

Enterprise IP Telephony



Application-rich IP PBX Communications

From an intelligent all-in-one platform.

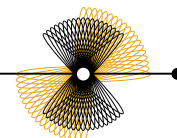
In the office—and outside of it—a communications system today must connect employees, mobile workers, remote workers, departmental workgroups and branch locations to make an enterprise a seamless one.

Thereafter, business communications must unify calls, e-mails, chats and messaging... then unify interactions with the information an enterprise needs to conduct business.

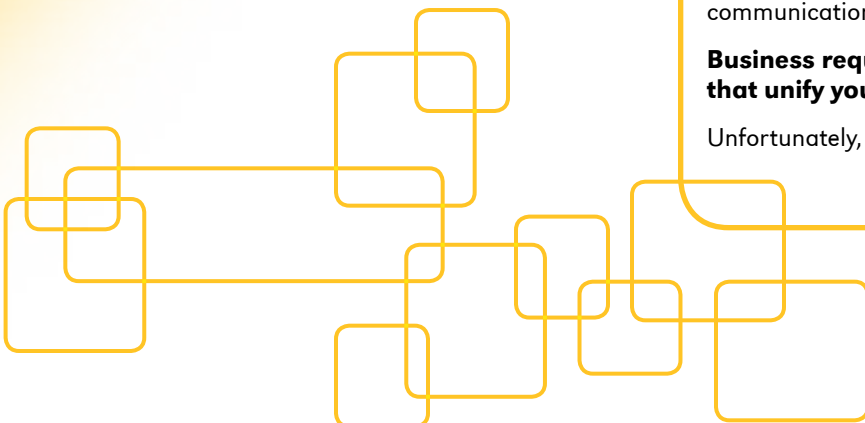
And in this age of VoIP, if the technology you use can't route voice and data over the same Internet Protocol communications network, you're already behind.

Business requires IP communications that unify your enterprise.

Unfortunately, PBX phone systems only offer dial tone.



INTERACTIVE INTELLIGENCE[®]
Deliberately Innovative



A single IP PBX software platform for communications flexibility enterprise-wide

No two business enterprises are alike. Yet the way multimedia technologies, information, the virtual office and customer expectations continue to converge on the business landscape, enterprises in every corner of commerce share a common need:

The need for a complete—and agile—business communications solution.

Interactive Intelligence offers a complete platform for IP PBX communications that bring voice, data and people together. Agility comes from open standards and a true SIP architecture for VoIP, and from your choice of an adaptable suite of pre-integrated applications.

The best way to unify your enterprise? With an all-in-one solution that unifies communications first.

Manage communications more intelligently

Put workers in control with a desktop client interface.

Employees and workgroup users are more efficient when they have a SIP softphone and personal call rules in one intuitive interface to manage incoming and outgoing calls, chats and e-mails. But they're also more collaborative and responsive when the same interface gives them real-time presence management controls, corporate and workgroup directories, and conferencing.

Empower remote and mobile employees. Whether a laptop at the airport or a home office PC, connect to the corporate system to handle calls, chats and e-mails, and to access the customer and business data you need. One-number Follow-me and Find-me keeps mobile users connected to customers and colleagues, while remote speech-enabled messaging lets them access and manage e-mails, voice mails and faxes *plus* corporate directories and status settings.

Optimize your Microsoft® environment. Call controls and presence management settings in Microsoft applications? Pre-integrated plug-ins for Dynamics™ CRM and GP, Outlook®, Office Word and Excel, and Office Communications Server 2007 and the Windows desktop do exactly that. A plug-in for Exchange 2007 brings unified messaging to the fold, too.

Handle and route calls... as well as e-mails, voice mails, chats and faxes. Most customers still pick up the telephone to contact a business, but many send e-mails, some request a Web chat and others submit a fax or leave a voice mail. The important thing is, you let customers interact however they choose. Then you keep interactions out of a corporate maze by routing them to the right person, workgroup or location—accurately, the first time.

On the IT side...

Administer everything in a single interface.

IT professionals all want one interface to manage every aspect of a communications system—local users and remote users, lines, stations, auto attendant functions, IVR menus, business applications, IP networks, SIP device and digital phone connections, security access, and even moves, adds and changes. When an IP communications system is built on a single platform, all they need is one interface to manage it.

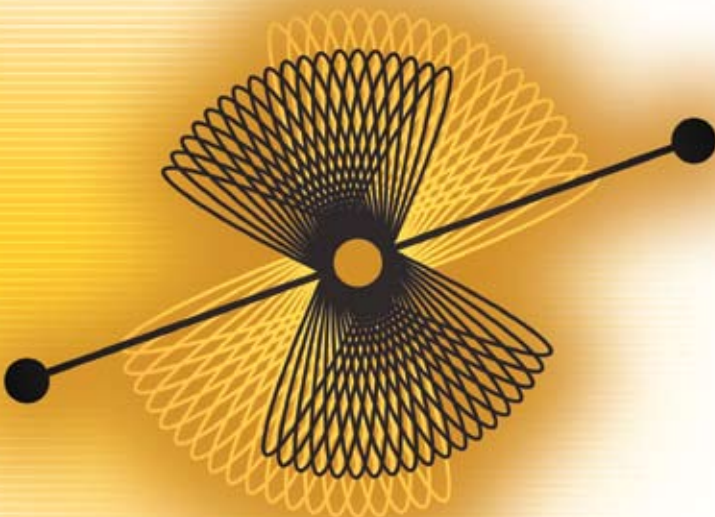
Reduce costs, along with your total cost of ownership.

First, get a SIP-architected all-in-one platform and application suite to replace multiple legacy communications hardware systems, and to eliminate the integration and maintenance costs that come with them. After that and whenever needed, add users and expand your platform's communications functionality by simply licensing new applications, not adding more hardware and middleware.

Migrate to standards-based VoIP and SIP, painlessly.

Unlike most other IP PBX solutions on the market, those from Interactive Intelligence ease the move to voice over IP with:

- A platform architected on the SIP open standard throughout—not just a few proprietary extensions—giving your enterprise the broadest choice of third-party networking equipment and end-point devices
- An integrated SIP media server that offloads the processing of call recording and other media operations, optimizing scalability via a SIP network
- A pre-configured SIP proxy server, gateways and application suite made for software-oriented IP technologies, and that incorporates a cost-effective disaster recovery solution
- An all-in-one IP communications software platform built on open standards from the ground up, and designed for the Microsoft® Windows® operating system and simplified Microsoft-centric network management



Choose your solution

For the **mid-sized business**, looking for more than dial tone

For the **large-sized business**, looking for enterprise-wide IP telephony.

Better business communications	VONEXUS Enterprise Interaction Center™	Customer Interaction Center®
Scalability		
100-1,500 business users • 3-50 ACD agents	√	√
1,500-15,000 business users • 50-5,000 ACD agents		√
Business user features		
IP PBX	√	√
Full-featured operator console	√	√
Complete desktop phone features • hold, transfer, conference, park, pick up, page, more	√	√
Enhanced desktop Client features • presence management, call recording, multi-party conferences, company directories, drag 'n drop transfers, more	√	√
SIP softphone • Web Client • Mobile Client	√	√
Embedded call control integrations • Microsoft Office Communications Server 2007, Outlook, Dynamics GP and CRM, the Windows desktop	√	√
One number Find-me/Follow-me	√	√
Voice mail • unified messaging • speech enabled message/calendar access	√	√
Fax server • desktop faxing	√	√
Auto attendant • structure voice menus, prompts	√	√
Call detail reporting • end-to-end reporting • ad-hoc custom reporting	√	√
Multi-lingual support	√	√
Remote and at-home users, mobile workers (Citrix)	√	√
Informal contact center features		
ACD • multimedia queuing • e-mail routing	√	√
Web chat	√	√
Real-time system/agent/workgroup supervisory monitoring & alerts	√	√
CRM integrations • screen pops, database lookups, embedded call controls	√	√
Multi-channel interaction recording • on-demand, rules-based	√	√
Knowledge management, e-mail/Web auto response	√	√
Screen recording		√
IVR • intelligent speech recognition • self-service automation		√
Workforce management • workforce optimization		√
Multi-site interaction routing		√
Specifications		
Enhanced security • TLS and SRTP standards, audio/call encryption, SIP RFCs	√	√
Single point of administration • phone auto-provisioning	√	√
Multi-site support	√	√
Graphical application generator • deploy enhanced interaction applications		√
Third-party PBX integrations		√

Choose your services:

From simple administration to total service

Interactive Intelligence supports your organization from every conceivable angle...

A Worldwide Partner Channel to lend sales, service and implementation support whenever you need it.

Strategic Consulting based on industry best practices in conjunction with Interactive Intelligence's solutions, to optimize your enterprise communications and business processes.

Managed Services that provide complete system management, proactive remote monitoring, and the services of a certified Interactive Intelligence Engineer, all leveraging Interactive Intelligence best practices.

Professional Services for custom software packages, integration packages, CRM screen automation, screen automation with embedded call control, and other services.

Education Services for training and technical certification in all aspects of the Interactive Intelligence solution. Courses are offered online, at Interactive Intelligence's World Headquarters and regional offices, or on-site at your location.

Global Support from a dedicated full-time Interactive Intelligence Support team and certified Support Engineers.

Deliberately Innovative

Innovation

Since 1994 Interactive Intelligence has taken a first-to-market approach to developing new technologies for multi-channel business communications in the enterprise. As a recognized innovator of IP telephony software and services, it's an approach we continue to take.

- 1st...** All-software IP PBX
- 1st...** SIP-based IP telephony software suite
- 1st...** All-in-one platform for PBX, ACD & IVR
- 1st...** Skills-based routing of calls, chats & e-mails

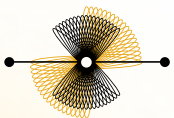
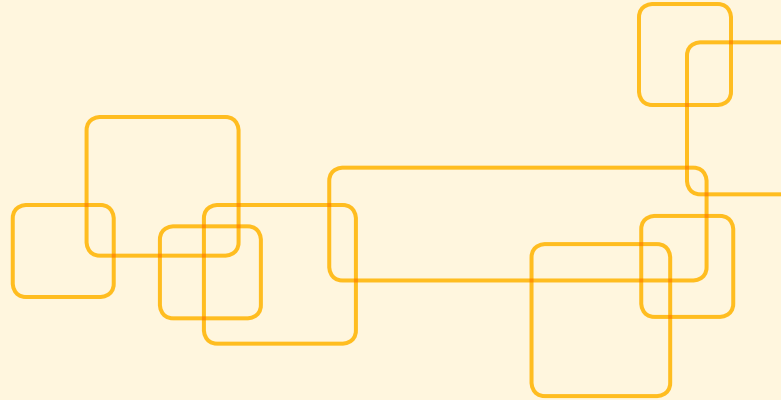
Experience

With more than 2,500 implementations worldwide and an established support infrastructure spanning the Americas, Asia-Pacific, Europe, the Middle East and Africa, Interactive Intelligence offers the industry experience needed to meet the communications requirements of our customers as they compete in a global business environment.

Value

A unique standards-based platform and pre-integrated application suite for multimedia, plus the proven ability to deploy and support IP communications solutions for businesses worldwide—Interactive Intelligence combines innovation and experience for value few vendors can match.

Complete yet flexible software solutions for enterprise IP telephony



INTERACTIVE INTELLIGENCE® | Deliberately Innovative

Interactive Intelligence® provides the most innovative products and services available today for the contact center, enterprise IP telephony, and enterprise messaging.

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.

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