DevHub Redesigned Customer Permit Table Options

The following are options for a graphic redesign on the table a customer would see upon login to DevHub containing their applications, permits, and in certain cases, historical items.

Contents

#1 - Current state:

This is the table as currently implemented for a customer. The driving issue behind the redesign is the confusion that customers occasionally experience as the usage of the term 'IVR #' for permit applications leads them to believe they can perform certain functions that only become available when the application becomes an actual permit.

My Permits

IVR #	Status	Type	Address	Action
4474147	Internet Permit	Permit Intake Request - Building Permit Request	1900 N WATTS ST, PORTLAND	Continue
4474126	Request	Permit Intake Request - Solar Permit	5676 S RIVERPOINT LN, PORTLAND	Detail
4474125	Request	Permit Intake Request - Solar Permit	4123 NE CLEVELAND AVE, PORTLAND	Detail
4474034	Internet Permit	Permit Intake Request - Building Permit Request	1900 NE 134TH PL, PORTLAND	Continue
4473751	Internet Permit	Permit Intake Request - Building Permit Request	1900 SW 4TH AVE UNIT 1, PORTLAND	Continue
4473750	Request	Permit Intake Request - Solar Permit	1900 SW 4TH AVE UNIT 1, PORTLAND	Detail
4472847	Internet Permit	Permit Intake Request - Building Permit Request	1900 SW 4TH AVE UNIT 1, PORTLAND	Continue
4472539	Internet Permit	Permit Intake Request - Building Permit Request	1900 SW 4TH AVE UNIT 1, PORTLAND	Continue
4472498	Internet Permit	Electrical Permit - Residential 1 & 2 Family - Addition/Alteration/Replacement	1900 SW 4TH AVE UNIT 1, PORTLAND	Continue
4472484	Internet Permit	Permit Intake Request - Building Permit Request	1900 SW 4TH AVE UNIT 1, PORTLAND	Continue
4472463	Internet Permit	Electrical Permit - Residential 1 & 2 Family - Addition/Alteration/Replacement	1900 SW 4TH AVE UNIT 1, PORTLAND	Continue
4472462	Internet Permit	Permit Intake Request - Building Permit Request	1900 SW 4TH AVE UNIT 1, PORTLAND	Continue
4472425	Internet Permit	Permit Intake Request - Building Permit Request	1900 SW 4TH AVE UNIT 1, PORTLAND	Continue
4472277	Internet Permit	Permit Intake Request - Building Permit Request	13631 SE RHONE ST, PORTLAND	Continue
4472276	Internet Permit	Mechanical Permit - Residential 1 & 2 Family - Addition/Alteration/Replace (MT)	1900 SW 4TH AVE UNIT 1, PORTLAND	Continue
4472275	Internet Permit	Permit Intake Request - Wireless 6049a	1900 SW 4TH AVE UNIT 1, PORTLAND	Continue
4472273	Internet Permit	Permit Intake Request - Wireless 6049a	1900 SW 4TH AVE UNIT 1, PORTLAND	Continue

#2 - Current state with the addition of Request #:

This is the most basic implementation of our solution to the customer confusion around 'IVR #s' – the addition of a column to the far left of the table indicating a 'Request #' to be used while the item is still an application. We will also be using a color change in the cells to reinforce this difference.

4470644		Permit Intake Request - Building Permit Request	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue
4470641		Permit Intake Request - Building Permit Request	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue
4470636		Permit Intake Request - Sign Permit	1900 SW 4TH AVE UNIT 1, PORTLAND	Request	Detail
4470630		Permit Intake Request - Building Permit Request	1900 SW 4TH AVE UNIT 1, PORTLAND	Request	Detail
	4470634	Online Pruning Permit - Pruning - Right-of-way	1900 SW 4TH AVE UNIT 1, PORTLAND	Issued	Detail
	4470631	Electrical Permit - Commercial/Multifamily - Addition/Alteration/Replacement	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue
	4470632	Mechanical Permit - Residential 1 & 2 Family - Addition/Alteration/Replace (MT)	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue
	4470633	Plumbing Permit - Residential 1 & 2 Family - New Construction	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue
	4470635	Parks Urban Forestry - Other - Right-of-Way	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue
	4470637	Parks Urban Forestry - Removal/Replant - Right-of-Way	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue

#3 - Current state with Request # and text for blank cells:

If it is felt that customers would be confused or distracted by an empty cell, this option is available to present the table without any blank cells by using placeholder text such as 'Not Applicable', 'N.A', or '—'.

My Permits

Request #	IVR #	Type	Address	Status	Action
N.A.	4470634	Online Pruning Permit - Pruning - Right-of-way	1900 SW 4TH AVE UNIT 1, PORTLAND	Issued	Detail
N.A.	4470631	Electrical Permit - Commercial/Multifamily - Addition/Alteration/Replacement	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue
N.A.	4470632	Mechanical Permit - Residential 1 & 2 Family - Addition/Alteration/Replace (MT)	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue
N.A.	4470633	Plumbing Permit - Residential 1 & 2 Family - New Construction	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue
N.A.	4470635	Parks Urban Forestry - Other - Right-of-Way	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue
N.A.	4470637	Parks Urban Forestry - Removal/Replant - Right-of-Way	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue

#4 - New proposal with separated tables for requests and permits:

This option separates the customer's Requests and Permits into two different tables to reinforce the difference. The first table uses the keyword 'Request #' again, while the Permits table uses 'IVR #'.
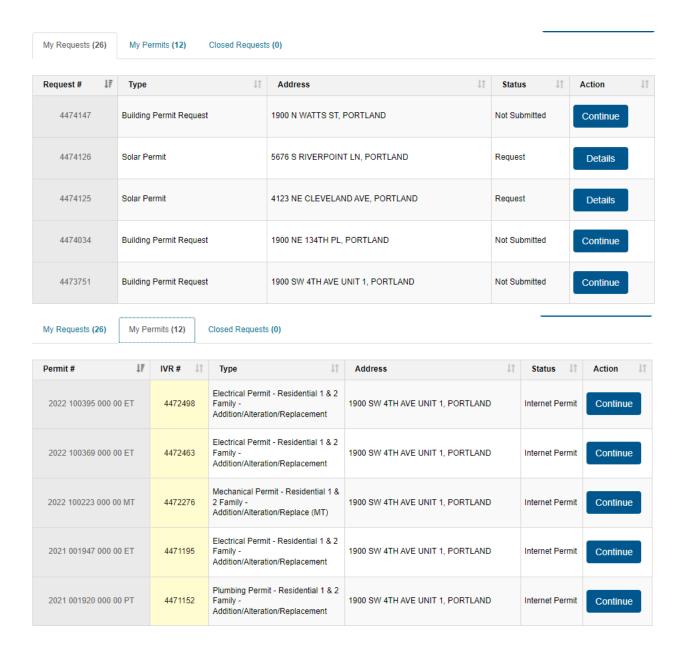
My Requests (26)

Request #	Type	Address	Status	Action
4474147	Building Permit Request	1900 N WATTS ST, PORTLAND	Not Submitted	Continue
4474126	Solar Permit	5676 S RIVERPOINT LN, PORTLAND	Request	Details
4474125	Solar Permit	4123 NE CLEVELAND AVE, PORTLAND	Request	Details
4474034	Building Permit Request	1900 NE 134TH PL, PORTLAND	Not Submitted	Continue
4473751	Building Permit Request	1900 SW 4TH AVE UNIT 1, PORTLAND	Not Submitted	Continue
4473750	Solar Permit	1900 SW 4TH AVE UNIT 1, PORTLAND	Request	Details

My Permits (12)

Permit #	IVR #	Type	Address	Status	Action
2022 100395 000 00 ET	4472498	Electrical Permit - Residential 1 & 2 Family - Addition/Alteration/Replacement	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue
2022 100369 000 00 ET	4472463	Electrical Permit - Residential 1 & 2 Family - Addition/Alteration/Replacement	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue
2022 100223 000 00 MT	4472276	Mechanical Permit - Residential 1 & 2 Family - Addition/Alteration/Replace (MT)	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue
2021 001947 000 00 ET	4471195	Electrical Permit - Residential 1 & 2 Family - Addition/Alteration/Replacement	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue
2021 001920 000 00 PT	4471152	Plumbing Permit - Residential 1 & 2 Family - Addition/Alteration/Replacement	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue

#5 - New proposal using tabs for navigation:

Finally, this proposal uses a tabbed structure (My Requests, My Permits, and Closed Requests) to allow the user greater freedom and access to specifically the information they would like to see. The keywords of 'Request #' and 'IVR #' are used on their respective tabs. Additionally, this style of table incorporates the customer's historical items under the 'Closed Requests' tab; these are currently listed on a separate tab accessed from the page's top menu.

My Requests (26) | My Permits (12) | Closed Requests (0)

Request # ↓≡	Type ↓↑	Address ↓↑	Status ↓↑	Action ↓↑
4474147	Building Permit Request	1900 N WATTS ST, PORTLAND	Not Submitted	Continue
4474126	Solar Permit	5676 S RIVERPOINT LN, PORTLAND	Request	Details
4474125	Solar Permit	4123 NE CLEVELAND AVE, PORTLAND	Request	Details
4474034	Building Permit Request	1900 NE 134TH PL, PORTLAND	Not Submitted	Continue
4473751	Building Permit Request	1900 SW 4TH AVE UNIT 1, PORTLAND	Not Submitted	Continue

My Requests (26) | **My Permits (12)** | Closed Requests (0)

Permit # ↓≡	IVR # ↓↑	Type ↓↑	Address ↓↑	Status ↓↑	Action ↓↑
2022 100395 000 00 ET	4472498	Electrical Permit - Residential 1 & 2 Family - Addition/Alteration/Replacement	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue
2022 100369 000 00 ET	4472463	Electrical Permit - Residential 1 & 2 Family - Addition/Alteration/Replacement	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue
2022 100223 000 00 MT	4472276	Mechanical Permit - Residential 1 & 2 Family - Addition/Alteration/Replace (MT)	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue
2021 001947 000 00 ET	4471195	Electrical Permit - Residential 1 & 2 Family - Addition/Alteration/Replacement	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue
2021 001920 000 00 PT	4471152	Plumbing Permit - Residential 1 & 2 Family - Addition/Alteration/Replacement	1900 SW 4TH AVE UNIT 1, PORTLAND	Internet Permit	Continue

My Requests **(26)**　　My Permits **(12)**　　Closed Requests **(0)**

You currently have no closed request applications.

Search where IVR # vs Permit # is important:

This is an example of an area where the confusion of 'IVR' on requests vs permits could currently be affecting user experience. A customer attempting to search by IVR number on the View/Pay Fees tab would not see any results for a permit request despite the table currently displaying them as an 'IVR #'.