Trusted Partner for Contact Center Automation

INI develops innovative interactive voice response (IVR), computer telephony integration (CTI), and self-service applications for high-volume contact centers. A strong commitment to platform expertise, seamless systems integration, and project management excellence uniquely position INI to provide value to its customers. As a long-standing partner in the Avaya DevConnect program and developer of contact center speech applications, INI has a deep history in deploying applications on Avaya platforms, making it a reliable partner capable of delivering results that promote the success and profitability of its customers.

By balancing the client's infrastructure requirements with the end-users' expectations for self-service interactions, INI is able to deliver effective solutions with a high degree of quality and satisfaction for clients, partners, and end-users alike.

Expert IVR Self-Service Contact Center Solutions

INI's approach emphasizes close collaboration with clients and partners to create real-world solutions that reduce the cost of providing superior customer service. INI optimizes each client's contact center solution for their business processes, existing infrastructure, and customer relationship goals. The result is superior application design and implementation that delivers unparalleled customer satisfaction in self-service environments.

Clients have turned to INI for expertise in designing, developing, deploying, and supporting self-service technologies that automate typical contact center functions.

Information Access - Providing callers with 24/7 access to important information.

Call Routing - Directing callers to the most appropriate resource based on call and database information.

Outbound Notification - Enhancing customer satisfaction with convenient information, instructions and reminders.

Information Collection - Capturing vital information and feedback from callers with automated forms and surveys.

Transaction - Providing payment processing capabilities that simplify collections and PCI compliance.

Contact Center Solutions

The INI Difference

1. Deep Technical Expertise

   INI possesses a thorough understanding of the Avaya platform and technology – networking, operating systems, and database integration.

2. Talent for Dialog Design

   INI has developed expertise in creating natural, directed dialog and in tuning software to improve speech recognition rates, resulting in a highly responsive, customer-friendly experience.

3. Highly Tuned Project Management

   INI employs a complete Project Life Cycle approach that captures customer requirements, clearly defines objectives and project goals, and ensures an on-time, in-budget deployment.

AVAYA
DEVCONNECT
TECHNOLOGY PARTNER

INI Products for Avaya Platforms

INI offers custom IVR solutions for the Avaya Aura® Experience Portal and its predecessors, addressing a variety of universal requirements typical in contact center environments. INI applications integrate seamlessly with back-end architecture, offering intelligently designed, economical solutions that quickly provide a measurable return on investment. INI's applications are designed to:

- Maximize contact center efficiency
- Increase agent productivity
- Expand client communication
- Enhance customer satisfaction
- Contribute to customer retention

INI Featured Products

INI LaunchPort™

An advanced call routing application that immediately connects callers to an appropriate resource based on predefined caller profiles, resulting in faster call resolution.

INI Messenger™

An outbound messaging application that complements the Avaya POM engine, allowing contacts to select from a menu of options when responding to a proactive notification.

INI SureConnect™

A versatile customer callback and queuing application that maximizes agent productivity and contact center efficiency, offering both CallerFirst and AgentFirst callback options.

INI EQuilibrium™

An application dispatcher that provides high availability for an end-to-end uptime environment, meeting crucial business needs for flexibility and reliability.

INI AudioForms™

An easy-to-use application for creating, implementing, and analyzing IVR forms that simplifies the data collection process and is ideal for automating surveys and forms.

INI IDReset™

An automated password reset application that enables Active Directory users to reset their passwords using a web or phone-based interface.

Interactive Northwest, Inc.
Customer Experience Solutions

AVAYA
DEVCONNECT
TECHNOLOGY PARTNER

Interactive Northwest, Inc. (INI)

A Tradition of Excellence

Proven Experience

- Self-Service Applications
- Voice Interface Design
- Speech Enablement
- Web Services Integration
- Multimedia Notification
- Avaya POM Implementation
- Screen Delivery
- Security – NSA – PCI – HIPAA
- Load Balancing – HA – DR
- VMware Implementation

INI Technology Partners

AVAYA · Microsoft Partner · LumenVox · ORACLE Silver Partner · CONVERGYS · redhat · NUANCE · vmware · iqservices · voxeo

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