



# DataTalk™ Inspect

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## System Description

DataTalk™ Inspect is a proprietary Voice Data Solutions application that allows inspectors, contractors and other parties to perform the following functions over the telephone:

- Schedule and cancel inspections.
- Hear the results of specific inspections.
- Obtain results of Health Department water/septic inspections.
- Determine the status of Certificate of Occupancy applications.
- Pay for re-inspections and permits by credit card.

The following inspection options are included:

- **Building**
  - Footing Inspection
  - Slab
  - Foundation
  - Framing
  - Insulation
  - Final Building
  - Fire Suppression
  - Temporary Power Pole
  - Storage Tank
- **Electrical**
  - Electrical Rough-In
  - Electrical Final
  - Temporary Power Pole
  - Electrical Ground Work
  - Commercial Hood
- **Mechanical**
  - Mechanical Rough-In
  - Mechanical Final
  - Mechanical Ground Work
  - Commercial Hood
- **Plumbing**
  - Plumbing Rough-In
  - Plumbing Final
  - Water Final
  - Sewer Final
  - Plumbing Ground Work
- **New Inspection / Re-Inspection**
- **Confirmation of Request**
- **Hear Results**
  - Approved
  - Not Approved
  - Not Approved & Re-Inspection Fee Charged
  - Not Approved & Re-Inspection Fee Not Charged
  - Fee to Be Paid Prior to Scheduling
- **Pay Fees by Credit Card**
  - Re-Inspection Fees
  - Permits
- **Hear Inspector's Comments**
- **Enter Another Inspection For This Permit**
- **Enter Another Permit Number**
- **Transfer to Inspector's Extension**
- **Other Assistance**

*(Continued on reverse)*

## ***System Description, continued***

In addition to these features, DataTalk™ Inspect allows inspectors to enter a “hidden” menu that enables them to perform the necessary interactions to update permit information, and to receive and/or respond to voice mail messages linked to inspections.

DataTalk™ Inspect can provide management information reports detailing the following information:

- Total calls daily for each line
- Number of calls by time of day
- Number of calls completed
- Number of calls abandoned by caller
- Number of calls abandoned by system
- Menu selection counts for major sections of system
- Telephone line utilization

## **Our Company**

Voice Data Solutions, Inc., specializes in the development and re-marketing of Computer Telephony Integration (CTI), Interactive Voice Response (IVR), Speech Recognition, Text-to-Speech, Internet-enabled solutions, and IBM Websphere Product Suite. In addition, VDS provides sales, maintenance and support for the award winning and industry leading Outlook client/server reporting solution.

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