



INTERACTIVE INTELLIGENCE  
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## Interactive Intelligence Offers Support for Microsoft Lync Server 2010

### Solution designed to streamline communications for contact center agents and business users

INDIANAPOLIS--(BUSINESS WIRE)-- Interactive Intelligence (Nasdaq: ININ), a global provider of unified IP business communications solutions, has released a version of its [all-in-one IP communications software suite](#) designed to work with [Microsoft Lync Server 2010](#).

The Interactive Intelligence software suite, [Customer Interaction Center™ \(CIC\)](#), includes features for contact centers and enterprises such as multichannel routing, interactive voice response, call and screen recording, reporting, outbound dialing, workforce management, Web self-service, knowledge and e-mail auto response management, and automated customer feedback surveys.

[Microsoft Lync](#) ushers in a connected experience transforming every communication into an interaction that is more collaborative, engaging and accessible from anywhere. A single interface unites voice, instant messaging, audio-, video-, and Web-conferencing into a richer, more contextual offering, and a single identity makes it easier and more efficient for users to find contacts, check their availability and connect with them. Lync works with Microsoft Office, enriching the experience of familiar applications like Microsoft Outlook, Microsoft Word, Microsoft SharePoint, and more.

The two systems enable [CIC](#) users and [Lync Server 2010](#) users to communicate by phone, or by Lync instant message or video call from within a single interface. In addition, both sets of users receive synchronized presence, along with a common company-wide directory that can be viewed from within the CIC desktop client.

"[CIC and Lync](#) working together provide a streamlined communications experience to users," said Yancey Smith, director of product management, Microsoft Lync. "Microsoft is pleased to be working with Interactive Intelligence to provide enhanced options built on the Lync 2010 platform."

"We launched the first version of our software in 1997 designed to run on the Microsoft Windows server, and today we are a Microsoft Certified Gold Partner and a Microsoft Independent Software Vendor," said Interactive Intelligence founder and CEO, Dr. Donald E. Brown. "Working with Microsoft Corp. ensures that our mutual customers will get a dependable and easy-to-use solution available for connecting people in new ways, anytime, anywhere."

To learn more about Interactive Intelligence solutions for Microsoft products, visit:  
<http://www.inin.com/ProductSolutions/Pages/MS-Integrations.aspx>.

### About Interactive Intelligence

Interactive Intelligence Inc. (Nasdaq: ININ) is a global provider of unified business communications solutions for contact center automation, enterprise IP telephony, and business process automation. The company was founded in 1994 and has more than 3,500 customers worldwide. Interactive Intelligence is among Software Magazine's 2010 Top 500 Global Software and Services Suppliers, and Forbes Magazine's 2010 Best Small Companies in America. The company is also positioned in the leaders' quadrant of the Gartner Magic Quadrant for Contact Center Infrastructure, Worldwide report (Feb. 22, 2010). Interactive Intelligence employs approximately 800 people and is headquartered in Indianapolis, Indiana. It has 16 offices throughout North America, Latin America, Europe, Middle East, Africa and Asia Pacific. Interactive Intelligence can be reached at +1 317.872.3000 or [info@inin.com](mailto:info@inin.com); on the Net: [www.inin.com](http://www.inin.com).

This release may contain certain forward-looking statements that involve a number of risks and uncertainties. Factors that could cause actual results to differ materially are described in the company's SEC filings.

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