

682-4065: Check permit status. (You can interrupt a voice prompt at any time.)

ACTION OPTIONS	IVR PROMPT	SAY	PRESS (TOUCH TONE)
Bypass (press any number)	Initial Greeting	Nothing	1
Turn off Voice Recognition (optional)	Main Menu	Nothing	7
Check Permit Status	Main Menu	"Permit Status"	2
Enter Permit Type	Permit Type	"BP"	1 = BP
		"EL"	2 = EL
		"PA"	3 = PA
		"SP"	4 = SP
		"CA"	5 = CA
		"SI"	6 = SI
Enter Permit Number	Permit Number	6-digits of PERMIT NUMBER	
Listen to list of approvals	Delivery Method	"SPOKEN"	1 = SPOKEN
Have list of approvals faxed		"FAXED"	2 = FAXED
Correct permit type		"BACKUP"	3 = BACKUP
End		"EXIT"	4 = FINISHED
Transfers to assigned staff	Transfer	"Yes"	1 = TRANSFER TO EXT
Continues with next approval		"No"	2 = CONTINUE
Listen to Permit Status again	Options Repeated?	"Yes"	1 = REPEATED
Continue		"No"	2 = EXIT
New Permit Type	More Approvals	"Yes"	1 = MORE APPROVALS
Quit		"No"	2 = EXIT
Go back to Main Menu	Return to Main Menu	"Yes"	1 = GO TO MAIN MENU
Hang up		"No"	2 = TERMINATE CALL