

LIBRARY RUNS CIRCULATION NOTICES FOR HOLDS AND OVER DUES

* PATRON HAS ADDRESS AND PHONE OR EMAIL IN THEIR RECORD

NOTICE PREFERENCE IS ADDRESS

NOTICE PREFERENCE IS PHONE

NOTICE PREFERENCE IS EMAIL

EMAIL SENT

NOTICE PRINTED AND MAILED

INFORMATION SENT TO MILLENNIUM SERVER TO BE ACCESSED BY TELEFORMS

MILLENNIUM SERVER

TELEFORMS D

PORT 1031

INCOMPLETE CALLS ARE SENT TO THE SERVER. SET THE NUMBER OF CALL ATTEMPTS BEFORE A CALL IS CONSIDERED INCOMPLETE IN OPTIONS.



TELEFORMS BEGINS QUERYING THE MILLENNIUM SERVER AT THE TIME SET IN THE CALL MANAGER SCHEDULER BEFORE EACH CALL, TELEFORMS QUERIES THE SYSTEM AND THESE QUERIES CAN BE VIEWED IN THE CALLLIST.

MY SQL DRIVER
TELEFORMS D PC
TELEFORMS PLACES CALLS BASED ON THE CONFIGURATIONS SET IN DIALING RULES. CALLS CAN BE PLACED ON SINGLE OR MULTI-LINES (UP TO 8-LINES PER PC).

IF A PATRON ANSWERS THE PHONE AND THE TELEFORMS MESSAGE IS PLAYED, THE CALL IS CONSIDERED COMPLETE.



IF AN ANSWERING MACHINE PICKS UP THE CALL AND THE TELEFORMS MESSAGE IS PLAYED, THE CALL IS CONSIDERED COMPLETE.



IF THE PATRON IS UNREACHABLE (INVALID PHONE NUMBER OR NO ANSWER), THE CALL IS CONSIDERED INCOMPLETE.



INVALID #

LIBRARY RUNS UNSUCCESSFUL TELEFORMS NOTICES - NUMBER OF TRIES BEFORE UNSUCCESSFUL SET IN TELEFORMS OPTIONS

LIBRARY PROCESS 2

PATRON HAS ADDRESS

PATRON HAS EMAIL

NOTICE MAILED

NOTICE PRINTED

NOTICE EMAILED