**Interactive Intelligence Offers Support for Microsoft Lync Server 2010**

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

**INDIANAPOLIS, April 11, 2011** -- 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](http://www.inin.com/ProductSolutions/Pages/Customer-Interaction-Center.aspx) designed to work with [Microsoft Lync Server 2010](http://www.inin.com/ProductSolutions/Pages/MS-Integrations.aspx).

The Interactive Intelligence software suite, [*Customer Interaction Center*](http://www.inin.com/ProductSolutions/Pages/Customer-Interaction-Center.aspx)™ ([CIC](http://www.inin.com/ProductSolutions/Pages/Customer-Interaction-Center.aspx)), 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](http://www.inin.com/ProductSolutions/Pages/MS-Integrations.aspx) offers a single interface that unites voice, instant messaging, audio-, video-, and Web-conferencing to make it easier and more efficient for users to find contacts, check their availability, and connect with them. Lync works with Microsoft Office and compliments applications such as Microsoft Outlook, Microsoft Word, and Microsoft SharePoint.

The two systems enable [CIC](http://www.inin.com/ProductSolutions/Pages/Customer-Interaction-Center.aspx) users and [Lync Server 2010](http://www.inin.com/ProductSolutions/Pages/MS-Integrations.aspx) users to communicate by phone, or by Lync instant message or video call from within a single interface. 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](http://www.inin.com/ProductSolutions/Pages/MS-Integrations.aspx) working together provide a streamlined communications experience to users,” said Interactive Intelligence chief marketing officer, Joe Staples. “Working with Microsoft ensures that our mutual customers will get a dependable and easy-to-use solution available for connecting people in new ways, anytime, anywhere.”

Interactive Intelligence launched its software in 1997 as a Microsoft Windows-based all-in-one IP communications software suite. Today, Interactive Intelligence is a Microsoft Gold Certified Partner and a Microsoft Corp. independent software vendor. In addition to Lync, Interactive Intelligence offers packaged integrations to [Microsoft Dynamics GP](http://www.inin.com/ProductSolutions/Pages/MS-Integrations.aspx) and [Microsoft Dynamics CRM](http://www.inin.com/ProductSolutions/Pages/MS-Integrations.aspx).

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’s solutions, which can be deployed via an on-premise or hosted model, include vertical-specific applications for insurance and collections. Interactive Intelligence was founded in 1994 and has more than 4,000 customers worldwide. The company is among Software Magazine’s 2010 Top 500 Global Software and Services Suppliers, and Forbes Magazine’s 2010 Best Small Companies in America. Interactive Intelligence is also positioned in the leaders’ quadrant of the Gartner Magic Quadrant for Contact Center Infrastructure, Worldwide report (Feb. 22, 2010). The company employs more than 800 people and is headquartered in Indianapolis, Indiana. It has 19 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/Pages/default.aspx).

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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