

# INI AudioMenus™

## Quickly Create & Edit Menu Applications & Announcements

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 (UI) enables administrators to easily design and deploy sophisticated routing applications in minutes. INI AudioMenus-created routing applications can transfer callers to an agent, to a self-service application, to another audio menu or simply end the call or application.

### INI AudioMenus Features

INI AudioMenus simplifies menu and announcement development, eliminating the need for coding or external application development and support. AudioMenus increases agility and responsiveness should business needs arise, customer sentiment change or issues emerge. INI AudioMenus' robust features include:

- *Unlimited greetings and announcements within an application*
- *Create comma-delimited lists of words and phrases for speech recognition\**
- *Batch upload multiple audio files*
- *Record alert messages remotely*
- *Integrate with external applications*
- *Schedule unique greetings and menu options based on day, time and holidays*
- *Create groups, users and organizations for administrator access*
- *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\**

### Ideal Environments for INI AudioMenus

INI AudioMenus is ideal for contact centers that require flexibility. It easily accommodates frequent changes to announcements, menus, and transfer destinations. Contact centers with a need for unique schedule-based auto attendants and the ability to update prompts remotely will benefit from its highly-configurable interface. Using INI AudioMenus, administrators can independently create front-end call routing for self-service applications and diverse agent pools, making it the perfect solution for even the most dynamic environments.



### INI AudioMenus Benefits

- Allows quick & easy web-based configuration & deployment
- Offers hands-free experience with automated speech recognition (ASR)\*
- Enables internal resources to create & manage applications
- Increases responsiveness to changing business needs
- Offers unlimited announcements & menus within an application
- Ensures error-free deployment with visual verification tools
- Provides the ability to modify applications remotely
- Streamlines phase management with batch upload processes



## Powerful Enhancements for 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 Automated Speech Recognition (ASR)\*. When enabled for ASR, callers can speak their selections as they navigate through the menus. Administrators create lists of terms the application will recognize. 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. 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.

## System Requirements

- Avaya Aura® Experience Portal 7.0 or later with an Avaya Orchestration Designer Runtime License
- INI Application Environment
- INI AudioMenus License
- For spoken input, Automated Speech Recognition License
- Google Chrome, Firefox, or Internet Explorer 11 or later
- (Optional) Customer provided server PKI Certificates applied to the Application Environment

\* Requires appropriate licensing and supporting technologies.



### Interactive Northwest, Inc. (INI)

was founded in 1992 to provide custom communications solutions built upon leading IVR and telephony platforms. It 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 is recognized for its expertise in voice response, speech recognition, CTI, security and SIP. INI's 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. INI has a talent for natural end-user dialog design that leads to a better experience for the caller. INI's disciplined, highly-tuned project management process ensures successful completion of the most complex projects on time and in budget. INI leverages this expertise to create innovative, standards-based tools that augment platform products. In addition, INI has developed several database integration tools and speech-recognition system tuning approaches that speed implementation and ensure the highest possible quality.

