

Enhancement#: 4515 (02/07/2006)
Category: Telephone Messaging
Subcategory:
Software Version/Release: Horizon 7.4
Subject: Change Order of Titles Read for Call-in
Proposal: When customers call into TeleCirc and wish to renew or simply hear a list of items checked out, the titles are read in what appears to be random order. It's neither alphabetical by title, nor by due date, nor by barcode. Apparently the titles list by item no., the unique no. assigned to each barcode. We suggest they list either alphabetically by title or by due date, with the closest due date listing first. Better yet, why not provide a half dozen options and let each library choose how they wish the titles to list.

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Enhancement#: 4600 (07/11/2006)
Category: Telephone Messaging
Subcategory:
Software Version/Release: TM 3.0
Subject: Held-Until Date Should Be Spoken
Proposal: When customers check their holds or receive a phone notification, they really want to know when the item is held until before it goes to the next requestor and they get a 50 cent fine for not picking it up.
 TM 3.0 should speak the held-until date for both dial-out and dial-in. The old TeleCirc II that TM 3.0 is replacing had this functionality.

Enhancement#: 4608 (08/16/2006)
Category: Telephone Messaging
Subcategory:
Software Version/Release: TM 3.0
Subject: TM 3.0 Dial Out Should Check Horizon If Call Still Should Be Made
Proposal: When customers check their holds or receive a phone notification, they really want to know when the item is held until before it goes to the next requestor and they get a 50 cent fine for not picking it up.
 TM 3.0 should speak the held-until date for both dial-out and dial-in. The old TeleCirc II that TM 3.0 is replacing had this functionality.

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Enhancement#: 4613 (08/28/2006)
Category: Telephone Messaging
Subcategory:
Software Version/Release: Horizon 7.3.2/TM 3.0
Subject: Option to NOT Repeat the Outgoing Message
Proposal: Even with the ``Maximum number of message repeat offerings`` set at zero, TM3 repeats all outgoing messages twice. This increases the time taken to deliver the message and the number of messages that can potentially be called in a day.
 There should be an option to NOT repeat outgoing messages. As well, there should be an option to end the message with something like ``This was a message from [library name]. If you have any further questions please contact us at [phone number]`` in case the patron's answering machine missed the first part of the call.

Enhancement#: 4614 (08/28/2006)
Category: Telephone Messaging
Subcategory:
Software Version/Release: Horizon 7.3.2/TM 3.0
Subject: Report Emailing – Include Detailed Report by Name

Proposal: Currently, detailed reports available for emailing to staff include those sorted by phone number, time and result type, but not by name. The ``Detailed Report by Name`` should be included as an option for emailing to staff without having to give them access to the server to get it. This report sorted by name is the most useful for troubleshooting as most complaints come from specific customers, and currently, we have to scan or search through long lists of names for multiple occurrences of phone calls that went out to the same borrower.

Enhancement#: 4636 (11/06/2006)
Category: Telephone Messaging
Subcategory:
Software Version/Release: Telemessenger 3
Subject: Outgoing call report
Proposal: Please provide a monthly report of outgoing calls. At this time I must add up each days outgoing calls to obtain my statistics for the month.

Enhancement#: 4658 (01/18/2007)
Category: Telephone Messaging
Subcategory:
Software Version/Release:
Subject: Telecirc II - Schedule Configuration
Proposal: Our telecirc II does not recognize holidays when making calls. It only goes by the telecirc configuration schedule that we have in place. We would like the ability to create an alternate telecirc config schedule that could be used in special situations, such as a week when there is a holiday. For example, if the regular call schedule is Mon-Saturday, and a holiday is coming up next week on a Monday, we would like to be able to switch to a Tues-Saturday call schedule prior to the holiday day, and then switch back to the normal configuration schedule afterwards. Currently, telecirc II does not have the ability to allow more than one schedule config and switch back and forth when needed. We would like to have this ability so we can prevent holiday telecirc calls.

Enhancement#: 4660 (01/30/2007)
Category: Telephone Messaging
Subcategory:
Software Version/Release: Horizon 7.3
Subject: Disconnect Menu Option - Telemessaging
Proposal: When Telemessaging calls a patron, there is no easy way for the patron to disconnect the call. The patron can continue to press the asterisk in order to get to the main menu, but a menu option at each level would be nice. If a patron hangs up on Telemessaging they can pick-up their phone a few seconds later and Telemessaging still has the line. This is both inconvenient for our customers, and could pose a safety issue, if this is the only line available in their house.

Enhancement#: 4672 (03/19/2007)
Category: Telephone Messaging
Subcategory:
Software Version/Release: TeleMessaging 3.0
Subject: Option to Increase 3-Second Wait for Barcode/PIN Entry
Proposal: Many TeleMessaging dial-in customers complain that they do not have enough time to enter their 14-digit barcode number. When prompted to enter the barcode, customers only have about 3 seconds to start entering it before they get the ``I have not heard anything message`` (Same thing happens with the PIN number.) After they start to enter the barcode, they cannot pause in the middle for more than about 3 seconds before they get the next message, which is ``Enter your PIN number``. (Same thing happens with the PIN number if you pause in the middle - you get ``Sorry, either the barcode or the PIN number was incorrect``.)

The short 3-second wait is hard-coded and cannot be changed. There should be an option to increase this wait time. Another way to handle any pauses in the middle of entering the 14-digit barcodes is to

perhaps end the barcode entry with a # so TM doesn't have to guess at whether it's a pause between digits or the final pause at the end of the barcode entry.

Enhancement#: 4673 (03/19/2007)

Category: Telephone Messaging

Subcategory:

Software Version/Release: TeleMessaging 3.0

Subject: Option for One Simple Main Menu (no Account Options Sub-menu)

Proposal: Having 2 versions of the Main Menu and an Account Options sub-menu that repeats two offerings from the Main Menu is confusing to customers, and slows them down.

An option to have just one Main Menu listing all our major offerings would be useful. For example: hours & location, account summary, list loans, renewals, holds/requests, transfer to operator can all be on one Main Menu.

This way, customers don't need to go through Account Options in order to List Loans, or listen to our lengthy descriptions of what's included in Account Options.

This is the most frequent complaint from customers who remember how simple TeleCirc II was -- much faster to get to what you want to do, and less wordy in its navigation instructions.