

Virtual Appraisal Hearings



KEY BENEFITS

- **WebRTC Technology**
Encrypted, browser-based technology requires no downloads and offers high definition audio & video
- **Flexible Deployment Options**
Cloud or on-premises deployment options
- **Recording & Reporting**
Automatic recording & archival based on tax IDs for simplified data management
- **Call Management**
Operator Interface for real-time call management & monitoring
- **Customizable**
Easily customized features, functionality, and branding based on your unique workflow

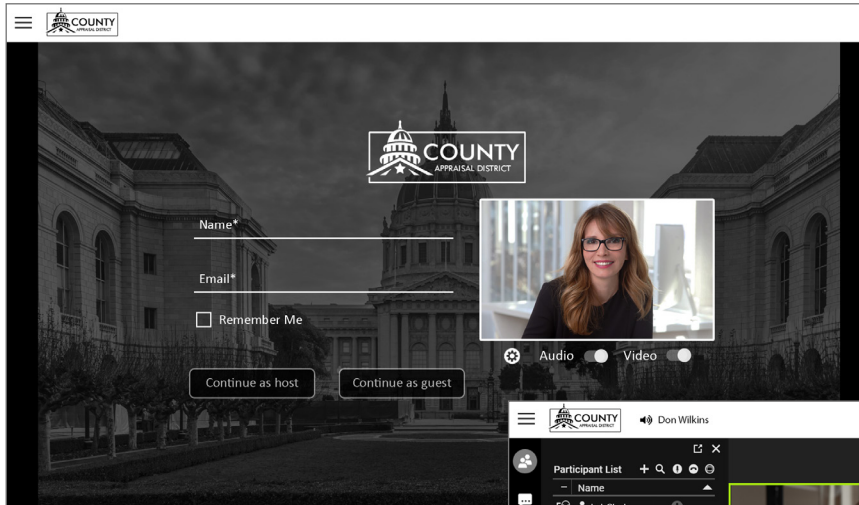
Seamless Virtual Hearings

Customized Solution Enabling a Modern Approach to the Appraisal Process

Appraisal hearings give property owners the opportunity to present evidence to challenge an official assessment. At the start of the pandemic, many counties made provisions to enable virtual appraisal hearings, which is now the preferred method of attending and challenging a property assessment. Virtual hearings offer convenience, efficiency, and accessibility.

In many states, county tax assessment processes are complex and the transition from traditional to remote hearings can be challenging. Compunetix offers an easy and efficient means of conducting remote property tax hearings for counties across the country. To replicate brick and mortar hearing rooms, our customized solution enables property owners, property agents, and others to easily join and hold hearings virtually. Moreover, Compunetix can customize and tailor solutions to meet the unique requirements of different organizations.

Powerful, Secure, & User-Friendly Interface



Features & Benefits

- HD audio & video
- Themes & branding
- Call monitoring & recording
- Customizable features & functionality
- Extensive reporting capabilities
- Shared desktop control
- No downloads required
- WebRTC

Key Capabilities

Automatic Recording

Recordings are automatically labeled by individual tax ID numbers, enabling comprehensive archival, reporting, and database management. Recordings can be stored locally on the system, or they can be stored on a shared drive.

Operator Interface

The browser-based operator interface enables seamless oversight and real-time support for all active and scheduled hearings. Drag and drop feature allows simplified entry and management of participants.

Robust Content Sharing

Board members have the ability to share their screen or pass desktop control to the property owners, as needed.

Customization

This solution is tailored to your unique workflow and is easily customized to meet various requirements, including themes and branding.



Real-Time Call Management

This solution offers optional access to our dynamic operator interface, which can further enable oversight and hearing management for this unique and customizable workflow. The Operator Console is a powerful tool that allows one or multiple operators to monitor and assist multiple active hearings simultaneously.

Key features:

- Automated answering and ID intake for incoming callers
- Validate and edit property ID for accurate archival (recordings stored based on property ID)
- Operators can join active hearings for troubleshooting
- Drag and drop participants into virtual hearing room
- Added security with oversight of all system activity
- Start and stop recording between hearings


compunetix
the technology of cooperation

2023 ©Compunetix, Inc. Reproduction in whole or in part without written permission is prohibited. All rights reserved. Features and specifications are subject to change without notice.

Compunetix

2420 Mossdale Boulevard
Monroeville, PA 15146
USA

 info@compunetix.com

 1.800.879.4266 or +1 412.373.8110

 www.compunetix.com