



## Online Appeals and Permitting Workshop

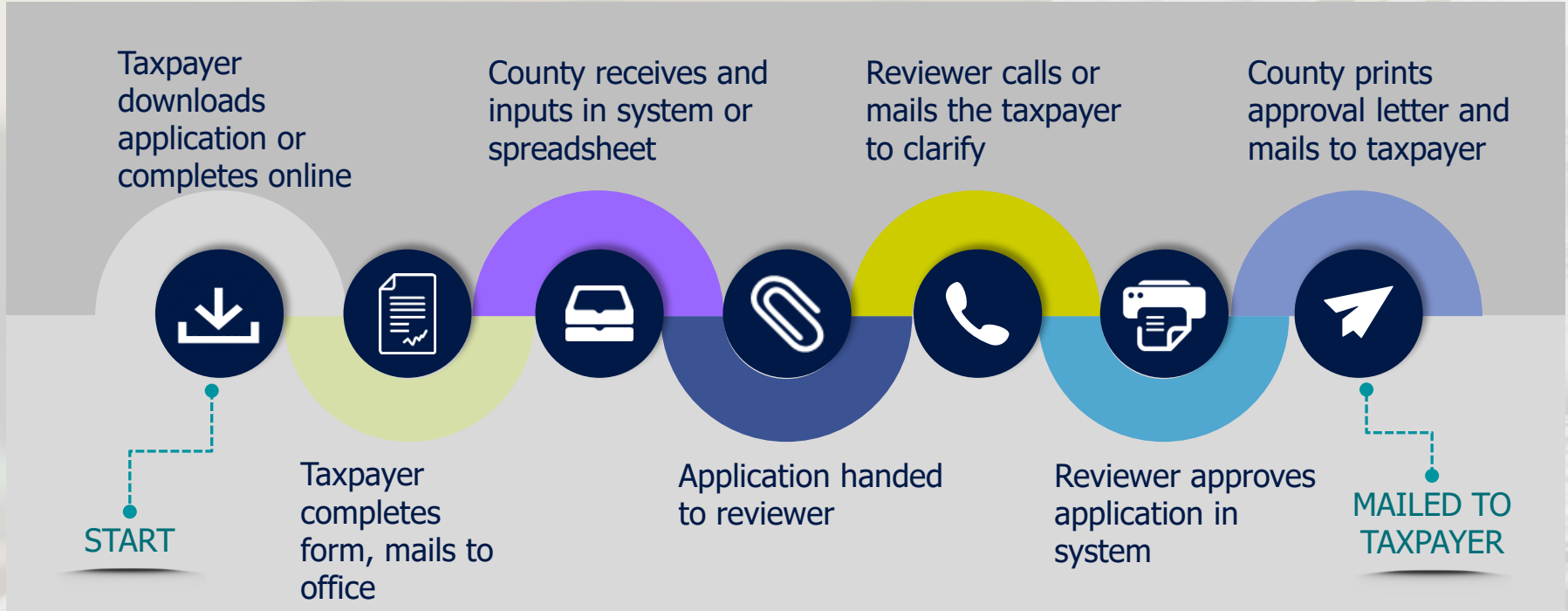
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# TODAY'S

Assessment Appeal Board

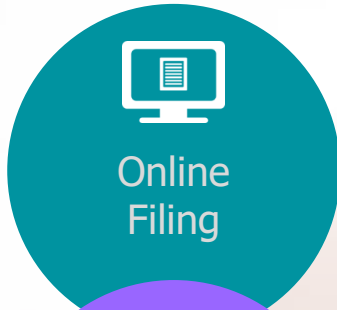
- Unprecedented health challenges
- Squeezed timeframes and resources
- Manual processes
- Increased expectations from constituents

# Today's Paper-Filled World



## The Future: Modern, online appeal platforms

- End to end appeal management solution
- Robust, online filing capabilities, including attachments
- Case tracking, including schedule management
- Video conferencing capabilities
- Resolution management, including electronic notifications
- Appeals analytic solution which provides oversight and insight



**1**

## Citizens and Agents

- ✓ Online access to appeal application

**2**

## Appeal Board

- ✓ Immediate notification of application filing

**3**

## Application Review and Scheduling

- ✓ Automated workflow to review application and schedule hearing

**4**

## Video Hearing

- ✓ Online, video conferencing capabilities

**5**

## Resolution Management

- ✓ Timely response, email notifications, analytics

# Questions?