# INI AudioMenus™

## Quickly Create and Edit Menu and Announcement Applications

INI AudioMenus is an easy-to-use, web-based administration tool that creates full-featured IVR menus and announcements for the Avaya Aura® Experience Portal (AAEP) platform. The intuitive user interface enables administrators to easily create and deploy sophisticated routing applications in minutes without the need for coding or external application development and support.

Menu applications may include announcements which can be created and batch uploaded or selected individually, alerts which can be changed remotely at any time by users with administrative privileges, and menus with up to 12 selection options which can transfer to an agent, to a self-service application, or to another audio menu, or simply end the call or application.

INI AudioMenus offers a robust set of features that provide administrators with flexibility when creating routing applications. Unique announcements and menus may be scheduled by day of week and time of day for an unlimited amount of variation, accommodating business needs. In addition, 24 hour holiday greetings and menus may be configured by date to override the daily schedules. INI AudioMenus contains a built-in configuration auditor that may be run to find unrecorded announcements and unused recordings.  A color coded call flow may be generated for a convenient visual representation of the routing options.

## INI AudioMenus Benefits

### Simplify Administration of Automated Menus
INI AudioMenus removes the complexity from creating and deploying sophisticated self-service menu and announcement applications. Administrators create call flows, configure options, and upload audio files directly from the web-based admin screens, eliminating the need for complex coding.

### Reduce Need for External Application Development
INI AudioMenus empowers administrators to independently build, manage, and edit routing applications entirely within the AAEP environment, eliminating the need and expense of calling in an external application developer when a new application or modifications are required.

### Increase Agility and Responsiveness
Menu applications may be created and deployed or edited in as little as 30 minutes, enabling administrators to quickly adapt to business needs and changes in customer sentiment. The time and resources saved contribute to operational efficiency by reducing costs and improving responsiveness. Organizations are able to keep options and greetings finely tuned to caller needs, preserving customer loyalty and satisfaction.

## INI AudioMenus Features

- Quickly create and deploy IVR menu applications
- Upload unlimited greetings and announcements
- Batch upload multiple audio files
- Record alert messages remotely
- Integrate with external applications
- Schedule unique greetings and menu options based on day of the week and time of day
- Schedule holiday override greetings with unique menu options
- Create groups, users and organizations for admin access
- Generate color coded call flows
- Validate for unrecorded or unassigned attributes with built in configuration auditor
- Populate UUI with DNIS/ANI (or other variables) for integration with third party screen pop applications (additional licensing required)

## AVAYA
### DEVCONNECT
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## Ideal Environments for INI AudioMenus

INI AudioMenus is ideal for contact centers that require the flexibility to:

- Accommodate a business environment that requires frequent changes of announcements and menu options.

- Independently create front-end call routing for self-service applications and diverse contact center agent pools.

- Implement an auto attendant that easily accommodates unique scheduling and business needs.

- Update prompts remotely when urgent changes need to be implemented.

## Powerful Options to Enhance INI AudioMenus

INI AudioMenus' rich feature set may be expanded with additional functionality to accommodate business needs and an enhanced user experience. INI AudioMenus may be licensed for automatic speech recognition* and UUI collection to be used when integrating with third party agent desktop applications.*

### Automated Speech Recognition
Give your callers the convenience of a truly hands-free experience. INI AudioMenus may be licensed for simple Automated Speech Recognition (ASR)*. When enabled for ASR, callers are able to speak their selections as they navigate through the menus. Options are available for both "barge-in" and "press or say" functionality.

### Agent Desktop Integration
Empower your agents with access to useful caller information when interacting with customers. INI AudioMenus may be licensed for User to User Information (UUI) collection. When enabled for UUI, administrators may configure routing applications to capture caller ANI and DNIS, or define unique UUIs to collect custom parameters. On transfer, a third party agent desktop application uses the UUI information to retrieve caller data from the corporate database and pass it to an agent's screen, resulting in higher first call resolution rates and an enhanced agent and caller experience.

*  Requires appropriate licensing and supporting technologies.

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## Interactive Northwest, Inc. (INI)

### A Tradition of Excellence

Interactive Northwest, Inc. (INI) was founded in 1992 to provide custom communications solutions built upon leading IVR and telephony platforms. INI was one of the first companies to provide combined expertise in network and host connectivity, database integration and telephony networks needed to deploy advanced communication solutions.

INI grew out of a successful VAR business established in 1986 to sell and support AT&T's first data products, with an emphasis on voice messaging and voice processing services.

Today, the company is recognized for its expertise in voice response, speech recognition, CTI, security and SIP. Its devotion to quality and customer satisfaction is reflected in a track record of successful implementations in a variety of client environments.

IN I's software products and services address the complete life cycle of self-service implementations—from solution design and project management to interface development and test, deployment, documentation, training and ongoing support.

The company's differentiation lies in areas critical to the success of self-service systems: deep technical expertise in the underlying technologies—networking, operating systems, database integration and computer telephony; a recognized talent for natural end-user dialog design that leads to a better experience for the caller; and a disciplined, highly tuned project management process that ensures successful completion of the most complex projects on time and in budget.

INI has leveraged this expertise to create innovative, standards-based tools that augment platform products. In addition, it has developed several database integration tools and speech-recognition system tuning approaches that speed implementation and ensure the highest possible quality.