tyler notify™
a total tyler solution

Tyler Notify for Reliable Communications

Tyler Notify™ is a unique platform designed to let you send messages and interact with citizens, vendors, and employees using delivery channels and tools that we use every day. It was developed specifically to work with the Tyler products that state and local governments, and school districts rely on to integrate their business operations. Tyler Notify allows users to create and send customized messages via phone, email, and text in a secure, auditable environment — see the chart below for use with specific Tyler products.

With Tyler Notify, you can leverage your existing Tyler system contacts to quickly and automatically disseminate messages and receive confirmation that the message was received. Tyler Notify provides easy-to-use templates that simplify your communications. You can define your contact group, customize your message, specify how and when it is transmitted, set the intervals between attempts, and specify any necessary follow-up campaigns.

Tyler Notify's IVR (Interactive Voice Response) phone system can leave messages, request contact confirmation, accept a new phone number for follow-up, and much more. Recipients of a notification can navigate through IVR promptings or email links to access account balances and records, and process an online payment.

Use Tyler Notify to inform:

- Employees of benefits enrollment

- Neighbors of an abutting property of a variance request

- Citizens of a sewer main break or gas leak

- Citizens that a tax bill or parking ticket is due

- Court defendants of court date or warrant notifications

- Delinquent accounts that their water, sewer, or other utility service is about to be shut off

- Vendors with insurance certificates soon to expire

- Businesses of upcoming license renewal deadlines

Tyler's Eden™, Incode®, and Munis® solutions all utilize Tyler Notify; functionality is incorporated for specific procedures within each product. Our current functionality is listed below.

	Eden	Incode	Munis
Inbound Calls	✔	✔	
Outbound Calls	✔	✔	✔
Text Messages		✔	✔
Outbound Emails			✔

For more information, visit

www.tylertech.com

or email **info@tylertech.com**

Empowering people who serve the public®

tyler
technologies

Tyler Notify
Out-of-the-Box Features

- Phone Campaigns
  - » User-defined messages with embedded application data field values
  - » Independent interactive and voice mail messages
  - » Bilingual option (English/Spanish/both)
  - » Right party contact confirmation
  - » Schedulable time frames
  - » Input modes (touch tone/voice recognition)
  - » Wait on hold for right party
  - » Chase me (collect correct number from caller)
  - » User-defined retry for missed calls
  - » Inbound campaigns with real-time lookups

- Email Campaigns
  - » Customizable email templates
  - » User-defined messages with embedded application data field values
  - » Bilingual option (English/Spanish/both)
  - » Hyperlink to payment website

- Text Message Campaigns
  - » User-defined messages with embedded application data field values
  - » Bilingual option (English/Spanish/both)
  - » Hyperlink to payment website
  - » Industry-standard blacklist (remove me) support

Complete Integration

Tyler Notify integrates fully with Tyler revenue and community development applications, meaning your list of contacts comes directly from the information stored in your enterprise resource planning (ERP) or Incode Court solution. After a message is sent, Tyler Notify posts back to the host server confirming delivery. For example, in a call campaign, for each contact on the list Tyler Notify will report back to the system whether the call was answered, if the line was busy, or if it went to an answering machine or voice mail. This helps you ensure all citizens are notified appropriately and enables you to easily set up follow-up campaigns as needed.

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