

One platform for your entire business

Scalability

- 100-1,500 business users
- 3-50 ACD agents

Enterprise-wide

- IP PBX call processing
- Full-featured operator console
- Full features auto-attendant
- Complete desktop phone features
- Enhanced desktop client features
 - SIP softphone
 - Real-time presence management
 - On-demand call recording and monitoring
 - Multi-party conferencing up to 96 parties
 - Corporate and workgroup directories
- Embedded call controls for the Microsoft environment
- Instant messaging
- Voice mail, unified messaging
- Multi-lingual support
- Reporting

Contact center features

- Automatic call distributor (ACD)
- Web services
 - Internet chat server
- Quality monitoring
- Easy integration to CRM and business applications
- Knowledge management and auto response
- Workgroup options

For remote workers and mobile users

- Mobile Client, corporate extension/virtual office
- One number Follow-me and Find-me
- *Interaction Mobile Office™*

For system administrators and IT professionals

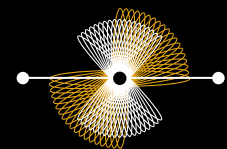
- End-to-edge security and encryption with SRTP and TLS
- Microsoft-based solution
- Completely redundant architecture
- Interaction Update™ auto-updater
- Auto provisioning for Polycom® IP phones
- *Interaction Recorder®*
- *Interaction Administrator®*
- *Interaction Attendant®*
- *Interaction Conference™*
- API – Interaction Center Extension Library (IceLib)



Application-rich IP PBX Communications

A complete solution out of the box

**Solutions for
Enterprise IP Telephony
in the mid-size enterprise**



INTERACTIVE INTELLIGENCE
Deliberately Innovative

Interactive Intelligence offers unified business communications solutions for contact center automation, enterprise IP telephony, and enterprise messaging, based on our open standards, all-in-one software suite. More than 3,000 organizations worldwide currently benefit from our premise-based and hosted solutions, which include value-added services for software, hardware, implementation, consulting, support and education.

At Interactive Intelligence, it's what we do.

© 2009 Interactive Intelligence, Inc. All rights reserved. | www.inin.com

World Headquarters
7601 Interactive Way
Indianapolis, IN 46278 USA
+1 317 872 3000 voice & fax

Pub. 0709

EMEA
Thames Central, Hatfield Road
Slough, Berkshire, SL1 1QE
United Kingdom
+44 (0)1753 418800 voice & fax

Asia Pacific
Suite 24.5 Level 24 Menara IMC
8 Jalan Sultan Ismail
50250 Kuala Lumpur
Malaysia
+603 2776 3333 voice
+603 2776 3343 fax



Moving beyond the PBX

Enterprise communications aren't just calls and e-mails anymore. They're VoIP, networks, business applications, branch offices, mobile users, remote users, contact center functions. PBX phone systems can't unify it all, but a single application suite does.

Industry analysts have declared the PBX "dead."

Interactive Intelligence saw its demise coming years before analysts and PBX vendors ever did.

When we envisioned our IP telephony software in 1994, the goal was to replace PBX equipment and other proprietary systems with a solution to process calls, e-mails, faxes and web chats alike — an "all-in-one" approach in the truest sense.

A greater goal was to align our software with communications standards like the Internet Protocol and software-oriented IP technologies, which were moving voice and data communications toward "converged" IP networks and voice over IP.

We accomplished both goals with a single Windows®-based platform and integrated software applications.

As IP communications took hold, our IP PBX solution was the first communications system developed on a Microsoft-based framework and fully architected on the SIP standard for VoIP. That makes it all-software and open.

Coming pre-packed in a single standard server, our IP PBX application suite provides some of the most substantial options anywhere for call control, Microsoft integrations, data system integrations, contact center features, mobile support and location-independence.

And that makes it a comprehensive pre-integrated solution for unifying communications in enterprises of every kind.

It's very simple. Legacy PBXs were never designed to do more than process phone calls, and for decades they did their job. But today's businesses demand more.

Enterprise IP telephony and application flexibility have taken over.

One platform for your entire business

Communications needs in an enterprise can vary between business users, knowledge experts, departments, a contact center, branch offices and, increasingly, the mobile workforce. One thing that never changes, however, is the need to connect every corner of an enterprise to make it available to customers.

Enterprise Interaction Center (EIC) adapts to your enterprise and every communications requirement in it because it's comprehensive and completely unified, yet flexible. For the modern enterprise.

Complete solution out of the box. EIC is a turnkey solution complete with real-time applications, certified off-the-shelf servers, gateways, SIP proxies, phones and other end-point devices. In other words, everything you need for IP telephony and making the move to VoIP.

Application-rich IP PBX. Get dial tone plus presence management; multichannel queuing and routing; interactive voice response (IVR), speech-enabled auto-attendant, unified messaging, conferencing, one number find-me/follow-me, multichannel recording and scoring, real-time monitoring and more. Deploy and manage applications as needed, including to multiple sites and users regardless of location, and make users and processes intuitively more efficient with EIC's desktop client interface.

Tight Microsoft integration. Office Communications Server 2007, Outlook®, Windows Mobile 5, 6 and 6.1 devices, Dynamics® CRM and GP, Exchange 2007 UM and other products from the Microsoft lineup. EIC lets you integrate right out of the box.

Easy deployment and administration. Auto-configure EIC's gateways for IP networks and VoIP, then auto-provision and manage cost-saving IP phones throughout your enterprise. EIC's Interactive Update™ application even handles service updates automatically.

Mobile support for location-independent use. Mobile users get company-wide presence, conferencing, ad-hoc call recording, unified messaging, and speech-enabled access to e-mail, calendars and contacts, and can use softphones, smart phones, e-mail clients and web browsers to access the EIC system from anywhere.

All-software, standards-based architecture. EIC does away with complex voice processing cards, improving reliability and reducing costs at the same time. Better, EIC's open SIP-based architecture provides greater interoperability with the back-end systems your enterprise relies on, and renders vendor lock-ins to proprietary hardware a thing of the past.

Flexible growth. Migrate from EIC to the Interactive Intelligence Customer Interaction Center® (CIC) solution at any time without expensive rip and replace upgrades and complex integrations. CIC's advanced applications let you add features including business process automation, outbound dialing, screen recording, workforce management and more.

