



Product awards are great.

But recognition from industry peers speaks volumes.

Interactive Intelligence Press Quote Highlights

January, 2006

The products from Interactive Intelligence have captured hundreds of industry awards since 1994. In 2005 we added a few more, including some of the communications industry's most prestigious honors.

- *Customer Inter@ction Solutions Magazine's* 2005 IP Contact Center Technology Pioneer Award
- Miercom's 2005 "Best Integrated Multimedia IP Contact Center" product award
- Frost & Sullivan's 2005 Excellence in Technology of the Year Award
- ICCM Conference & Expo 2005 Best of Show, VoIP Applications
- ATA 2005 Technovation Award
- *Network Computing Magazine's* 2005 Editor's Choice Award
- *Internet Telephony Magazine's* 2005 Excellence Award
- The 2004 Network World 200 (awarded in 2005 – our 2nd consecutive year!)
- *Software Magazine's* 2005 Global Top 500 Software and Services Companies (our 5th consecutive year!)

However, being "Deliberately Innovative" for more than a decade has brought us more than just a wall full of plaques.

So has extending Innovation, Experience and Value to every contact center and enterprise customer we serve.

Read what industry professionals are saying about the Interactive Intelligence solution...

Microsoft CIO Ron Markezich: Speaking Up!

NewsFactor Magazine Online

January 5, 2006

By Pam Baker

CIO Today: What are one or two software or hardware products your company uses that you would describe as outstanding?

Markezich: I don't want to sound too much like sales, but we do have some exceptional products. A new, lesser-known product is the Data Protection Manager. It allows you to do backup to disk instead of tape. It has saved us quite a bit of money. When it comes to a non-Microsoft product, I would say Aruba Airespace — recently bought by Cisco. It's fabulous wireless with increased bandwidth and has huge benefits. The third, IP PBX by Interactive Intelligence for IP telephony. We have had great success with it.

Interactive Intelligence CIC 2.4: Getting More for Less

TMCnet

November 14, 2005

By Tracey E. Schelmetic, Editorial Director *Customer Inter@ction Solutions* magazine

"Business communications software provider Interactive Intelligence calls itself 'deliberately innovative.' I think of it as a company that demonstrates that it is able to accomplish two seemingly conflicting goals at once. Conventional wisdom tells us that the more features you get in a product, the more you're likely to pay for it. With call center software, traditionally the more functionality and scalability a product has, the more it stretches out of reach of all but the most flush of companies. Increasing both



features and the amount of seats to which a call center can scale while reducing ROI is an oxymoron—isn't it? Not with [CIC's] IP telephony, it's not. ...

"In a business climate where reliability and disaster recovery has crept up every company's "to-do" list, CIC 2.4 has stepped up to the plate. By eliminating a single point of failure, Interaction Media Server gives organizations the added benefit of increased reliability."

VoIP Killed the PBX Star

TMCnet

Sept. 26, 2005

By Rich Tehrani, President & Group Editor-in-Chief

"You can come up with a cheap PBX and give up valuable margin if you like. Epygi seems to be making a nice living selling inexpensive PBXs. For most PBX makers the lack of margin will make this solution unacceptable. The only company that has a real solution with margin is Vonexus. They are integrating their PBX so tightly with Microsoft software that you aren't sure where the PBX ends and Microsoft Office begins. This tight integration will be tough to duplicate by the el cheapos. This company really embraces the concept of Just in Time Communications or JITC."

U.S. Auto Parts reduces call waiting times 80% with VoIP call center

InternetRetailer.com

September 29, 2005

"With a Voice Over Internet Protocol call center system installed earlier this year, U.S. Auto Parts Network Inc. has cut its longest waiting time for customer service calls from 5 minutes to 1 minute, founder Sol Khazani tells InternetRetailer.com ... The VoIP system from Interactive Intelligence Inc. provides a range of benefits over the retailer's prior call-center

phone system that make its call center more productive and easier to manage, Khazani says."

Interactive Intelligence Named Frost & Sullivan's 2005 Excellence in Technology Recipient

CRMToday

September 28, 2005

Following a rigorous review using primary and secondary research methodologies, Interactive Intelligence was selected as the sole recipient in the category [of customer contact center management] based on the vendor's "innovative IP contact center and IP telephony products," according to Frost & Sullivan analyst, Haritha Ramachandran.

"Known for its unique modular approach, this 11-year-old software company has excelled in providing core event processing technology for multimedia interaction and voice over IP via session initiation protocol communication standards," said Ramachandran. "Interactive Intelligence has distinguished itself by designing applications that can be customized by end-users to suit their particular software needs and by its use of a standards-based approach that increases customer choice for wide-area networking, service providers, hardware, devices, etc."

IP Contact Centers: Side-by-side

Business Communications Review

August 2005

By Edwin E. Mier

Awarded: "Best Integrated Multimedia, IP Contact Center," 2005 IP Contact Center Review

"Unlike some competitors, who had to evolve their contact centers from voice-only call centers, Interactive Intelligence started from scratch with IP and multimedia in

mind. And in Miercom's opinion, they have done a better job of integrating classical voice call handling with new media channels, including Web chat and e-mail."

The Future of Enterprise Telephony and Unified Communication

TMCnet

August 10, 2005

By Art Rosenberg

The Unified-View

"For the small business enterprise market, Interactive Intelligence has been strategically bundling all their SIP-based telephony application software to sit on top of Microsoft desktop infrastructure, making it easy to implement fully converged communication applications in a Microsoft business environment."

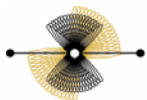
Interactive Intelligence's Updated CIC Integrates and Diets

Customer Inter@ction Solutions magazine

June 2005

By David R. Butcher, Assistant Editor

"Interactive Intelligence recently enhanced its Customer Interaction Center (CIC) software suite, already with meritorious built-in components and pre-integrated add-on applications, to offer significant integration and .NET Thin Client inclusion, as if the bundled communications application software suite wasn't already efficient and easy enough."



INTERACTIVE INTELLIGENCE®

Interactive Intelligence provides the most innovative products and services available today for the contact center, enterprise IP telephony, unified communications and self-service automation.

Solutions that are modular in nature, built with proven, award-winning products that push the edge of technology to deliver a truly best-of-class offering.

At Interactive Intelligence, it's what we do.

www.inin.com

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