



CityView Assistant

Meet Fraser, your text assistant

CityView Assistant offers a simple and affordable way to improve community engagement.

Are you looking for a simple and affordable way to improve community engagement? CityView's newly developed assistant, an intelligent chatbot named "Fraser," simplifies the process for builders to schedule inspections and check on permit status.

Fraser provides an intuitive and handy way for municipal builders to communicate with the CityView system and query permits while on the go, directly from their mobile device.

What can Fraser do for you?

- Provide information on a particular inspection, such as the:
 - Assigned inspector
 - Type of inspection (electrical, fire prevention, etc.)
 - Inspection result (pass/fail, complete/incomplete, etc.)
- Schedule or cancel an inspection
- Check the status of a permit application
- And more!

Ask Fraser

Below is a sampling of questions you can ask Fraser:

- Tell me about the permit at 872 Langford Parkway
- Request the electrical final inspection for next Monday
- Has the fire prevention inspection been completed for Benbury Lane?

CityView Assistant supports text messaging, uses natural language that's easy to understand and is familiar with CityView terminology.

CityView Innovation

We are firmly committed to technology innovation. Our industry-leading applications are continuously evolving as we anticipate and address the next generation of business challenges. Some of our most popular solutions include:

- **Electronic Plans Review** - A paperless solution for plan reviews that saves time, money and the environment while driving customer satisfaction.
- **GIS integration** - CityView's integration with Esri's ArcGIS Server or ArcGIS Online assimilates mapping and spatial analysis into the everyday business activities of CityView users in the office, in the field and publicly.
- **Mobile** - Provide access to all the information your building, enforcement, parks and rental inspectors need to complete their day from their desk, their car or the field.
- **Portal** - Allow citizens, contractors, and businesses to self-serve online, anytime, from anywhere.
- **Virtual Inspections** - Maintain social distancing while saving fuel and increasing efficiency.