



eden

a tyler erp solution

Eden Web Extensions

Tyler's Eden Web Extensions gives citizens, businesses, employees and visitors the ability to do business with you online...at any time. You can create Web pages configured specifically for your agency for each service you offer. And security features let you control enrollment to services offered and provide 24-hour access to users. Web Extensions enables you to cost effectively enhance access to your services for businesses and citizens with improved quality and convenience. Available Citizen Services Web Extensions include: Permits & Inspections, Utility Billing, Licensing, Customer Requests, and Special Assessments.

Permits & Inspections

- Apply and pay for permits, receive payment receipt, schedule inspections, track routing and status of individual permit actions, and view inspection results online
- View applied, issued, approved and expiration dates for permits
- View contractor information, estimate permit fees, and review conditions or requirements associated with a permit
- Provides interface for interactive voice response systems
- View parcel zoning, land use, and assessment information

Utility Billing

- Provides citizen access to account information, including status, billing and payment history, graphical consumption summaries, and pay bills via credit card
- Receive payment receipt
- Customers can manage multiple UB accounts with one logon

Licensing

- Allows citizens to view status of their existing licenses, renew and pay for licenses via credit card, and receive payment receipt
- Estimate fees and apply for specific license types based on information provided by customer

Customer Requests

- Implement standardized procedures for handling unique categories of requests, and electronically track them from inception to completion

...continued on reverse

Web Extension Features:

- Framework-based architecture allows for rapid deployment, makes adding additional modules easy, and provides a consistent look and feel across applications
- Access current information, with easy to learn familiar, intuitive browser based interface requests
- "Single logon" allows access to multiple applications through one Web user account
- Users link their account to other available applications, as needed
- Retrieve forgotten user name and passwords without assistance from staff
- Easy administration and control with automated enrollment and systems enabled security
- Flexible fee calculation allows unique formula definitions
- Customizable contact information for each module

Empowering people who serve the public™



tyler
technologies

For more information, visit
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Eden Web Extensions

Benefits

- Reduces process costs, improving the validity of inputs / outputs and the associated financial and time costs
- Makes information readily available to customers 24 hours a day, 7 days a week, 365 days a year
- Enables immediate payment update to customer balances
- Allows customers to view historical data (transactions, permits, licenses, etc.)
- Reduces staff workload by enabling customers to perform the following transactions online without assistance:
 - » Enter payments
 - » Create permits
 - » Apply for and renew licenses
 - » Schedule, reschedule, and cancel inspections
 - » Obtain answers to common questions
 - » Acquire permit and license estimates
- Make information available for non-registered users, adhering to freedom of information policies