Introducing Viewpoint

• Fully integrated noise comment management system – more efficient
• Collects noise comments (maintains existing methods)
  • Smart Web Form
    – Stand alone
    – WebTrak
  • Mobile Web App
  • Phone Line
• Additional, flexible reporting and map options
• Tentative implementation: December 3, 2018
EMS Brüel & Kjær Viewpoint

- **Smart Web Form**: A webpage form that supports address verification for convenient comment lodging. Once a user profile is set up, user information (e.g. address, name, etc.) will not need to be provided again. Accessible as a standalone form for easy noise comment submittal as well as from WebTrak.

- **Mobile Web App**: Designed to provide a “low friction” method for submitting comments for community members. Works with a standardized Application Programming Interface (API) so that third party noise comments (e.g. Airnoise) may be submitted into Viewpoint.

- **Phone Line**: An interactive telephone voice response system with intelligent menus that capture comment information and transcribe it into the database.

- **ANOMS Integration**: Viewpoint connects directly to ANOMS and feeds all data into ANOMS seamlessly.
Features and Benefits

• Identity Management:
  • Address validation upon submittal
  • Quickly consolidate multiple comments for same individual

• New user log-in profile to skip filling out contact information on different devices

• New system processes to allow more timely responses via email (email address required for responses)

• Additional tools
  • Identify trends and emerging noise issues using maps and other data
  • Foundation for future enhancements – dynamic/interactive information

• Cost remains essentially the same