testing

After you have made the customized changes to the Teleforms software, contact Innovative Interfaces to arrange a time for testing on your live server. Innovative Interfaces will turn on the Teleforms software on the server and test using the following generic testing protocol:

1. Place a hold on an item.
2. Check the item back in at the pickup location.
3. Prepare only the Teleforms "Hold" notices.
4. Test to make sure that the Teleforms system calls the phone number in the patron record and plays the hold message. If a call is made and the message is played, the testing is complete. If not, Innovative Interfaces will continue to work with your library to resolve the issue.

If you would like to test your dialing rules and messages prior to testing with Innovative Interfaces, you can use the Local Calling List to do so.

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