SOUTRON

PRODUCT FACT SHEET

Gabbie

Two-way SMS texting for patron communication within Apollo.

PURPOSE

Enables one-to-one text conversations between patrons and library staff.

Self-Service Account Access

Auto-commands let patrons retrieve account information without staff intervention.

Staff Workflow

Integrated dashboard alerts help staff monitor incoming communications.

Website Option

Includes a flexible chat widget.

Ask a Librarian

Libraries can promote a custom SMS/cell number on their website and in marketing materials for patron questions.

After-Hours Communication

Supports after-hours replies.

Equipment

No phone equipment is needed, avoiding a separate third-party texting solution.

GETTING STARTED

A quote is available.