Automated Reminders

Interactive Voice and Text Response

Research shows that the simple act of reminding people about upcoming events, payment due dates, and other case-related obligations dramatically improves compliance. Proactive engagement systems are a proven tool for communicating with citizens, improving public safety, and helping justice agencies to reduce costs and increase community satisfaction along the way.

Our automated reminder system provides cloud-based interactive voice and text response systems (IVR/ITR) for integrating reminders, notifications, and alerts with our suite of products, including CourtView, ShowCase, JWorks, and the Northpointe Suite. This customizable phone response system leverages normal phone operations like inbound, automated call inquiries and outbound notification calls. The text response system provides text messaging for constituents with smartphones.

A citizen places a call to your agency:

• Learn if s/he has an outstanding balance
• Check on an upcoming court date
• Make a restitution payment
• Request a hearing
• Inquire about next obligations

A text is sent from your agency:

• Remind clients of community service obligations
• Advise participants of a hearing reset
• Remind parties about upcoming payments due
• Respond to citizens inquires

Remind clients of court dates, community service obilgations, hearing resets, upcoming payments, and more.

A Trusted Partner with SMS carriers via Twilio

About equivant

We are driven by a justice system that instills confidence through its processes and is accessible to all citizens. Like you, equivant aims to embrace community while advancing justice and deliver bette outcomes to all who touch the justice system. We do this through our deep domain knowledge, modern technologies, and expert services that help promote public and individual safety by informing decisions at every step. As fellow stewards of justice, equivant is committed to your mission and we value your ideals. Our people operate with fairness and integrity, believing that there is no such thing as "good enough".