

# Municipal Justice Engagement Tools *powered by Incode® Court*



**SCHEDULE  
REMINDERS**



**ANSWER  
QUESTIONS**



**ACCEPT PAYMENTS**

## CITIZEN ENGAGEMENT TOOLS FOR MUNICIPAL JUSTICE

Easily automate engagement with citizens and empower them to take ownership of their court experience. By making efforts to remind citizens of important dates and times, courts across the country are seeing major drops in failure to appear (FTA) rates.

These notifications relieve the court of the responsibility of contacting defendants to inform them of unpaid citations, hearings, warrants issued, or other matters by offering the capability to create and send customized phone messages in an audited environment.

You can also deliver and accept documents by email and enable quick communication via text, providing citizens with quick, automated options to get their questions answered, pay citations, set up payment plans, and more.

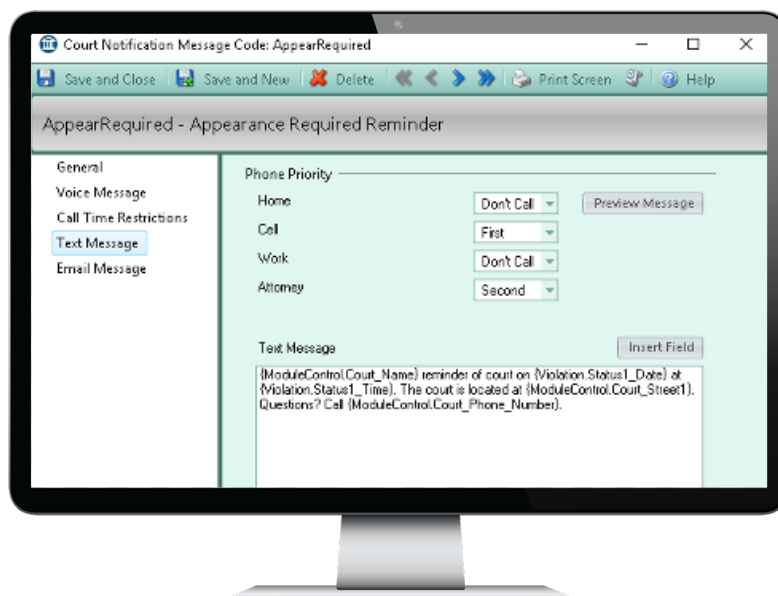
## AUTOMATED CALL RESPONSE

When citizens call in, your court can use Interactive Voice Response (IVR) to have your system answer quick questions. This allows you to better allocate your court staff's time to deal with tasks that require more time and attention

## TEXT NOTIFICATIONS

When using Text Notifications, you can send either individual or batch notifications to contact defendants about their court matters. You'll also make it quick and easy for them to take care of any citation payments with the ability to include an embedded weblink right in the text.

Since this feature is embedded in your court case management system, a record of when case notifications are sent is automatically updated in the system.



*The easy-to-use interface makes it simple to set up individual or batch text message reminders for defendants in your system*

**For more information, visit [tylertech.com](http://tylertech.com)**

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