

I-TIVA FOR LIBRARIES



TALKINGTECH

engaging customers... better. smarter.

NEW ZEALAND BASED.
OVER 700 PUBLIC LIBRARIES
OVER 30 YEARS EXPERIENCE
PURCHASED BY ILLION IN JULY



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OHIO CUSTOMERS

LANE COUNTY PUBLIC LIBRARY
MASSILLON PUBLIC LIBRARY
GREENE COUNTY PUBLIC LIBRARY
STARK COUNTY PUBLIC LIBRARY
RODMAN PUBLIC LIBRARY
COLUMBUS METRO PUBLIC LIBRARY
CINCINNATI PUBLIC LIBRARY
WESTERVILLE PUBLIC LIBRARY
PORTAGE DISTRICT LIBRARY



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• INNOVATIVE CUSTOMERS

DAUPHIN COUNTY
OMAHA
SACRAMENTO
MIDDLE COUNTRY
RODMAN
INDIANHEAD
LONDON
TULSA
WESTERVILLE
CUMERBRAND
EINetwork

CHATHAM KENT
MILTON
HALTON HILLS
BARRIE
VANCOUVER IS
GREENE COUNTY
EVANSVILLE
MASSILLON
FINKELSTEIN
RAPIDES

WEBER COUNTY
STARK COUNTY
MILWAUKEE
ST. LOUIS
MARMOT
SARASOTA COUNTY
CINCINNATI
LONG BEACH
CENTRAL ARKANSAS
PASADENA/GLENDALE



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- INNOVATIVE PROJECTS

WEST PALM BEACH

HIGH PLAINS

HAYWARD

ARAPAHOE

CUYAHOGA COUNTY

ORANGE COUNTY

JEFFERSON COUNTY

TILLAMOOK COUNTY

LAKELAND LIBRARY COOP

AKRON SUMMIT

SPRINGFIELD



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POLARIS LIBRARIES

SALT LAKE COUNTY

NEW ORLEANS PL

CHICAGO PL

DOWNEY CL

OKANAGON PL

ALAMEDA FL

RICHLAND COUNTY

BLACK GOLD LS

NAPA COUNTY

TAMPA PL

CHATTAHOOCHEE LS

FORSYTH COUNTY

BOISE PL

AURORA PL

COLUMBUS PL

WARREN COUNTY

OUACHITA PARISH

FARMINGTON CL

ST. LOUIS MUNI

BURLINGTON COUNTY

NEWMARKET PL

SIOUXLAND LS

IRVING PL



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Contact with Patrons

Email

Text Messaging

Staff Calling

Mailings

Telephone



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What is i-tiva? What is TM3?

i-tiva for Libraries is an automated Contact system for
Libraries to contact Patrons
And
Patrons to contact the library
Fast, low cost, equal, 24x7



OUTBOUND MESSAGING

- Remind of overdue materials
- Advise that requested items are available to collect
- Second and 3rd overdue messages
- Messages to family members on one call
- Real Voice or Text
- Messages on holds with pickup locations
- Multiple messages on one call



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SERVICE WITH INBOUND ACCESS

- All callers
 - Library locations and hours
 - How to use library services – same as the web
 - Events – what's on and when
 - Transfer calls to staff or departments
- Patrons (after verification by library card)
 - Loan status
 - Review and/or renew items
 - By list or barcode or 'renew all'
 - Checks with LMS & renews what's allowed
 - Review or cancel requested items
 - Access another Patron's account



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REPORTS

- Realtime update
- 10 call descriptions
- Created anytime
- e-mailed to staff
- Accountability



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WHAT DO WE NEED

- Analog line or lines
- Connection for software install(LogMein, PC Anywhere etc.)
- Windows Server 2016-64 bit
- PC/Server
- Complete installation form
- Get quote and install setup with Innovative



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SPECIFICATIONS

PENTIUM 4 2.8 GHZ 800 MHZ

2GB OF RAM

50GB OF HARD DRIVE SPACE

WINDOWS 2016

NETWORK INTERFACE

RAID 1 CONFIGURATION

TWO FREE FULL LENGTH PCI,PCI-X OR PCI-E SLOTS

AVAILABLE



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WHAT DOES TALKINGTECH PROVIDE?

Software

Remote installation

Dialogic Voice Card

Testing



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ADDED FEATURES

Condensed Calls

Professional Voice

Reports

Web Configuration

One System

Multi Extension Transfer

Multilingual Inbound/Outbound



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THE PROJECT

We receive po.

We create case and you are assigned project mngr.

Project manager sends you install form.

You complete install form.

We have prompts recorded.

You listen to prompts.

We test lines.

We perform remote install of i-Tiva after access.

We test system and you sign off UAT.



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