

# Bureau of Development Services Lunch and Learn Presentation

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## Remote Video Re-inspections (RVR)

August 9, 2019 | Noon – 1:00 PM



# Live RVR Skype Inspection with Dave Barton and Dave Hakimoglu in the field

- **Remote Video Re-inspections (RVR) puts the power of scheduling re-inspection in the customers hands**
- **It keeps your project on time and within budget**

# First Major Customer Benefit

## Customer Convenience

- **Customer Autonomy:** customer selects date and time of inspection that fits their schedule.
- **Predictability of appointment:** eliminates waiting for a 2-hour inspection window through IVR for Re-Inspections – What you want is what you get.
- **Scheduling flexibility for customer:** Web-based application allows customers to cancel and change appointments from day-to-day with instant email confirmation.
- **All appointment requests are vetted:** ensures you meet program parameters prior to Skype inspection – customer receives email confirming scheduled appointment.

# Second Major Customer Benefit

## Instant Inspection Results

- Results are entered into TRACS upon completion of RVR inspection, and a confirmation email is sent to customer.
- This process quickens customer ability to request the next inspection on a project.
- If RVR inspection request is disqualified, instant response emails provide the customer with the proactive ability to schedule available next day inspections through our standard IVR scheduling process.

# Third Major Customer Benefit

## Ease of Use

- Available 24-hour Web-Based scheduling with AppointmentPlus.
- One-time account setup for ease of future re-inspection scheduling.

# Video: RVR Informational

Link <https://vimeo.com/340274516>

RVR Program Detail webpage

[Portlandoregon.gov/bds/RVR](http://Portlandoregon.gov/bds/RVR)

# Questions?

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**Thank you for attending BDS' Lunch  
and Learn Presentation**



**Bureau of  
Development  
Services** FROM CONCEPT  
TO CONSTRUCTION





# Need help to set-up an Account via AppointmentPlus?

**Stick around we are here to help!**