

viewpoint Cloud 3

A better way to work is here.

Apps designed to simplify your everyday



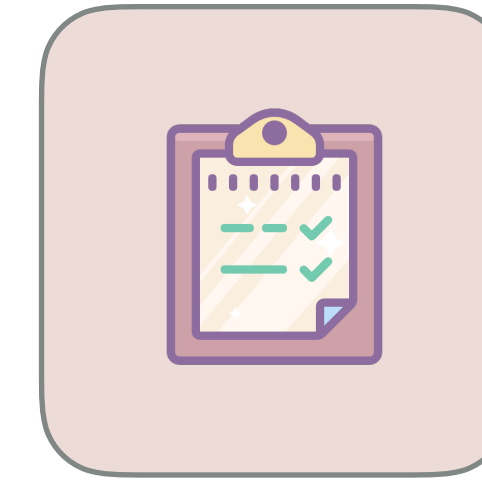
Process

Permits & Licenses



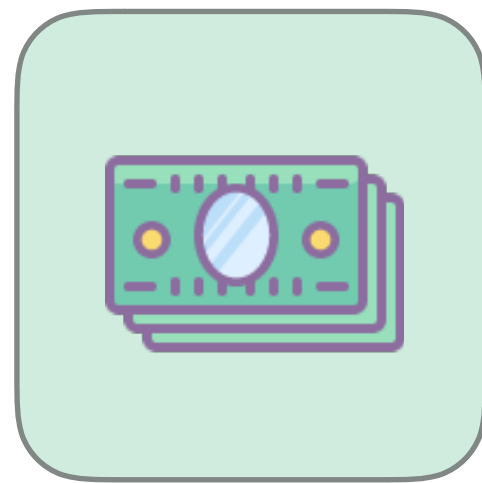
Serve

Serve Citizens



Inspect

Inspections and Violations



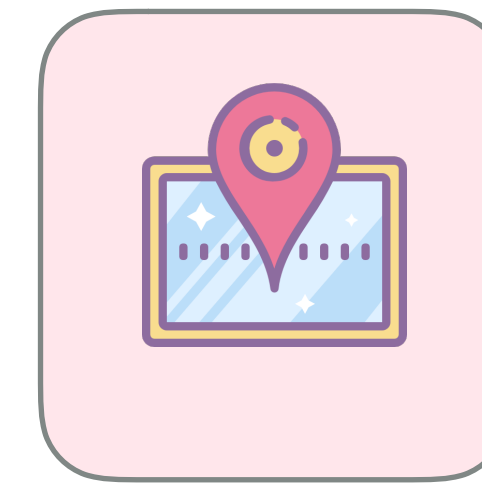
Pay

Collect Payments



Renew

Renew Licenses



Address

Manage Addresses

Inbox

A familiar way to manage work assigned to you

Tasks display as “unread” when there’s new information

Preview any task before diving in

@Mention your colleagues to get their input

The screenshot displays the Viewpoint Cloud 3 interface. At the top, there are navigation tabs: Process, **Inbox (20)**, Records, Tasks, Documents, Analytics, and a **New Record** button. A search bar is located on the right. Below the tabs, there are filters for **Active (20)**, Completed (12), and Mentions (4). A dropdown menu shows 'Oldest First'. The main list contains several tasks, all dated 'Mar 7'. The first three are 'Intake Review' tasks for 'Hospital Renovation' regarding 'Business License BL-17-1249 for Harold Kumar at 219 Riverview Drive, Tulsa, OK'. The following five are 'Building Review' tasks for the same license. A detailed view of the first 'Intake Review' task is shown on the right. It includes the title 'Intake Review', an 'Open Record' button, the user 'AP Alex Pajusi', and a progress indicator for 'B-17-12482'. Below this, there are two comments: one from 'Saranya Sankar' asking for an insurance certificate, and another from 'Felix Jaehn' stating it has been attached. Each comment has a 'Remove Comment' link and a timestamp of 'Mar 3rd 2017, 2:59pm'.

Record

Intuitive new design

Visual progress indicator

GIS-enabled workflow

Process | **Inbox (20)** | **Records** | **Tasks** | **Documents** | **Analytics** | **New Record**

Search...

Building Permit - Add to a Project

B-1369-17 Renewal

+ Follow | **Action**

Applicant
Vanessa Friedman
111-111-1111 ext. 1111
@ ankit.balyan@mail.mcgill.ca

Location
123 Newbury Street, Boston, MA
Owner: Chiren Shah

Created May 31, 2017 | **Fees Paid** \$1,270 | **Expires** Dec. 31, 2017

Submitted | Intake Review | Initial Review + 1 | **Building Review + 1** | Permit Issuance | Inspection

Details | Files (3) | Activity

Permit Details

Form Label	Form Label
Form Value	Form Value
Form Label	Form Label
Form Value	Form Value
Form Label	Form Label
Form Value	Form Value

Contractor License

Form Label
Form Value
Form Label
Form Value
Form Label
Form Value

Timeline [Hide 4 completed steps](#)

Completed Steps

- Completeness Review**
Dan Ralley completed on June 12, 2017
- Intake Review**
Tim Smith completed on June 11, 2017
- Submission Fee**
\$50 paid on June 11, 2017

Happening Now

- Building Review**
Began 10 days ago - Assigned to Mary Matalin
- Fire Review**
Began 4 days ago - Assigned to Tim Smith

Up Next

- Permit Fee**

My Inspections

See today's inspections on a map

Drag and drop to reschedule

Schedule inspections based on multi-person availability

Mobile Apps for iOS and Android

Inspect **My Inspections (18)** Schedule Inspections Violations Analytics **New Inspection** Search...

< June 4, 2017 > Today [Subscribe...](#) Day Week

- ⋮ **Framing Inspection** Hospital Renovation Mar 7
Business License BL-17-1249 for Harold Kumar at 219 Riverview Drive, Tulsa, OK
- ⋮ **Framing Inspection** Hospital Renovation Mar 7
Business License BL-17-1249 for Harold Kumar at 219 Riverview Drive, Tulsa, OK
- ⋮ **Framing Inspection** Hospital Renovation Mar 7
Business License BL-17-1249 for Harold Kumar at 219 Riverview Drive, Tulsa, OK

Map showing streets in Tulsa, OK, including landmarks like Roger Williams National Memorial.

Renewal Campaigns

Organize renewals by campaign

See pending, renewed, and lapsed records

Renew manually or online

Notify applicants via email

Magic Mail automatic bulk renewal notices

Renew Campaigns Analytics

Search...

Renewal Campaigns [New Campaign](#)

Campaign	Open	Pending	Renewed	Lapsed
2017 Dog Licenses Active	10%	68%	20%	2%
2017 Parking Permits Active	30%	10%	50%	10%
2017 Restaurant Licenses Active	85%	0%	15%	0%
2016 Dog Licenses	0%	0%	95%	5%
2016 Restaurant Licenses	0%	0%	90%	10%

Performance Analytics

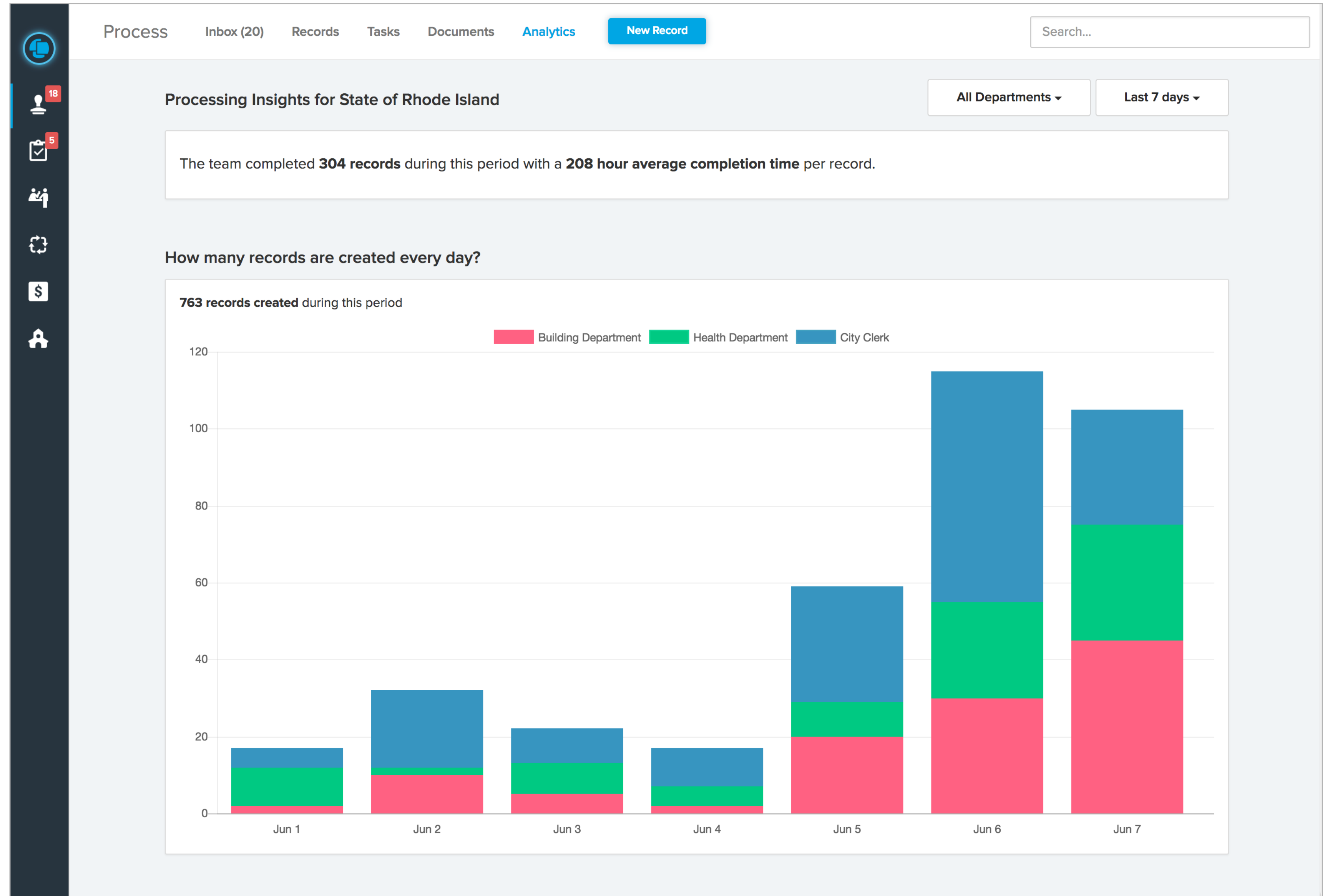
How fast are we processing records?

What steps take the most time?

How many people apply online vs. in-person?

How many renewals lapsed this year?

How satisfied are our citizens?



App Integrations

Open Data

E-Signatures


E-Plan Review

Citizen Service










Asset Management

Document Management

311/Issue Reporting



App Integrations

	Bluebeam Studio Open uploaded files for markup and collaborative review	Manage
	HelloSign Electronically sign documents	Manage
	SeeClickFix Create a record for each reported issue	Manage
	OpenGov Push saved reports to your data portal	Manage
	Laserfiche Copy uploaded files to your document management system	Manage
	CivicPlus Link your storefront to your CivicPlus website	Manage
	Cartegraph OMS Link operations management to ViewPoint Cloud	Manage
	Intercom Chat with customers on your portal to answer their questions	Manage
	Google Analytics Track web analytics on your portal	Manage

All-New Portal

Improved usability and design

Search bar for permit and license types

User inbox for messages and automated notifications

Rhode Island Online Services

Apply for permits, licenses, and more. How can we help?

Search for something like "Building Permit" or "Business License"

Discover Online Services

Choose below to see what's possible



Building Code Commission



State Fire Marshal



State Agency Plan Review



Business Licensing

Business Licensing