



Library • **Solution**[®] *Telephone Notification*

The Quick, Easy Way to Convey Information to Your Patrons

PhoneTree is a messaging system that delivers important information to your patrons quickly and conveniently.

Use features like Autotasks and auto reports, duplicate name and phone number screening, pager callback notification, the ability to offer up to six touch tone replies, data importing from existing lists, a built-in voice mailbox, CD-quality 16-bit sound, detailed reporting, and much more. All PhoneTree features are easily customized and accessed from an intuitive point-and-click interface.

PhoneTree includes Advanced Voice Recognition to detect answering machines and “wait for the beep” to leave your message. If the line is busy or no one is home, PhoneTree remembers to try again later, attempting busy lines sooner than those not answered, just as you would.

PhoneTree 2500

PhoneTree 2500 makes short work of otherwise tedious and time-consuming tasks in a minimal amount of time, thanks to features like multiple session and line capability.

You can also:

- Send companion e-mails and text messages (to cell phones or any text-messaging device) along with your calls at the same time to help your message get through
- Use full-featured multi-lingual capability to send messages in different languages within one call session
- Choose which job is called first, in case of emergencies or other time-critical situations

and use features like:

- Unlimited list capacity
- Unlimited calls per session
- Remote access
- Custom call-in information lines

Even more powerful messaging: PhoneTree 3500

PhoneTree[®] 3500 is an automated messaging powerhouse including all the features of the PhoneTree[®] 2500. Unique to the 3500 is the Flex Fields feature, which lets you custom construct messages section by section, based on your existing data.

When you create your calling list, you can configure PhoneTree 3500's software to associate variables from your data with your own values (fields) to make the building blocks of your outgoing messages. Within a single call session, you can have a personalized message delivered to each individual, based on that person's unique data, making complex projects a snap.

TURN OVER →



Features

- Flex Fields let you deliver flexible messages like, “Hello. This is Smith Library calling for [NAME] to remind you that your items checked out on [DATE] are due on [DATE2].”
- If a call is at first unanswered, you can attempt alternate phone numbers (cell, pager, etc.).”

Also offering:**OnDemand**

OnDemand calls are made from PhoneTree’s multi-line, high capacity centralized call office to deliver your messages in minutes. Use OnDemand for emergency notifications, last-minute schedule changes, or any other urgent message.

Text-to-Speech

Text-to-Speech offers a choice of a female narrator (“Kate”) or a male narrator (“Paul”). Each patron can receive a personalized message automatically. Use text-to-speech alone, or insert specific information into messages you've recorded.

Get the message out to your patrons with PhoneTree.

For more information, call TLC at 1.800.325.7759.