



## Voice Alerts That Work for Your Library:

- **Reliable**—Cloud-based solution with full redundancy, high availability, and automatic software updates
- **Two-way communication**—Connect with patrons through bi-directional messaging (outbound and inbound)
- **Branded**—Libraries can simply add their name and information and select the text-to-speech scripts for phone calls. Messages may also be personalized with a branded voice to quickly and deliberately distinguish library calls
- **Timely**—Libraries decide when their call campaigns are sent throughout the week (days and windows of time)
- **Consistent phone number**—Libraries can keep and use their current phone number after it has been successfully ported to Vega Interact
- **Fast implementation**—Vega Interact can be implemented within one month

## Vega Interact Voice

### DELIVERING BRANDED, AUTOMATED PHONE MESSAGES TO LIBRARIES AND PATRONS

Many current library telephony services are, at best, clunky and impersonal. Vega Interact Voice is a cloud-based, VoIP (Voice over Internet Protocol) telephony service that streamlines the complexities of telephone notification and telephone renewal system offerings, while offering patrons a personalized library experience through branded, automated phone messaging.

## Key Features

Staying in touch with patrons is a critical part of library operations. Innovative Phone Alerts is a modern, cloud-based, text-to-speech solution that includes:



### Outgoing Notifications

With Vega Interact Voice, libraries can keep their patrons informed through automated, outgoing phone call notifications relating to circulation, such as holds ready for pick up and due date reminders.



### Library-Branded Caller ID

Patrons will be able to clearly identify your phone calls with the library's name in the caller ID. Voice messages can also be branded and personalized to ensure patrons recognize the message.



### Support for Incoming Inquiries

Library staff can use Vega Interact to manage incoming requests using its automated phone system, which leverages interactive voice response (IVR) methodology to help retrieve and convey relevant responses to caller questions. This system prompts callers to use a touch-tone keypad selection to access information. Examples:

- When will the book(s) I requested be ready for pick-up?
- What is the due date for my borrowed items?
- Can the item(s) I have checked out be renewed?
- What are my library branch's hours of operation?
- What is happening at the library this season?



### Vega Interact Analytics

Through Vega Interact's web-based portal, library staff can view statistics on call campaigns, including the total number of calls sent and success rates (completed messages vs those that were ignored or failed to connect). Staff can also use the tool to check call logs to verify if a specific patron received their notification—providing libraries with a useful problem-solving tool.

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## Stay connected with your patrons

Bring the personalized library experience to life through phone calls with Innovative Phone Alerts.

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Request a demonstration

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