Selectron
VOICE·WEB·MOBILE

> " I like the fact that Selectron adjusted their processes to what would work best for myself and our agency. That's what continues to sell Selectron as a company to work with. "
>
> Karen Pleasant Gonzalez, Application Analyst

Monroe County, FL · Building Department

SEEING THE VALUE OF AN IVR SOLUTION

Before Selectron, we had to manually retrieve inspection requests from an answering machine and pass them to the inspector to transcribe the requests. With this process, inspectors would spend up to 3 hours transcribing and route planning before they were able to get out of the office. Starting so late in the day led to problems with contractors who needed inspections in the morning or had other time constraints. We were also facing inconsistencies with inspection requests across other departments because we didn't have a standardized system of requesting and resulting inspections. As we got more and more complaints from the public, we realized that we needed to look for a solution. It just so happened that our new Director had come from an environment with an IVR solution, so she understood the value of implementing it.

100% of inspections resulted within 3 days

CREATING EFFICIENT PROCESSES

Selectron was able to present us with a customizable solution that addressed our concerns about inspection efficiency and customer service, all while integrating with our SunGard system. After implementing the Selectron IVR solution, we were able to reinforce standards for inspections across multiple departments. It also allowed us to create efficient processes that helped inspectors meet requirements of resulting 80% of their inspections on the same day and 100% within 3 days.