



## **PRESS RELEASE**

### **Altivon Named an Interactive Intelligence 2012 Platinum Elite Partner**

*Second consecutive year that Interactive Intelligence recognizes Altivon for meeting highest technical and customer service standards for deploying all-in-one contact center solutions*

January 31, 2012 Phoenix, AZ—[Altivon](#) today announced that it has been named an [Interactive Intelligence®](#) Platinum Elite Partner for the second year in a row. Platinum Elite is the highest partner status granted to partners that meet the most stringent product certification, software sales, renewal, and customer satisfaction requirements. Interactive Intelligence Inc. (Nasdaq: ININ) is a global provider of contact center automation, unified communications, and business process automation software and services. Altivon provides [contact center solutions](#) and [enterprise communications solutions](#) based upon Interactive Intelligence technology throughout North America.

“Altivon has consistently demonstrated its commitment to achieving long-term customer satisfaction and maximum return on investment for its customers,” said Paul Weber, Interactive Intelligence vice president of North America sales. “Platinum Elite partner status recognizes Altivon for its product and expertise in delivering the best contact center solution for each customer’s unique business.”

Altivon is expert at implementing [Interactive Intelligence](#) solutions, integrating with existing technology and customizing for specific customer need. Altivon’s continued dedication and focus as an exclusive Interactive Intelligence partner has again allowed it to leverage its experience and expertise in the market. The company has several significant deployments in the U.S. and Canada, particularly within the Utilities industry.

“Effective technology implementation, support and ongoing evolution are key to improving contact center efficiency and customer service,” said Bruce Andersen, Altivon President and CEO. “The fact that we have achieved the highest Interactive Intelligence partner status in the past 2 years is great testament to our ability to deliver solutions that truly meet customer needs.”

#### **About Altivon**

Focused on enabling, enhancing and elevating the experience of an organization’s employees, partners and customers, Altivon handles all aspects of solution design, deployment, support and on-going improvement. The solution set includes multi-media Customer Interaction Management (CIM), Interaction Process Automation (IPA), and Enterprise IP Telephony. Founded in 1989, Altivon is headquartered in Phoenix, Arizona and has offices across the US and Canada.

#### **Contact**

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