MESSAGE issues

WHAT HAPPENS IF i-tiva CALLS A PHONE THAT HAS AN ANTI-TELEMARKETING DEVICE INSTALLED?

Some patrons may have anti-telemarketing devices installed onto their household phone lines, with the intention of filtering out automated calls. Sometimes such systems have features that confuse a standard computer-generated call which i-tiva is set to make.

SOLUTION
Due to the variety of these systems and the methods they employ, it is extremely difficult to circumvent these systems. If a patron has such a device installed, then the only viable solution is to exclude their account from the notice files provided for voice delivery. Work to switch their notice preference to email or print.

WHY IS A PATRON RECEIVING MULTIPLE MESSAGES ON THEIR ANSWERING MACHINE?

SOLUTION
Ask the patron what kind of answering machine he/she has
- Does it have any uncharacteristic beeps after the initial recording beep?
- Has the patron encountered this problem with other services trying to call the line?

This problem will occur when the i-tiva system detects multiple record beeps while playing the message to the answering machine.

In order for the i-tiva system to first detect an answering service, it must correctly identify a record beep tone associated with known services. Once detected and silence occurs, the system will begin playing the message. If some sort of record beep tone is detected from this point forward the i-tiva system will become confused and hang-up.

Since this answering service is not one that follows typical patterns, the most practical way to solve this problem is to remove the patron from the list of patrons who receive phone notifications. Consider switching their notice preference to email or print.

ONLY PART OF THE MESSAGE WAS LEFT ON AN ANSWERING MACHINE?

A patron may receive a phone notification from the library, but the message started half way through.

SOLUTION
Ask the patron if he/she has encountered this issue before with his/her answering machine outside of the call from the library? Mark down the answering machine service type and perhaps a ‘best time’ when a test call could be placed.

Typically this problem occurs because no record beep was detected when delivering the notification message. Because of this lack of detection, the message will continue to be delivered, but the patron’s answering machine or service will only start recording from the moment the beep occurred i.e. some way through the
partially delivered message (length of message cut-off varies depending on answering machine message length).

The i-tiva system will treat this as an answered call even though it did not detect the record beep and will not try to send another message.

Because of the many different types of record beeps available in the many different types of answering machine or services, careful analysis of the tone that is used is required to solve this problem. At times this may not be viable due to the low number of patrons using such an answering service.

Since this may be a minimal occurrence, it may be practical to change the mode of hold pickup notification for this patron to email or print.

A PATRON HAS RECEIVED MULTIPLE MESSAGES AFTER ANSWERING THE CALL ONCE. WHY?

The patron has picked up the phone and listened to the message, but i-tiva has been calling back with the same message. This problem tends to occur for two reasons:

- The patron did not listen to enough of the message for the i-tiva system to consider it delivered.
- A noise in the background triggered the system into a confused state so it just hangs up and re-tries the call at a later point.

SOLUTION FOR PATRON NOT LISTENING LONG ENOUGH

Let the patron know that he/she needs to listen to the majority of the message to insure they receive the information. The i-tiva system considers a call complete when it has played approximately 5% of the main body of the message to the patron. The main body tends to be the information that the call is about after the introduction i.e. item is overdue, reservation is ready to pick up etc.

If the patron does not listen to at least this much of the message, i.e. hangs up during the introduction, then this will be considered an undelivered attempt, and will be tried again.

SOLUTION FOR BACKGROUND NOISE

Let the patron know that noise from a TV, kitchen noise, traffic, or anything fairly loud in the background may cause the system to misinterpret the connection status, terminate the call and call back. This is a rare occurrence and cannot be readily overcome by a computer system due to these events being detected as the same tone frequency as record beep definitions.

When background noise confuses the i-tiva system that it is detecting multiple record beeps, it hangs up assuming the device is something that it cannot handle.

If the patron insists that none of these problems were evident reach out to MCFLS who needs to contact TALKINGTECH to review the query.
A PATRON REPORTS HE/SHE DID NOT RECEIVE ANY NOTIFICATION ABOUT LIBRARY ITEMS.

SOLUTION

Determine an approximate date when a library notification should have been sent out. You can do this by going into the patron’s Sierra record and looking at View > Teleforms (history table) and/or by looking at Tools > Notice History. Under Method look for TNS or Phone to indicate a phone notification.

The reason for a call not going through is often because the call was answered by another person in the household who did not pass on the message, or the i-tiva system did not properly receive the notice file information from Sierra or the SIP2 interface.

Contact MCFLS and ask them to use i-tiva’s reports to find the call records for the given patron.

WHY HAS A PATRON RECEIVED A MESSAGE EVEN AFTER HE/SHE RETURNED OR PICKED UP THE LIBRARY ITEMS?

The i-tiva system only dials what is provided by the notice file extraction. Every once in a while the dial outs occur the day after this extraction, while others dial out the same day. Because in some instances the notices are delivered the day after, a patron may return books during the day, only to get a message that night.

In these cases nothing can be done due to the method with which notices are delivered.

WHY ARE PATRONS RECEIVING CALLS AT ABNORMAL HOURS?

This is when i-tiva is set to run calls:

**MONDAY-FRIDAY:** the i-tiva system is set to run four times a day:
calls are made once in the morning, at 11:00 am, 2:00 pm and 6:00 pm

**SATURDAYS:** calls are made at 9:00 am, 2:00 pm and 6:00 pm

**SUNDAYS:** calls are made at 1:00 pm and 3:00 pm

**SOLUTION**

Ask the patron when the call was received roughly and after going into his/her patron record, check TOOLS > NOTICE HISTORY and VIEW > Teleforms history to track down more information.
Contact MCFLS who should check the time clock on the i-tiva machine to make sure it’s configured correctly. Occasionally, the i-tiva clock can become out of sync for a number of reasons:

- Power surge/outage
- Bios battery may be flat (they last a few years)
- Human intervention

### CONNECTION issues

**WHY IS i-tiva NOT ANSWERING CALLS?**

This typically means that something has occurred to prevent the i-tiva CONNECT system from functioning correctly. i-tiva CONNECT is responsible for interacting with the voice technology software that takes/makes the calls and must be running correctly in order for events to occur.

**SOLUTION**

Staff need to contact MCFLS so staff can check the phone lines insuring those are working.

MCFLS staff should test all lines to ensure they have dial tone. This is best accomplished by taking the line out of the dialogic card and putting it into a standard analogue phone handset. If the handset has a valid dial tone then the line should be operating correctly. Do this for all lines.

If a line does not have a dial tone, contact the phone provider to look into the status of the lines.

If all the lines are working, call TALKINGTECH.

Rebooting of the software may be required but read the full i-tiva manual on restarting i-tiva before doing so.

**WHY ARE PATRONS UNABLE TO RENEW ITEMS?**

The i-tiva system does not determine the renewal status of library items. That is determined by the responses set up within Sierra and returned by the SIP2 interface. Sometimes the system will return a negative response to a request because the caller is not entering in the correct barcode.

**SOLUTION**

- Make sure the patron has no outstanding issues on their record that would prevent a renewal from occurring. Such issues may be ‘Exceeded max fine amount’ or ‘Item on reserve by someone else’ etc.

- If there are no such issues, it may be that the patron entered their barcode incorrectly.

- Reach out to MCFLS for them to test the problem further. Investigation will likely involve analysis of log files to determine caller and system activity.

**WHY IS THE WRONG RENEWAL DATE BEING SPOKEN AFTER A PATRON HAS RENEWED AN ITEM?**

i-tiva speaks the dates that are returned by SIP2 responses. This means that what is spoken by the i-tiva CONNECT service is directly related to what is returned by the SIP2 response.
**SOLUTION**

- Ask the patron what date was spoken versus what the person was expecting. It must be verified that the renewal date that occurred on the patron’s record is in fact the wrong date. Because of various rules that different libraries associate with renewals, the renewal date returned may actually be the correct one. This can be verified on the patron’s library record.

- If the item should have been renewed for a different date, collect that information and provide it to the Library Systems Administrator at MCFLS who should check the i-tiva system set up.

- Further investigation may need to be undertaken by TALKINGTECH support staff.

**WHY ARE PATRONS UNABLE TO LOG INTO THEIR ACCOUNTS?**

Patrons report they cannot log into their account. They may receive a message such as **‘Sorry, this transaction cannot be completed at present’,** or **‘Your barcode was incorrect’**.

**SOLUTION**

- Ensure the patron’s record is accessible by checking their record and verifying there are no blocks on the record or that the card is expired, etc.

- Contact MCFLS. MCFLS should check to see that the SIP2 server is accessible from i-tiva.

- Contact TALKINGTECH if the issue persists.