

IVR unburdens inspection process

Tele-Works IVR delivers self-service inspection scheduling, results posting, and automated handling of routine inquiries by telephone.

Situation

Construction permits for the City of Hanford, C.A. almost tripled in only five years. Everyone involved in the permitting and inspection process was under pressure.

Meeting higher demands from customers without adding staff created many challenges—

- Contractors wanted faster ways to check on permit and inspection information
- Contractors were looking for better service and scheduling options
- The Department’s inspectors needed to speed up the inspections process
- Demands on staff and inspectors to improve customer satisfaction were rising

The Department was searching for affordable ways to upgrade its customer service options and add efficiencies to its inspection processes.

Solution

The City of Hanford selected interactive voice response (IVR) technology by Tele-Works to improve inspection scheduling, inspector resulting, customer satisfaction, and reduce costs of operation.

Customers can now hear their permit information and schedule, reschedule, or cancel inspections by phone, without having to call during normal office hours or wait to speak to a customer service representative.

Contractors can serve themselves at times that are convenient for them, even scheduling and canceling their inspections as late as 6:30 a.m. on the day of the inspection.

Tele-Works has integrated with more building department databases than any other IVR vendor—a 21-year history of proven, low-risk solutions.

And because the Tele-Works IVR system interacts with the Department’s building/land database in real-time, customers and staff are always working from the same information without delays. There is no added work for staff, and the information is always accurate.

2007 Results

Population: 50,000 (17% growth)
Number of Inspectors: 3

- ✓ IVR automatically handled 29,600 calls
- ✓ Office staff gained almost 8 hours/day for more productive work
- ✓ Inspection team gained more than 6 hours/day additional inspection time
- ✓ 31% of inspection scheduling by IVR occurred outside of standard office hours

Benefits

Automation of the inspection process was well received with positive comments from contractors that the Tele-Works IVR system is easy to use and saves time. ***“It’s doing everything we wanted it to do. It’s user-friendly and helps us give customers as many options as possible,”*** said Jim Kochar, Hanford’s Chief Building Official.

The office staff and inspection team collectively gained almost 14 hours per day to do more productive work. Staff are able to respond to customer requests much faster and complete more inspections each day.

Customers can hear answers to routine questions, obtain inspection results, arrange for building inspections, or opt to speak to a customer service representative. Inspectors can enter results from the field as soon as the inspection is completed, using only their touch-tone cell phone.