



INI AudioMenus™ Use Case

How a helpdesk can easily create and edit full featured IVR menus and announcements

HELPDESK SUPERVISOR



Using INI AudioMenus, adds a menu option "troubleshooting ABC software installation" and records the new prompt

CALLER



Calls into helpdesk, hears menu options and selects "troubleshooting ABC software installation." Follows troubleshooting steps, repeating as needed.

HELPDESK AGENT



Free to help other callers and work on mission-critical IT tasks



First call resolution

OUTCOMES:

No agent time required



Caller up and running quickly



Information is current and relevant

SCENARIO: Helpdesk receives many calls with requests for troubleshooting a common software installation problem, consuming large amounts of agent time.

CHALLENGE: Agents are tied up addressing the same questions again and again, taking time away from other helpdesk issues critical to business operations.

SOLUTION: Helpdesk supervisor utilizes INI AudioMenus to proactively address repetitive and predictable questions regarding the software installation error.

Additional Benefits of INI AudioMenus

- ✓ Expedited caller resolution
- ✓ Enhanced reporting for administrators
- ✓ IVR options stay current and relevant
- ✓ Reduced need for external development
- ✓ Simplified administration of automated menus