



## City of Doral, Florida: Automated Permit Processing Using IVR Studio

### **Client Background**

The City of Doral occupies a land area of 15 square miles bordered on the west by the Ronald Reagan Turnpike, to the north by the Town of Medley, to the east by the Palmetto Expressway and to the South by the City of Sweetwater. The City of Doral offers a wide range of services through its departments including the Office of the City Manager, Office of the City Clerk, Finance Department, Community Development Department, Public Works Department, Parks and Recreation Department, and Police Department. Described as the premier place to live, work and play, our many assets provide for a superior quality of life in an urban center known for its commerce. To serve our community by relentlessly pursuing the highest quality of life through the delivery of efficient, sustainable, transparent, ethical, and accountable government.

### **The Challenge**

The City of Doral, Florida would allow their citizens to call in to an inbound telephone number and speak with a live agent to process permits over the phone. The live agent would update permits, cancel permit applications, and allow the citizen to access the cost of a permit online. Permit processing is very tedious work and the City of Doral believed the amount of work it required was an inadequate towards the amount of work that needed immediate attention. The process was becoming a burden and the City of Doral sought automation. We were in the predicament of either hiring additional employees to tackle permit processing or find another alternative. Luckily, we had heard from one of our colleagues about software's in which are compatible with our situation. We had stumbled upon Voicent and we were instantly impressed by its solutions. They integrated their IVR Studio into our Perconti Data Systems permitting platform to automate the entire cities permit processes. It also handled multiple permit requests simultaneously as well as a handful of different permit scenarios, which was superb.

### **The Solution**

Utilizing Voicent's powerful IVR Studio, we were able to take advantage of Perconti Data Systems JSON API to allow the telephony application to interact with the systems server to authenticate permits, process new permits, allow citizens to check the status of a permit and more. This automation not only reduced the interaction time a citizen would have had to spend on the telephone with a live agent, but also enables the city to focus their resources on more important tasks, thus creating an overall better community. From using an old-school system that involved live agents, to a fully automated system, Voicent has surpassed our expectations and delivered a truly computerized inbound permit processing system which fits our needs accordingly.