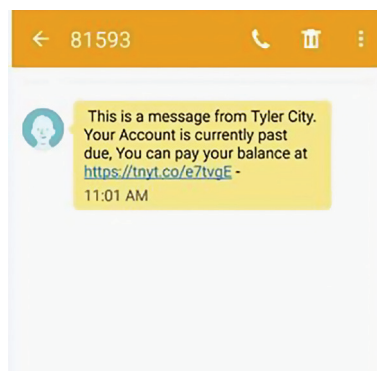




Tyler Notify for Incode

Tyler Notify[™] is a unique platform designed to let you deliver messages and interact with people using the delivery channels and familiar tools we use every day. Developed specifically to work with the Tyler products local governments rely on to manage their business operations, Tyler Notify allows your staff to create and send customized messages via phone and text in a secure, auditable environment.

Tyler Notify allows you to leverage your existing Incode[®] account information to quickly and automatically disseminate important information and receive message delivery confirmation. Custom templates can be created to help simplify your communications. You can define your contact group, customize your message, specify how and when it's transmitted, set intervals between attempts, and specify any necessary follow-up campaigns. Tyler Notify's phone system can leave messages, and much more. Notification recipients can navigate through promptings to access account balances and records, and process an online payment.



Text Notify for Utility Billing

Out-of-the-Box Features

- Phone Campaigns
 - » User-defined messages with embedded application data field values
 - » Personalized voicemail messages with account owner name, address, and balance info
 - » Bilingual option (English/Spanish/both)
 - » Appropriate party contact confirmation
 - » Schedulable timeframes
 - » Wait on hold for appropriate party
 - » User-defined retry for missed calls
- Text Message Campaigns
 - » User-defined messages with embedded application data values
 - » Hyperlink to Tyler's online payment website
 - » Industry-standard blacklist (remove me) support

Tyler Integrations

Tyler Notify seamlessly integrates with a variety of Tyler applications, including Incode utility billing and municipal court solutions, to keep citizens informed of:

- Gas leaks or sewer main breaks
- Upcoming late fees, penalties, liens, or service shutoffs on delinquent accounts
- New programs or services available, or any other ad hoc message
- Unpaid citations or payment plans
- Court appointments, warrants, and failure to appear notices
- Community service reminders

For more information, visit

www.tylertech.com

or email info@tylertech.com

continued on reverse

Tyler Notify for Incode

Complete Integration

Tyler Notify seamlessly integrates with Tyler's Incode utility billing and municipal court solutions, allowing for the creation of customized phone or text campaigns from processes available within your existing solution. Once a message is sent, Tyler Notify posts back to the host server to confirm delivery. For example, in a call campaign, Tyler Notify will report whether a recipient answered the call, if the line was busy, or if the message was delivered to an answering machine or voicemail. This helps to ensure citizens are notified appropriately and enables you to easily schedule follow-up campaigns as needed.

For more information, contact info@tylertech.com or call **800.772.2260**.

Where is Tyler Notify available for Incode?

UTILITY BILLING

Utility Billing Account History

Ad hoc notifications to active set of account holders for delinquent notices, cutoff notices, lien notices, and late fee notices

COURTS

Citation History

Ad hoc notifications to any active set of accounts for citations, appointment or community service reminders, payment plan information, warrants, and failure to appear notices