CGI OnCue360
Housing Quality Standards

CGI

CGI OnCue360 Housing Quality Standards (HQS) enables inspectors to use smartphones and tablets to capture information in real time and submit that data digitally.

Management in the office

CGI OnCue360 HQS delivers a simple, yet robust, web interface to schedule and manage all of your inspection appointments.

Scheduling made easy

With a powerful scheduling and routing module, CGI OnCue360 HQS will increase productivity and reduce travel costs. Track route efficiency for your field agents and move scheduled appointments between personnel using drag-and-drop technology. Scheduler accommodates biennial inspections and weather deferment options.

Review and edit field data

View results uploaded from the field including comments and photos collected during the visit. Modify data as needed. Report on flagged or failed data points.
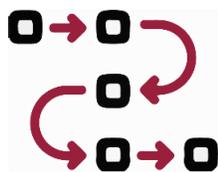
Custom workflows for each appointment type

CGI OnCue360 HQS contains a robust and dynamic workflow engine that allows proper execution of business process rules and operations. You can customize the workflow process to match your needs for every appointment type.

CGI OnCue360 Features

- Custom schedule management for each field agent
- Scheduling engine that automatically optimizes routes to reduce mileage
- Map display of appointment locations and the optimized route for the field agent
- Custom letter designer and notification letter generation module
- Ability to record, track and modify field data results, electronic signatures, and digital photographs of deficiencies
- Integration with external systems possible, eliminating duplicate entry
- Completely customizable and dynamic workflow engine to accommodate many different appointment types and processes
- Ability to perform appointment visits on mobile device, online or offline
- Owner self-certification capabilities
- Support for remote video inspections (RVI)
- Robust reporting to meet key performance indicators

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HQS owner and tenant portals

Owners and tenants can have real time access to inspection results through Housing Portal modules. Interested third parties such as management companies can also access results. The portal provides an effective means for two-way communications via a central location for the submission of repair certifications.

Performance in the field

CGI OnCue360 HQS, a paperless solution, allows you to collect and manipulate housing inspection field data from a mobile device or tablet.
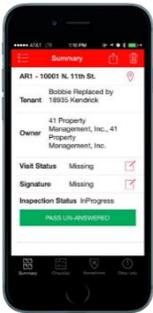
Easy to use

Using the latest technology, a field agent can call their contact, get directions to the appointment, collect data, take digital photographs and accept an electronic signature when completed.
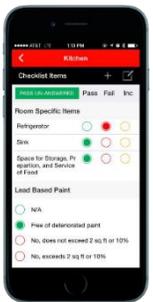
Collect results

Easily pass or fail points of inspection or checklist items. The item-level common phrases feature allows a field agent to add related text quickly and expedite data collection.
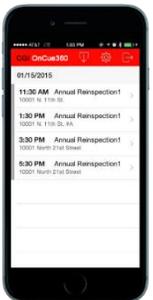
No signal? No problem

The CGI OnCue360 HQS app also allows field agents to work offline when they are out of connection range. Agents can download their schedules when they are connected, then go into the field to collect data. The app will initiate data upload when a connection is once again available.

For housing scheduling and regulatory enforcement needs, **CGI OnCue360 HQS is your solution. Schedule a demo today!**

Improve inspector efficiency—record, track, and modify field data results, collect electronic signatures, and incorporate digital photographs of deficiencies directly within the record.

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world. We are insights-driven and outcomes-based to help accelerate returns on your investments.

For more than 30 years, CGI has assisted the Department of Housing and Urban Development (HUD) and Public Housing Authorities (PHAs) in advancing the availability of safe, affordable housing opportunities for Americans. As housing authorities evolve and adapt to meet demands, CGI can help you improve operational outcomes, enabled by technology, to administer affordable housing programs more effectively.

For more information

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