



## i-tiva Message

Talkingtech's i-tiva Message is a telephone system that efficiently notifies users of overdue items and reserved items ready to pick up. The system calls your users and delivers high quality, courteous messages according to your requirements. Use it with any TLC integrated library system (ILS).

### The system:

- *Delivers information faster and cheaper than traditional methods*
- *Provides proof of delivery*
- *Includes a friendly, natural sounding voice*
- *Saves mailings, paper, and printing funds*
- *Enables staff to focus on other tasks*

You can personalize each message by name using Text-to-Speech technology. i-tiva Message will also list the number of overdue or reserved items.

### Use i-tiva Message for:

- **Overdue items** - i-tiva Message can dramatically improve item returns and item availability while reducing costs.
- **Reservations/Holds** - Advise users when reserved items are available or when they should be picked up promptly.
- **Other forms of notification** - Provide information to users quickly and cost effectively.

### More features:

- *Receives information from your ILS*
- *Delivers a selected message or messages*
- *Supports a range of different messages*
- *Multiple time slots each day – times and days determined by you*
- *The Messaging Server offers Talkingtech's unique Advanced Call Progress Detection techniques, ensuring the highest level of message delivery accuracy available.*
- *Detects and delivers messages to answering machines and voicemail services.*
- *Retries lines that are busy or not answered – you set the number of retries and intervals (five maximum)*
- *Integrates results back to your ILS (via import/export)*
- *Provides backup letter delivery via your ILS*

**Note:** i-tiva Message requires lines with "answer reversal" capability and direct telephone lines (not through an internal phone system-PABX).

### i-tiva Message Reporting

i-tiva Message Reporting generates reports that detail successful contact and non-contact in the categories of answered, busy, no answer, person, machine, call minder, etc. Message Reporting also reports by time in the order of calls made and attempted.

### Optional modules

#### i-tiva Report forwarding

i-tiva Report forwarding enables daily reports to be emailed to key personnel so they are kept informed of the delivery success of i-tiva Message.

#### i-tiva SMS option (Release date: TBA)

Deliver notices as text messages to patrons' cell phones.

**For more information, contact TLC at 1.800.325.7759.**