inspectors can post inspection results from the field by phone. The system provides spoken site-address verification and enables two-way, permit-related voice messaging between inspectors and contractors as standard functionality.

Flexible and Scalable

VoicePermits adapts to the unique needs of any community. Highly scalable, this full-featured, industry standard system can integrate with both commercial and custom application databases. Integrating the IVR system with multiple databases is also possible, thereby allowing operation of several departmental applications (such as business licensing, courts, elections, parking citation, taxation, and utility billing) on one system and increasing an agency's return on investment significantly.

User-friendly Administration

Equipped with user-friendly remote administration tools, **VoicePermits** has an easy-to-navigate graphical user interface (GUI) so any user can manage the system without difficulty. Additionally, **VoicePermits** has multiple built-in standard reporting features. The system logs every transaction and provides detailed IVR system usage and activity reports.



IVR for Community Development

Adding Functionality

VoicePermits can be tailored to meet an agency's specific business practices by adding additional functionality to the system. There are a wide range of modules, among the most popular of which are *Code Enforcement*, *Permit Verification*, and *Plan Review Status*. When enhanced with *SmartDelivery* and the outbound functionality provided by *Outbound Delivery Services*, the system can send out documents regarding permit processing, zoning, and other agency functions. A variety of on-demand fax and e-mail modules such as *Utility Notification* and *Inspection Results & History* are available to further automate the system.

Key Benefits

Handling the majority of an agency's phone and data entry work, **VoicePermits**:

Improves customer satisfaction by granting contractors 24/7 access to permitting and inspection information

Reduces staff workload by giving users self-help capabilities

Saves time and paper by allowing inspectors to post inspection results via phone

Heightens accuracy by eliminating the need to transcribe inspection results

VoicePermits™

Additional Functionality



Every Selectron interactive solution is uniquely tailored to meet each jurisdiction's specific needs. Selectron also has a large library of complementary products and modules that allow its customers to enhance their Selectron systems as their requirements change and budgets allow. Listed below are some of the most popular add-on modules for community development departments:

	Voice	Fax	Email	SMS
Alerts	•	•	•	•
Automatic Results Notification	•	•	•	•
Certificate of Occupancy	•	•	•	
CommunitySelect	•	•		
Complaint/Code Enforcement	•			
Correction Codes	•			
Desktop Delivery		•	•	•
Escrow Account Balance	•			
Expired Permit Notification	•	•	•	•
Inspection Results and History	•	•	•	
Limit Inspections	•			
Payment Processing	•			
Permit Verification	•			
Plan Review Status	•	•	•	
Professional Voice	•			
SmartDelivery*	•	•	•	•
Spanish Language	•			
Speech Recognition	•			
Staff Directory	•			
Text-to-Speech	•			
Utility Notification	•	•	•	
Zoning Status	•	•	•	

*SmartDelivery module required for fax, e-mail, and SMS functionality

About Us

With 50 years in business – nearly two decades of which we have spent working closely with government agencies – Selectron Technologies, Inc. is the most trusted name in the industry. Since 1992, we have over 350 clients using our [Voice](#), [Web](#), and [Mobile solutions](#) and have developed a thorough understanding of government business rules.

Automating routine processes, our interactive solutions benefit communities by providing easy, [24-hour access](#) to the information citizens require and saving staff valuable time. A variety of agencies – building and planning, utilities, courts, tax and revenue, and more – have benefited from our solutions. Our technology seamlessly integrates with commercial or custom database software.

50 YEARS
1960-2010

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