

# Virtual Sessions for Enterprise Permitting & Licensing *powered by EnerGov™*



## INCREASE PRODUCTIVITY & EFFICIENCY

Reduce time required for inspections, in-person meetings, and email correspondence with access to an integrated meeting tool



## IMPROVE CLIENT SATISFACTION

Increase application quality and enable quicker resolution and issuance with ability to collaborate with stakeholders regardless of location



## BOOST SAFETY AND FLEXIBILITY FOR STAFF AND CLIENTS

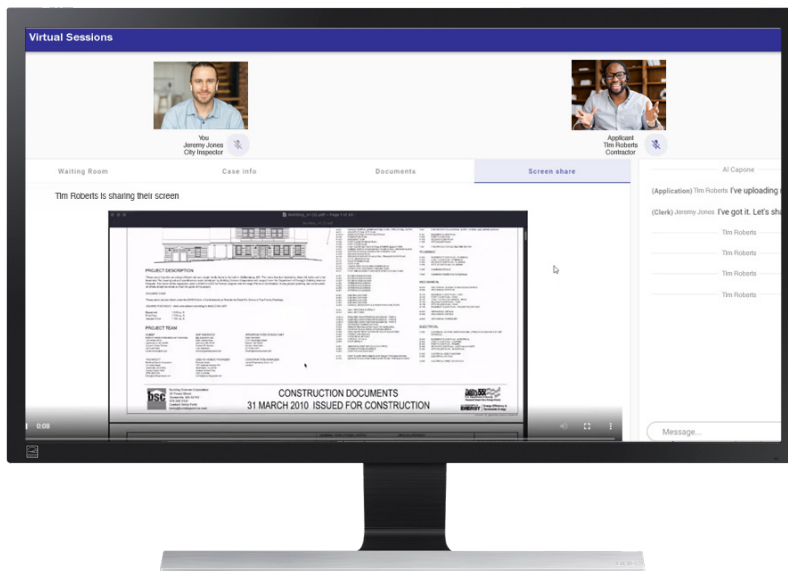
Limit number of job site visits and enable a remote work environment with a responsive design that works across various devices

## AN INTUITIVE VIRTUAL MEETING SOLUTION FOR PERMITTING & LICENSING ACTIVITY

Virtual Sessions for Enterprise Permitting & Licensing is a cloud-native solution that allows your agency staff to conduct virtual meetings with the public. The module enables your agency to offer increased engagement through a civic access portal, rather than rely on in-person meetings or email.

Virtual Sessions is integrated with Enterprise Permitting & Licensing, putting screenshare, video conferencing, and chat capabilities at your fingertips. Sessions can be launched from your citizen access portal or email correspondence. No app is required for your customer to download. Use Virtual Solutions to perform remote video inspections, provide application assistance or completeness checks, or discuss plan review results.

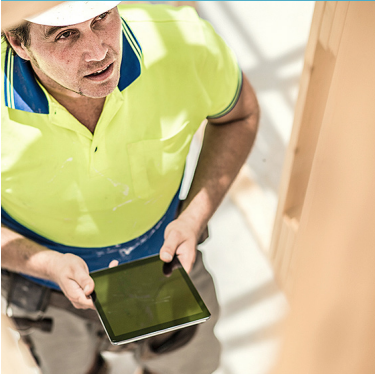
With its simple user interface, you can bring case-related data and attachments from Enterprise Permitting & Licensing in front of all users. Its responsive design allows you to use a variety of devices.



*Virtual Sessions offers an intuitive virtual meeting space for your clients. Its simplified user interface brings case-related data and attachments in front of both users, and screenshare, video conferencing, and chat are all at your fingertips.*

## COMMON USES AND BENEFITS

### VIRTUAL INSPECTIONS



- Conduct more inspections and re-inspections faster by eliminating the time it takes to drive from site to site
- Prevent staff from falling behind on critical inspections by allowing them to spend more time in-person on the most critical inspections
- Meet the needs of your staff in an ever-changing world by allowing for safe, flexible working options
- Help contractors and homeowners quickly reach their next steps by offering more flexibility in your scheduling

### APPLICATION ASSISTANCE AND COMPLETENESS CHECKS



- Increase your application quality by guiding individuals through the process
- Gain efficiency in processing and renewing applications by providing an online option
- Provide customer-friendly service by delivering a similar experience to interactions at the permit or license counter
- Relieve stress and uncertainty for the applicant by answering questions in real time

### PLAN REVIEW RESULTS



- Increase collaboration with stakeholders by conducting a meeting remotely with online access to pertinent documentation
- Reduce confusion by providing clarity in real time so applicant understands what changes are needed
- Build strong relationships with your constituents by offering live customer service from a real person
- Minimize turnaround time of changes being made by enabling reviewers to have direct access to educate clients on what is needed