

About Us

Best-in-Class IVR, CTI & Systems Integration Services



INI has been providing system integration services and best-in-class interactive voice response (IVR), computer telephony integration (CTI) and self-service applications, since 1992. As a Technology Partner of the Avaya DevConnect Program, we lead the way for emerging contact center technologies, providing innovative yet highly stable solutions for Avaya platforms.

The INI Approach

We emphasize close collaboration with our clients and partners to create real-world solutions that reduce the cost of providing superior customer service. With deep technical experience and a broad understanding of vertical market requirements, we optimize each client's contact center solutions for their business processes, existing infrastructure, and customer relationship goals. The result is superior application design and implementation and unparalleled customer satisfaction.

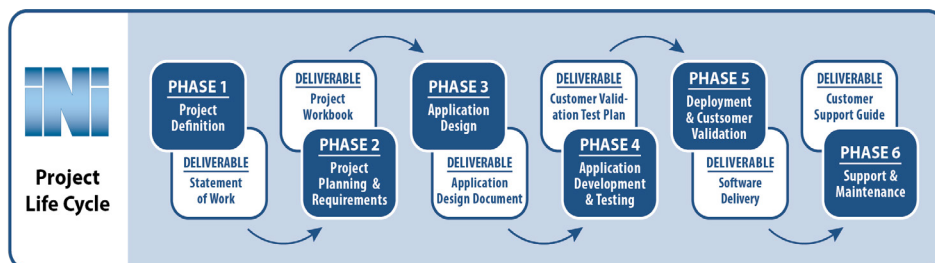
The INI Difference

Our differentiation lies in areas critical to the success of self-service systems. These include deep technical expertise in the underlying technologies like: network configurations, operating systems, database integrations and computer telephony integration. Our innovative application designs provide positive caller experiences and success rates. We have a disciplined, highly-tuned project management process that ensures successful completion of the most complex projects on time and in budget.

The INI Project Life Cycle

Our Project Life Cycle process for application development maximizes customer satisfaction. The process ensures that we deliver quality products and services that meet or beat expectations.

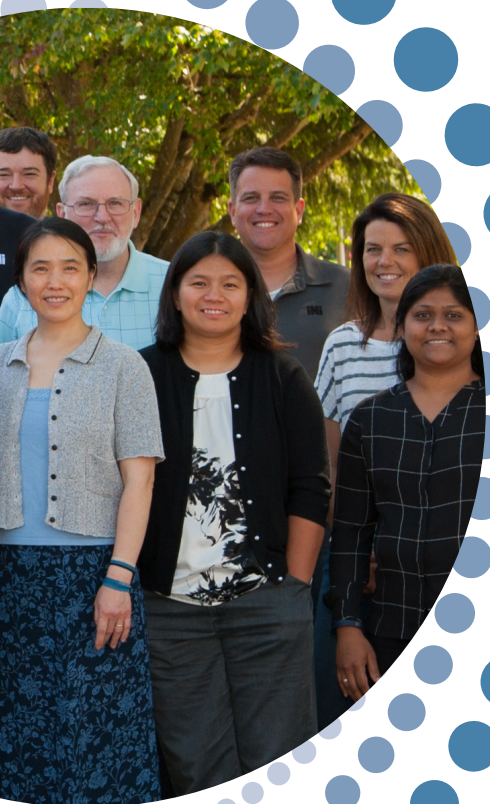
INI engineered the Project Life Cycle to be a comprehensive managed process, incorporating rigorous control protocols from various disciplines along each stage of the project to ensure a sound and reliable product. It consists of six distinct and clearly defined stages, each with an important deliverable provided to the customer. Here's how it works:



- Deep Technical Expertise
- Innovative Designs
- Disciplined Project Management
- Finished On Time & In Budget

“As both a solution provider and system integrator, INI understands that close collaboration among business partners and clients is necessary to provide quality solutions. Our detailed and comprehensive approach to project management reflects our strong dedication to customer satisfaction.”

– Chuck Van Meter, CEO, INI



INI Solutions

Many organizations from coast to coast have turned to us for our expertise in designing, developing, deploying and supporting self-service technologies. In particular, INI:

- Gives callers the ability to access important information via web services and custom backend integrations
- Provides intelligent call-routing applications specifically designed for contact center support
- Offers a full suite of speech services to improve the caller experience
- Has survey and form-filler products to automate data collection
- Creates outbound applications that use voice, SMS and e-mail
- Enables host transaction and payment processing capabilities with focus on PCI compliance
- Performs platform deployment services and integration



INI AudioMenus™
Menus & Announcements



INI Equilibrium™
Application Dispatch



INI FormStudio™
IVR Surveys & Forms



INI IDReset™
Password Reset



INI LaunchPort™
Intelligent Call Routing



INI Messenger™
Proactive Outbound



INI SecurePaymentAssistant™
Agent-Assisted Pay-by-Phone



INI SureConnect™
Customer Callback



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. 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.

