Our Products

Seamless Integration with
Avaya Aura® Experience Portal

INI offers a wide range of solutions for the Avaya Aura® Experience Portal (AAEP) that address a variety of requirements typical in large contact centers. Our applications integrate seamlessly with back-end architecture, offering intelligent and elegant solutions that quickly provide a measurable return on investment.

INI SureConnect™
Customer Callback

INI SureConnect is a versatile callback application that levels out peaks in call volume. Callers can escape from queue by requesting a callback, enhancing customer satisfaction and contributing to increased retention rates. Calls are distributed more evenly, maximizing agent productivity and contact center efficiency. INI SureConnect offers flexibility with both *Caller First* and *Agent First* callback methods.

INI LaunchPort™
Advanced Call Routing

INI LaunchPort provides a configurable and affordable option for targeted call routing. INI LaunchPort routes callers to an appropriate resource based on predefined caller profiles. Contact center administrators can manage how early callers are identified in the call, resulting in faster call resolution and improved customer experience.

INI AudioMenus™
Menus and Announcements

INI AudioMenus allows administrators to create full-featured IVR menus and announcements for the AAEP platform. The intuitive user interface enables easy deployment of sophisticated routing applications without the need for external development and support.

INI IDReset™
Active Directory Password Reset

INI IDReset enables Active Directory users to reset passwords either by phone or website. INI IDReset improves security, reduces helpdesk costs, and increases productivity by enabling users to regain access to the corporate network without the assistance of an agent.

INI FormStudio™
Survey and Form Filling

INI FormStudio provides an easy-to-use interface for creating, implementing and analyzing voice or visual forms. INI FormStudio simplifies the data collection process, making it ideal for automating customer satisfaction surveys, loan applications, field reports, and even sales orders.

INI Messenger™
Outbound Communication

INI Messenger enhances the powerful capabilities of an outbound dialer such as Avaya Proactive Outreach Manager (POM), which combines best-of-breed campaign creation, management, and reporting capabilities with industry leading technology.

INI SecurePaymentAssistant™
Agent-assisted Pay-by-Phone

INI SecurePaymentAssistant provides organizations with a way to safely process payments from callers without agent intervention. Agents simply transfer callers into an automated voice application where payment data is collected, and stand by until the transaction is complete.

INI EQuilibrium™
IVR Application Dispatcher

INI EQuilibrium provides high availability for multiple application server environments and application-aware load balancing. INI EQuilibrium offers end-to-end uptime, meeting crucial business needs for flexibility and reliability.

Our Services

INI provides a full suite of professional services offerings to complement our robust product line. From design to deployment, our deep technical expertise and proven project delivery process help ensure a smooth, successful implementation every time.

Custom Applications

INI provides custom self-service solutions designed to effectively manage inbound calls, customer interactions, and outbound messaging campaigns. Our custom applications are built to specific customer requirements, incorporating back-end data integrations and leveraging the power of the Avaya Aura® Experience Portal (AAEP). We understand that IVR is not always a one-size-fits-all solution, and strive to discover the best approach for each organization.

Speech Services

Designing and developing sophisticated speech interfaces can be tricky business. That's why we offer a complete package of professional services targeted toward analyzing and optimizing the performance of Automated Speech Recognition applications. INI Speech Services™ utilize industry best practices to ensure your callers have the most effortless and elegant customer experience possible.

Deployment and Support

INI believes in a big-picture approach to IVR. Our involvement extends far beyond the development phase by employing a skilled team of engineers to support an application throughout its lifespan. In addition to offering 24x7x365 technical service, we perform software and hardware installation, platform configuration, application tuning, and a host of other maintenance functions for the contact center.

For more information about our products or consulting and engineering services, visit www.interactivenw.com.

AVAYA
DevConnect
Technology Partner

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. 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.