

## ENTERPRISE PERMITTING & LICENSING

# Decision Engine



### SIMPLIFY COMPLEX PROCESSES

Shield constituents and developers from often complex and intimidating local ordinances



### GUIDE APPLICANTS

Navigate constituents through the development entitlement, permitting, and licensing application and approval processes



### SAVE STAFF RESOURCES

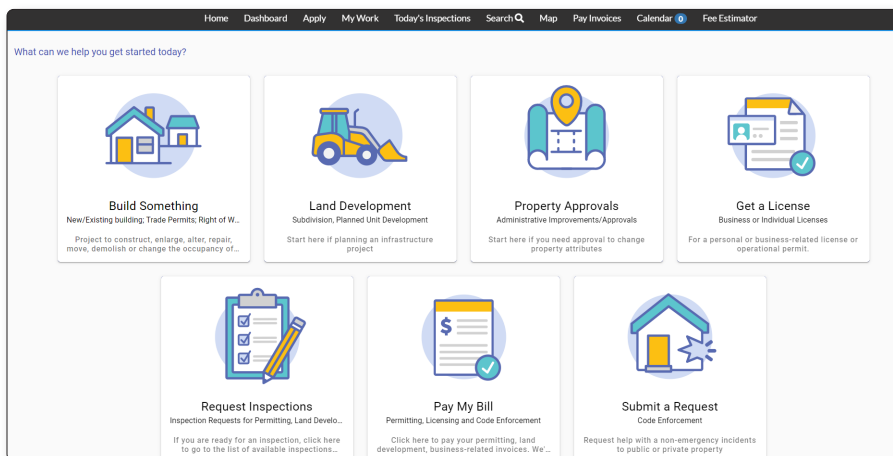
Reduce the time staff spends answering applicant questions and correcting incomplete or inaccurate applications

While local ordinances and regulations are essential to protect the well-being of your community, they can make permitting and licensing a challenge for constituents. **Decision Engine is a digital permit guide** that seamlessly integrates with Tyler's Enterprise Permitting & Licensing software to navigate applicants through the seemingly complex development entitlement, permitting, and licensing application and approval processes — shielding them from the complexity.

Through a simple interface, **applicants can navigate through thousands of lines of ordinance in minutes to arrive at the appropriate permitting or licensing task**, whether it's applying, renewing, paying, requesting a meeting or inspection, or just providing more information.

## KEY FEATURES

- Captures your community's unique ordinances and regulations
- Leverages existing sites and portals, routing applicants to all needed info for a work type
- Uses intuitive card selections that dynamically branch to the appropriate outcome
- Navigates users between application types in community development, licensing, tax, or code enforcement requests
- Offers a custom page builder to help you guide applicants through more complex processes



By **empowering your constituents** to accurately apply for and complete permitting and licensing tasks without relying on your agency, your staff can spend less time answering questions and fixing incomplete or error-ridden applications.

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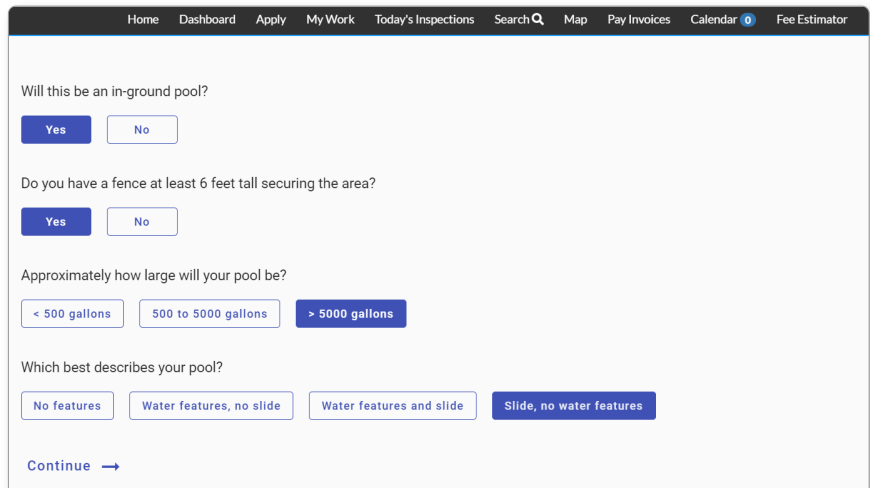
## SIMPLE, FLEXIBLE ADMINISTRATION

Decision Engine is easily configurable, allowing for flexibility to **represent the unique ordinance of your community**. Administration is designed to mirror the public user experience with straightforward configuration and the ability to adjust based on feedback. Once you design your flow, configuring it into Decision Engine is simple, and so is reordering it if needed.

If you already have sites and portals to relay information to and conduct business with constituents, those can be integrated into your Decision Engine flow as well. Or, if you need help creating a site/portal with all the appropriate information, Decision Engine has a custom page builder within the solution that can guide applicants to any additional information they need for more complex processes.

## INTUITIVE NAVIGATION

Decision Engine uses intuitive cards that branch appropriately so that the user can navigate through the complexity of decisions and questions without even knowing the depth of the detail they're answering. You can navigate them through the same questions you ask when they come into your offices, and based on their responses, the solution will **dynamically adjust to fit the appropriate outcome**.



The screenshot shows a web application interface for a pool permit application. The navigation bar at the top includes: Home, Dashboard, Apply, My Work, Today's Inspections, Search, Map, Pay Invoices, Calendar, and Fee Estimator. The main content area contains the following questions and options:

- Will this be an in-ground pool?
- Do you have a fence at least 6 feet tall securing the area?
- Approximately how large will your pool be?
- Which best describes your pool?

A "Continue" button with a right-pointing arrow is located at the bottom of the form.

## SEAMLESS INTEGRATION

Seamlessly integrating with Enterprise Permitting & Licensing's Civic Access portal, you can navigate users between different application types in community development, licensing, and tax, or to initiate a code enforcement request. You can also guide your customer to pay bills, request inspections, submit files, or initiate a pre-application meeting through the Civic Access integration.