



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 in this sheet are some of the most popular add-on modules for community development departments:

## Additional Functionality

### Outbound Alert

This application allows for easy initiation of an outbound call campaign. An agency can quickly relay targeted information to groups of citizens or make general announcements to the community with an easy-to-create prerecorded message, delivered via phone, fax, text message, and/or e-mail.

### Outbound Notify

A number of preconfigured messages such as *Automatic Results Notification*, *Automatic Scheduling Notification*, *Expiring Permits Notification*, and *Issued Permits Notification* are available with this feature so agencies can provide users with important information specific to their permits. Notifications can be delivered via phone, fax, text message, and/or e-mail, and may be integrated with an agency's host database to run tailored campaigns.

### CommunitySelect\*

With this easy-to-create information line, callers can hear messages relating to procedures and policies or any other information the agency chooses to impart, and can request faxed copies of standard forms and documents through the **VoicePermits** system.

### Certificate of Occupancy\*

Certificate of Occupancy documents can be faxed to the contractor on demand or automatically once approved. The IVR system creates a document the agency has defined and faxes it to the destination number contained in the permitting database.

### Code Enforcement

Callers can check the status of a complaint or code violation by calling into the IVR system and following a few simple steps.

### Correction Codes

By entering a short numeric code into the IVR system, inspectors can post the most common causes for failed inspections to the permitting database. When contractors obtain inspection results through the IVR system, they can hear the reasons for failures.

### Desktop Delivery

Callers who reach an agent and request a document can be faxed or e-mailed utilizing *Desktop Delivery*, which automates the process and reduces staff time spent on the phone. With integration between their desktop and the *SmartDelivery* engine, CSRs are able to select a document and send it via the customer's requested method of receipt.

### Inspection Results and History\*

Callers can request the inspection history of a permit or the result of an inspection be sent to their fax or e-mail destination.

## 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



### Limit Inspections

**VoicePermits** will automatically limit the number of inspection groups or types that may be scheduled on a given day. The agency can set a maximum number of inspections for each type of inspection offered. Once the maximum number of inspections has been reached for a given day, the IVR system will offer the next available day during the scheduling routine.

### Payment Processing

**Payment Processing** enables an agency to accept credit card and/or electronic check payments via the **VoicePermits** IVR (or the **WebPermits**™ IWR) system. This module allows an agency to utilize a payment gateway of its choice to securely process payments.

### Permit Verification

Inspectors and other authorized staff can check the active permit status of a building or construction site by calling the **VoicePermits** system. This feature helps inspectors identify when a construction site does not have the necessary permits.

### Plan Review Status\*

Callers learn the status of a submitted plan in either a spoken, faxed, or e-mail format. Information provided to the caller can include approval status, dates submitted or completed, and associated fees that will be due.

### Professional Voice

With Selectron's **Professional Voice**, an agency can have all of its menus and prompts recorded by Selectron's professional voice talents.

### SmartDelivery

**SmartDelivery** provides the underlying technology that enables faxing, e-mail, or text messaging from an IVR system. **SmartDelivery** may be implemented on any voice system and is only required once, regardless of the number of fax or e-mail applications that are being used by an organization.

### Spanish Language

All of the **VoicePermits** system's English language menus and prompts can be supplemented with a Spanish language option. This module includes the call flows and programming needed to support the additional language. Spanish language professional voice recording and translation services are also available.

### Speech Recognition

**Speech Recognition** enables **VoicePermits** to recognize human speech, in addition to telephone touch tones. Utilizing key words and phrases, the IVR system maintains accuracy rates and supports continuous phrases, spotting, and barge-in functions.

### Staff Directory

With this module, an agency's existing voicemail system can use the **VoicePermits** system to direct callers to staff voice mailboxes. Users are only required to input an extension or spell out a portion of a staff member's name.

### Text-to-Speech

**Text-to-Speech** enables **VoicePermits** to generate the audio file for system prompts and responses so an agency does not need to record voice segments. Responses like street names are read directly from the permitting application database and generated dynamically, while menu prompts are defined and stored during the call flow design process.

### Utility Notification\*

A "Request for Activation" document can be automatically faxed to the utility company when a final inspection is completed for gas, water, or electric service. These fax documents can either be sent as the inspection information is posted by the inspector or batch-faxed at the end of the workday.

### Zoning Status\*

Users can call the IVR system to obtain property zoning status information from the permitting database, and can optionally request a faxed copy of the pertinent zoning regulations.

\*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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