



CITY OF EULESS AUTOMATED INTERACTIVE VOICE RESPONSE (IVR) SYSTEM

<p>CALL 817-685-1634 to: Schedule Inspections Cancel Inspections Retrieve Inspection Results Check Plan Review Status</p>	<p>PLEASE NOTE THE FOLLOWING:</p> <ul style="list-style-type: none"> • IVR System is functional 24 hours a day / 7 days a week. • Before calling you will need: <ul style="list-style-type: none"> ○ Touch tone telephone ○ A site-specific Permit Number (issued from the Building Department) ○ An Inspection Code – See Below for Codes • You will be prompted through the entire process. • At the end of the call you will be issued a Confirmation Number. Keep a record of your confirmation numbers and transactions in case they are needed.
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IVR SYSTEM PROCESS

Call the IVR number: **817-685-1634** and choose from the following options:

Press (1) Schedule an Inspection.

Press (2) Cancel or Reschedule an Inspection.

Press (3) Obtain Inspection Results.

Press (0) Emergency Assistance.

Press (*) General Additional Information

<p style="text-align: center;"><u>Schedule an Inspection</u></p> <ol style="list-style-type: none"> 1. Enter the Phone Access Code on your permit then press # 2. OR / Enter the Permit Number. The system will confirm this permit by speaking back the site address. 3. Enter the Inspection Code from the list below 4. Follow the prompts to enter the Inspection Date. The cut-off time is 8:00 P.M. for the next day inspection. Any call after 8:00 P.M. will be scheduled for the following business day. <p>After you have scheduled the inspection, you will be able to:</p> <ul style="list-style-type: none"> • Leave a message for the inspector. • Request another inspection for the same permit. • Request another inspection for a different permit. • Get a Confirmation Number and hang up. Use this confirmation number when inquiring about this request. • Return to the Main Menu. 	<p style="text-align: center;"><u>Cancel an Inspection</u></p> <ol style="list-style-type: none"> 1. Enter the Phone Access Code on your permit then press #. 2. OR / Enter the Permit Number. 3. Enter the Inspection Code from the list below. <p>After you have cancelled the inspection, you will be able to:</p> <ul style="list-style-type: none"> • Cancel another inspection for the same permit. • Cancel another inspection for a different permit. • Retrieve Inspector Message. • Get a Confirmation Number and hang up. Use this confirmation number when inquiring about this request • Return to the Main Menu.
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<p style="text-align: center;"><u>Obtain Inspection Results</u></p> <ol style="list-style-type: none"> 1. Enter your Phone Access Code on your permit then press #. 2. OR / Enter the Permit Number. 3. Enter the Inspection Code from the list below. <p>After you have scheduled the inspection, you will be able to:</p> <ul style="list-style-type: none"> • Listen to more results for the same permit. • Listen to more results for a different permit. • Get a Confirmation Number and hang up. Use this confirmation number when inquiring about this request. • Return to the Main Menu. 	<p style="text-align: center;"><u>Transfer to Staff & Additional Information</u></p> <p>You can press (0) during business hours to transfer to a live staff member and speak with a staff member directly.</p> <p>Press the star key (*) to hear an explanation of your current options.</p>
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IVR INSPECTION CODES

100 Rough Plumbing	200 Temporary Pole	400 Foundation	500 Swimming Pool Ground
110 Plumbing Top Out	210 Rough Electrical	402 Roof Deck	510 Swimming Pool Deck
120 Gas Line	220 Underground Electrical	405 Roof Felt	599 Swimming Pool Final
130 Sewer Line	299 Electrical Final	410 Framing	
196 Backflow Prevention		420 Flat Work	900 Fence Final
197 Irrigation Rough	300 Mechanical Ducting	430 Ceiling	910 Sign Final
198 Irrigation Final	399 Mechanical Final	460 Brick Tie	920 Satellite Dish Final
199 Plumbing Final		499 Building Final	