

## INI Products

INI offers affordable IVR solutions for the powerful Avaya Aura® Experience Portal (AAEP), addressing a variety of universal requirements typical in contact center environments. Our applications integrate seamlessly with back-end architecture, offering intelligently designed, economical solutions that streamline implementation to quickly provide a measurable return on investment.

### **INI LaunchPort™ [Advanced Call Routing]**

INI LaunchPort provides a highly configurable and affordable option for targeted call routing. INI LaunchPort routes callers to an appropriate resource based on predefined caller profiles. Contact center administrators can manage how callers are identified as early in the call as possible, resulting in faster call resolution and an improved customer experience.



### **INI SureConnect™ [Customer Callback]**

INI SureConnect is a versatile customer callback application designed to level out peaks in call volume. By allowing callers to escape from queue and request a callback, customer satisfaction is enhanced, contributing to increased retention rates. Calls are distributed more evenly over time, maximizing agent productivity and contact center efficiency. INI SureConnect offers flexibility with both CallerFirst and AgentFirst callback methods.



### **INI Messenger™ [Proactive Communication]**

INI Messenger enhances the powerful Avaya Proactive Outreach Manager (POM), which combines best-of-breed campaign creation, management, and reporting capabilities with industry leading dialing technology. INI Messenger allows organizations to offer their contacts a menu of options from



### **INI AudioMenus™ [Menu and Announcement Application]**

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



### **INI AudioForms™ [IVR Data Collection]**

INI AudioForms provides an easy-to-use, web-based interface for creating, implementing and analyzing IVR forms. INI AudioForms simplifies the data collection process and is ideal for automating surveys, reports, information requests, applications, and even sales orders.



### **INI IDReset™ [Password Reset]**

INI IDReset is an automated password reset application that enables Active Directory users to reset passwords either by phone or website. Organizations that choose INI IDReset enjoy improved security, reduced costs, and increased productivity by enabling users to regain access to the corporate network without the assistance of a helpdesk agent.



### **INI EQUilibrium™ [Application Dispatcher]**

INI EQUilibrium is an application dispatcher that provides high availability for multiple application server environments and application-aware load balancing. INI EQUilibrium provides end-to-end uptime, meeting crucial business needs for flexibility and reliability.



## Custom Applications

Custom applications allow organizations to leverage INI's deep knowledge of the underlying self-service technologies, making use of the powerful Avaya Voice Portal (AVP) and Avaya Aura® Experience Portal (AAEP) platforms. Using VoiceXML (VXML) and Call Control XML (CCXML), INI develops custom IVR self-service solutions that integrate with back-end systems to meet specific customer requirements.