INI AudioForms™
Data Collection and Contact Center Surveys Made Easy

INI AudioForms™ is a highly configurable form application designed for Avaya contact centers to automate the data collection process for implementing surveys, reports, information requests, and other types of forms.

INI AudioForms provides contact center administrators with flexible options for creating, implementing, and analyzing forms. The added conveniences ensure a better experience for your respondents while maintaining data integrity and keeping costs contained. When incorporated alongside other customer engagement applications, INI AudioForms contributes to a maximized return on investment for your IVR Platform.

Easy-to-Use Form Administration

The web-based interface allows administrators to quickly and easily create and deploy forms, and offers a robust feature set.

- Drag and drop editing of questions
- Select from custom and prebuilt question types or open-ended voice recording
- Deploy from menus, self-service applications, agent transfers, and outbound campaigns
- Append call and session data to the form record
- Transfer calls based on response
- Transcribe different records on same form concurrently
- Utilize audio controls to play and pause audio files during manual transcription
- Deliver CSV form records by email, file transfer, or download from the administration interface

Increased Convenience for Respondents

Forms and surveys implemented with INI AudioForms are convenient and very easy for respondents to use, contributing to increased utilization and response rates. INI AudioForms increases accuracy and eliminates errors associated with legibility. Respondents are able to enjoy a more natural interface by simply speaking or entering their responses. Forms may be accessed, any time of day, from any location.

Benefits

- Increase response rates
- Reduce paper forms from workflow
- Automate data collection
- Increase accuracy of data collected
- Reduce staff and resource burden
- Collect data remotely
- Reduce time and effort required of respondents
- Simplify and speed the transcription process
- Keep costs contained

Common Form Types

- Survey Forms
- Record Forms
- Report Forms
- Application Forms
- Request Forms
- Order Entry Forms

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Powerful Options to Enhance INI AudioForms™

INI AudioForms is a robust, feature-rich application that offers contact center administrators flexibility for form creation, deployment, and data delivery. For customers requiring specialized functionality, INI offers custom add-ons to enhance INI AudioForms.

Link Agent ID to Form Records

This add-on is designed to link agent identification to form records. By automating this process, forms may be seamlessly deployed after a call and linked to the agent who assisted the caller.
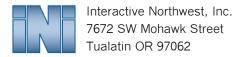
Direct Transfer of Form Records to Back-End Database

This powerful add-on is customized to interface with client back-end systems to transfer completed form records directly to a corporate database for maximum automation. Administrators can set data transfer parameters, allowing for transcription or approval of content before transfer is completed.

System Requirements

- Avaya Aura® Experience Portal 6.0 SP 1 and higher
- Avaya Orchestration Designer 6.0 framework
- INI Application Server
- INI AudioForms License
- For spoken input, Automated Speech Recognition licenses
- For outbound campaigns, a licensed IVR Platform appropriately configured for outbound dialing

INI AudioForms has been designed for the Avaya Aura® Experience Portal platform and integrates seamlessly with the powerful Avaya Proactive Outreach Manager (POM) engine, providing outbound dialing and "campaign" management functionality.

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.

INI'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.

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