

VIP/IRV SERVICE — 880-2686



The IVR System can also be used for the following:

- Request Inspections
- Check on Inspection results
- Cancel an Inspection
- Learn general information about Metro Codes Department

Call 880-2686 from any touchtone telephone between the hours of 6:00 A.M. to 10:00 P.M. Monday through Saturday

For more information about The IVR—Voice Inspection Permit Service, call Barbara Sloss—(615) 862-6522 Barbara.sloss@nashville.gov

Metro Nashville Government of Nashville and Davidson County

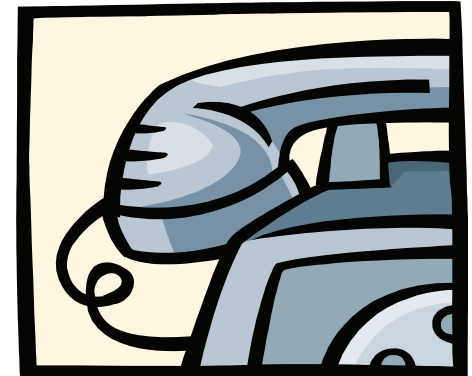
DEPARTMENT OF CODES ADMINISTRATION
Metro Office Building—3rd Floor
800 2nd Avenue, South
P. O. Box 196300
Nashville, Tennessee 372119-6300
(615) 862-6500
Business Hours 7:30 A.M. to 4:00 P.M.
Monday through Friday

Visit our Website at www.nashville.gov/codes

Interactive Voice Response Permit System

IVR

SERVICE



METROPOLITAN
NASHVILLE & DAVIDSON
COUNTY
CODES DEPARTMENT

KARL DEAN, MAYOR

IVR ... Voice Inspection Permit System

Our Customers are IVR ... *Very Important....*

Our IVR—Voice Inspection Permit System is on line. The IVR System currently handles over 150 calls every day.

Response to the service has been overwhelmingly positive. Here's what a few of our customers have had to say about this system:

Jay Hitt—Hitt Electric...

"We are delighted and like the prospect of same-day inspection service."

Pam Bryant—Claridge Homes...

"I find it easy to use, convenient, and saves time in obtaining inspection results."

Barbara Watson—Phillips Builders...

"Job supervisors are using the VIP system to schedule inspections right from the job sites, and it saves them a lot of down time—they love it."

The VIP System is just one of the expanded services we had been working on to serve our customers better. It has even more capabilities as we move into the future.

It will not only save you time but will create opportunities to more efficiently use the resources within the Codes Department. We welcome your comments as you begin to access the system.

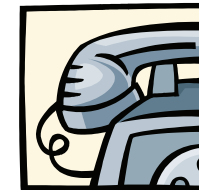
IVR SERVICE NUMBER

880-2686

*from any touchtone telephone between the hours of 6:00 A.M. to 10:00 P.M.
Monday through Saturday*

HOW TO USE THE SYSTEM

1. First...have your correct information at hand: You will need your contractor User I.D. Number and permit tracking number for each job.



2. Dial In:

880-2686

From any touchtone telephone

3. After your connection is made, you make your selections from the options offered, provide the requested information and be sure to write down your confirmation number.

That's all there is to it!

When you first begin using the VIP System, you will need to listen carefully to the directions in each message. Soon you will be familiar with the system and you will only need to listen to the portion of a message that you need.

Helpful Hint.....you can use the Speed Dial feature for even faster service.

Call from your office, from your vehicle, or from your job site!