

TeleHarvest

Bringing Wildlife Check-In Into the 21st Century



*From Design to Implementation,
Choose from the Professionals
with Experience*

TeleHarvest Check-In Frequently Asked Questions

What is TeleHarvest?

TeleHarvest is a telephone based application provided by Symago which allows hunters to call in the required information about their harvested animal. The solution is a fee per call based solution and the pricing is based on the amount of calls per year. Symago will provide all of the hardware and software needed, and the equipment will be housed at a secured hosting facility.

Who provides the 800#?

The 800# can be provided by Symago if the state does not already have one. Symago can also take temporary ownership of an existing 800# that the state already has published. This allows for a seamless transition. At the end of the contract period if the state decides not to renew, Symago can transfer ownership back to the state. The State can also provide the 800# themselves and Symago can give them a pilot number to point the 800#.

How will the caller information be provided to the agency?

All of the successful calls that come into the TeleHarvest system will be transmitted via FTP or emailed to the designated agency location. The data will be in a comma delimited file with one record per caller. This will allow the agency to upload easily to any systems they may have. This file will be transmitted at the end of each day and will contain all of those days' calls.

How do we get support?

Symago has a Customer Support Center that is available 24/7. In the event that the agency has a problem or question that needs to be addressed, they can call the 800 number provided and get immediate assistance. The Agency will also have an assigned Symago Project Manager that can assist them if the need for enhancements or changes are required in the future.

What animals can be reported?

There are no limitations to which animals can be reported. Currently the system has States that report Deer, Elk, Bobcat, River Otter, Turkey and Geese. Symago will work with each agency to tailor the application to meet their needs.

How many simultaneous calls can the system handle?

Symago's TeleHarvest solution is designed using a bank of servers and telephone circuits. This allows each of our customers to utilize additional ports during periods of heavy call volumes without any notification. We set up each customer based on their yearly projections and peak traffic days as to ensure that we always have ample ports available. In turn this means that there is really no limitation to the amount of calls that can be handled at any one time.

How is the Agency billed?

Symago will invoice the Agency a fee for each call accepted into the system. At the end of each month, Symago will generate an invoice to be sent to the Agency containing the total amount of calls for that month. If there are no calls in a given month, then there will be no charges to the agency.

How long does it take?

The typical timeframe to implement our standard TeleHarvest Solution is approximately 2 weeks. Some custom applications could take longer.

What are the steps required to implement?

Symago follows a documented implementation process for each customer solution provided. Each customer is assigned a Project Manager that will work through the requirements to determine what is needed for each client. Symago will the design the solution, develop the components unit test and set everything up for testing by the client. Once the client testing is complete, the TeleHarvest solution is put into production where it is monitored and supported by Symago's support organization.

For more information about TeleHarvest:

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