

Welcome!

In an effort to streamline our operations and improve customer service, the City of Palo Alto's Building Division has implemented an interactive voice response (IVR) inspection scheduling system.

We encourage you to use this new system to fulfill many of your needs. You can use the IVR 24 hours a day, 7 days a week to do many things:

- Schedule an Inspection
- Reschedule an Inspection
- Cancel an Inspection
- Obtain Inspection Results



Powered By
Selectron
VOICE • WEB • MOBILE

www.selectrontechnologies.com

Development Center
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City of Palo Alto
Building Division

*Schedule, Reschedule, or
Cancel an Inspection...
Just a Phone Call Away!*

City of Palo Alto 
Building Division

Inspection Voice Response System

(650)329-2496

Option 8

Option 0 during closed hours

Choose Your Option

When the IVR system answers your call, you'll hear the following options:

Press [1] Schedule an Inspection
Press [2] Cancel/Reschedule an Inspection
Press [3] Obtain Inspection Results

Press [0] Transfer to Staff
Press [#] Disconnect and Hang Up
Press [*] Additional Information

The system will prompt you each step of the way. You may perform multiple transactions during each call. At the end of the call you will be issued a confirmation number. We recommend that you keep a record of all confirmation numbers and associated transactions in case they are needed in the future.

