



Avaya and Interactive Northwest, Inc.

Providing Self-Service and System Integration Solutions

Interactive Northwest, Inc. (INI) provides self-service and system integration solutions for the Avaya Aura® Experience Portal and Avaya Voice Portal platforms.

Self-service and system integration solutions provide contact centers with a competitive advantage by increasing agent efficiency, reducing costs and enhancing customer satisfaction.

Contact Center Solutions

Our approach emphasizes close collaboration with partners and clients to create real-world solutions that reduce the cost of providing superior customer service. With deep technical experience and a broad understanding of vertical market requirements, we optimize each client's contact center solutions for their business processes, existing infrastructure, and customer relationship goals. The result is superior application design and implementation and unparalleled customer satisfaction in self-service environments.

INI also provides comprehensive and customer-focused system management capabilities that automate and facilitate system administration. These enhancements to standard system functionality address the needs of a wide range of system administrator skills. INI offers ongoing support and training expertise to help ensure the effective use and administration of the self-service applications.

Industry Specific Self-Service Solutions

INI offers horizontal and vertical market self-service solutions for the Avaya platforms. These solutions are built on core application modules developed through years of field experience and expert deployments across a wide range of industries. They are now available as flexible applications that can be tailored to a company's or industry's specific customer interaction needs and operational requirements.

INI's cross-industry offerings leverage the latest speech, database and Internet technologies to reduce cost and increase productivity and overall contact center effectiveness. Our solution design is focused on enhancing the customer experience with an aim to strengthen brand loyalty and encourage continued patronage.

Contact Center Solutions



INI Provides Value to Contact Centers

- Decrease operating costs
- Increase staff productivity
- Improve customer satisfaction levels
- Decrease collection efforts and protect revenue streams
- Reduce error rates
- Expand service offerings
- Increase customer interaction
- Offer services 24x7/365

Why Choose INI?

- Integration expertise in back-end databases, telecommunications and IVR processes
- Experts in leading technologies and tools, including speech, VoIP and VXML
- In-depth understanding of service industries including government, healthcare, finance, insurance and utilities
- On-time and in-budget project implementation
- Dedicated project management from concept to implementation
- More than 20 years of experience with self-service applications
- Complete Life Cycle approach to projects extends the value beyond initial deployments

System Integration Solutions

Working directly with its partners and clients, INI contributes system design, software development, project management, deployment, training and ongoing support services for a variety of interactive voice response solutions.

INI's professional services team is experienced in software development for a variety of environments including IVR, computer telephony integration (CTI), speech recognition, network and PBX integration.

The INI/Avaya Relationship

INI has a long-standing history as a valuable resource for Avaya, providing evaluation and feedback for new releases of IVR platforms, software and toolsets since 1992.

- INI has been instrumental in Beta programs associated with the award-winning Dialog Designer and Orchestration Designer programming tools.
- INI participated in Beta programs for both Voice Portal and Experience Portal.
- INI's participation in Beta programs provides early knowledge and expertise on new Avaya software releases. As such, INI has been recognized as a leader in understanding Experience Portal and POM, performing some of the earliest field deployments.
- Avaya has leveraged INI as a strategic partner in the development of Proactive Outreach Manager (POM).

Interactive Northwest, Inc. (INI) is a Technology Partner of the Avaya DeveloperConnection Program. Since 1992, we've provided system integration services and best-in-class interactive voice response (IVR), computer telephony integration (CTI), and self-service applications for Avaya platforms.



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Contact Center Solutions

APPLICATIONS

Call Routing Applications

Call routing solutions allow organizations to handle larger call volumes more efficiently with auto-attendant features, freeing up staff to focus on high-quality customer care and empowering callers to control their call destination.

Inquiry Applications

Today more than ever, customers demand instant access to information from service providers. Inquiry and information access solutions allow organizations to automate the process of providing callers with relevant information, freeing up agents to spend time with customers who require personalized attention.

Information Collection Applications

Proactive IVR information collection solutions allow organizations to collect information from callers and gather line data and back end systems data prior to being connected to an agent. This data is passed along via screen pop, giving the agent a 360 degree view of the caller that contributes to enhanced customer satisfaction and increased agent productivity.

Transaction Solutions

Transaction solutions allow organizations to protect revenue streams and enhance customer satisfaction. Organizations may send out status notifications, provide customer access to account information, and offer payment options including the ability to make payments over the phone.

Notification Applications

Proactive communication cost-effectively improves the services an organization extends. Automated campaigns strengthen customer relations, increasing customer satisfaction, building brand loyalty and promoting future business.

Integration Services

INI brings expertise in systems development and integration, employing voice recognition, touch-tone, computer telephony and Web access to leverage information sources. These sources can be from legacy systems or new system interfaces developed specifically for a project.