Government Solutions

## Automation Tools & Self-Service Applications

Government agencies contend with a challenging balancing act. A broadening scope of services for employees and citizens must be delivered within budgetary and resource constraints. Meanwhile, products and services need to be evaluated in light of regulatory compliance, future needs, national priorities and technological advances.

INI creates and implements solutions that meet today's government needs and anticipate tomorrow's. We have worked with almost every type of public entity, providing assistance to federal military and civilian sectors, state, county and local governments.

IVR Applications and Solutions for Government

INI solutions leverage leading technologies such as speech recognition, computer telephony integration (CTI) and multi-channel communications to deliver self-service with a better caller experience and near-term return on investment.
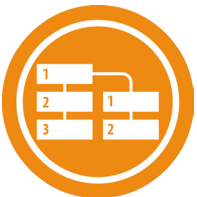
Menus and Announcements with INI AudioMenus™

- **Directory Routing** – Enable callers to easily find and route to departments, office and staff
- **FAQs** – Provide a 24/7 way for callers to get answers to their basic policy and procedural questions
- **Facilities Locater** – Offer callers menus with simple information about building and service locations

Password Reset with INI IDReset™

- **Active Directory Reset & Unlock** – Reduce password-related IT helpdesk requests by enabling employees to validate their identity via telephone or web, and reset their Active Directory passwords or unlock their accounts themselves

Voice & Visual Data Collection with INI FormStudio™

- **Post-Call Surveys** – Gather feedback on services and customer satisfaction with automated surveys
- **License Renewal Forms** – Save constituents a trip and let them submit forms over the phone or online
- **Legislative Bill Opinions** – Gather public opinions about bill popularity, and monitor support levels
- **Disaster Roll-Call** – Empower individuals and groups to "check in" during and after major incidents
- **Employee Scheduling/Time Reporting** – Enable field employees to review work schedules, submit hours, or check in/out via mobile phone or web browser

Callback with INI SureConnect™

- **Escape the Queue** – Let callers skip the queue and get a callback when they're next to be served
- **Agent Information Preview** – Deploy the *Agent First* method to give agents key information about a caller's situation before launching the callback
- **Balance Peaks & Valleys** – Perform callbacks during off-peak hours to optimize agent load

Automated Outbound with INI Messenger™ & Avaya Proactive Outreach Manager

- **Ticket & Fee Payment Reminder** – Offer outbound reminder calls or text messages with reply options to pay by phone via credit card, or transfer to billing
- **Emergency/Event Notification** – Proactively provide timely information and instructions when issues arise
- **Victim Notification** – Let crime victims know when specified prisoners are released or paroled

Intelligent Call Routing with INI LaunchPort™

- **VIP Treatment** – Identify important or repeat callers and expedite transfers to the right agent or department
- **Custom Greetings** – Play announcements and alerts tailored to the caller type

These are just a few of the many contact center solutions available for government organizations. Visit interactivenw.com to learn more about how INI can deliver the best user experience possible.

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 its deep technical expertise in the underlying technologies—networking, operating systems, database integration and computer telephony; which is critical for the success of self-service systems. 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. The company 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.