

Integrated solutions for true Unified Communications

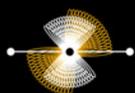


INTERACTIVE INTELLIGENCE
Deliberately Innovative

Microsoft

 **POLYCOM**

Expanding the reach of
Microsoft® Lync® Server 2010



INTERACTIVE INTELLIGENCE®

Bringing proven solutions together to connect people in new ways, anytime, anywhere

Sometimes in the world of Unified Communications things work just the way you expect them to, without costly hardware and complex integrations. That's what happens when you deploy the enterprise-wide communications solution from Microsoft, Interactive Intelligence, and Polycom.

Microsoft for enterprise-wide PBX, IM and presence. Interactive Intelligence for the contact center. Polycom for the voice and video endpoints. They're all solutions developed on the SIP protocol, and all seamlessly integrated — working together out-of-the-box to give your enterprise a true unified communications solution.

You can say the benefits are unified, too. Throughout your organization, communications occur naturally. Employees communicate more freely, with no obstructions. You close time and distance gaps, work gets done, customers are satisfied and sales increase. And as you scale your business, you scale your communications with ease since integration complexity is non-existent.

Microsoft, Interactive Intelligence, Polycom. A complete solution for unified communications, for your entire enterprise, that works just the way you expect it to.

Find and communicate with the right person. Lync 2010's presence capabilities include pictures, skill search, location information and more to help users make smart communication choices, including built-in instant messaging. Users can add and connect with other users on Public IM services, and communicate using their single work identity.

Make every interaction a near face-to-face meeting. Transform any conversation to include high-resolution video-, application-, and desktop-sharing, and be fully present in meetings without making the physical trip.

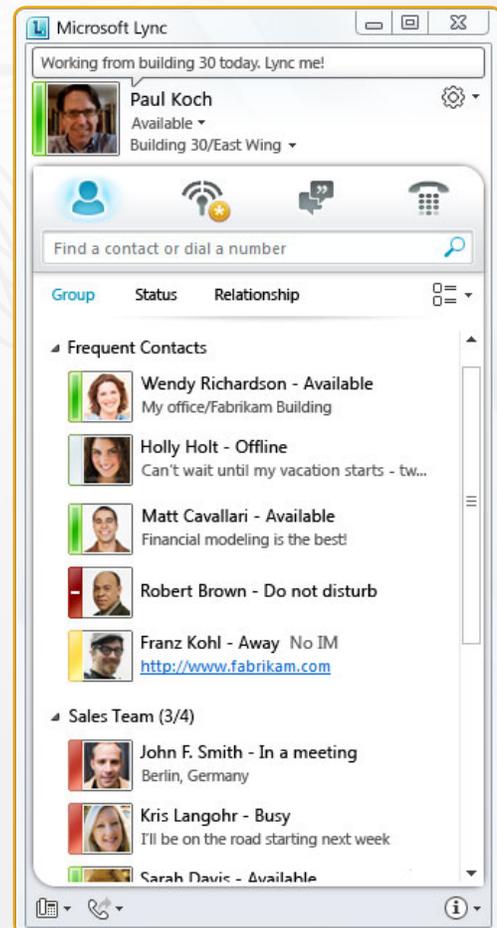
Build social connections. The rich experience of Lync 2010 lets workers make connections across time and distance with picture-enhanced presence, with automatic frequent contacts lists, and with activity feeds for keeping up with co-workers.

Stay connected from virtually anywhere. A single experience across the PC, phone, or web gives users the choice to connect from many devices.

Microsoft®

Microsoft Lync Server 2010 to drive enterprise-wide communications

Users seek communications tools that make their work easier, and that are available anywhere, anytime — including within the context of other applications. Microsoft Lync Server 2010 provides a single interface that unites voice communications, IM, and audio, video and web conferencing into a richer, more contextual offering.



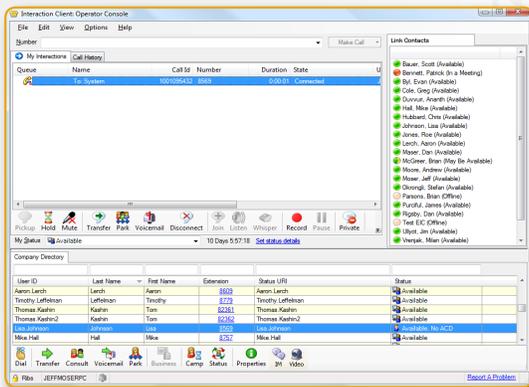
Microsoft Lync 2010 Client

INTERACTIVE INTELLIGENCE®

Customer Interaction Center™ to power the service process

In a contact center, service has to be fast and precise. CIC inherently streamlines and speeds service processes with its all-in-one software platform, and empowers agents with a rich, intuitive desktop client to deliver service with pinpoint precision.

Offer multichannel contact options for customers. Calls, faxes, email, web chat, SMS, online forms, social media – CIC handles all types of communications the same way. The built-in monitoring and end-to-end reporting in CIC also helps you ensure quality for every interaction, across all channels.



Interaction Client® .NET Edition with integrated Lync 2010 Contacts list

Provide consistent, “team wide” service. With CIC’s desktop client and multichannel queuing, agents provide service in a consistent manner no matter which communication channel. Add the integrated features of the Lync 2010 client, and agents quickly connect with knowledge experts and business users around the enterprise whenever service requires a team approach.

Centralize and scale with a standards-based all-in-one platform. Replace multi-point system infrastructures and centralize configuration, administration, and reporting. Scale from 25 to 5,000 agents. And because the CIC software is inherently architected on the SIP standard, moving to VoIP is easy.

CIC’s advanced features for the contact center

- Automatic call distribution (ACD) with multichannel queuing
- Speech-enabled interactive voice response (IVR)
- Recording, scoring, and real-time continuous monitoring
- Inbound/outbound blending, campaign management
- Customer self-service and eService automation
- Workforce management, remote agent capabilities
- Supervisory and system monitoring
- Real-time speech analytics

POLYCOM®

Polycom UC Desktop and UC Workgroup products

Polycom’s IP Phones are recommended by Interactive Intelligence for the CIC solution and can also be optimized for Lync 2010 – providing options for complete SIP capabilities for CIC and native Lync Phone Edition software, both with Polycom’s HD Voice technology.



Create a complete unified communications platform.

Utilize Polycom’s presence-aware solutions to provide a seamless experience for users across video, voice, IM and web. Your organization can unify collaboration spanning desktops, conference rooms, Telepresence suites, devices, and remote sites.

Speed deployment with native integration. Polycom solutions interoperate with Lync 2010 and CIC without gateways, making them easy to deploy and manage.

Secure your communications. Support authentication media encryption system-wide to help protect communications across the network, an approach to security mirroring that of CIC.

Simplify UC management. Enable IT teams to modify and scale collaboration tools across geographies and networks, increasing IT flexibility and streamlining administration simultaneously.

Polycom solutions for Lync 2010 and CIC

- **IP Phones** - Combine Lync and Polycom HD Voice technology for a best-in-class UC experience to desktops, conference rooms and common areas
- **USB Phones** - Enhance the UC experience by combining high definition audio with seamless plug & play ease of use
- **Room and Personal Video Conference** - Support presence-based dialing with Lync 2010, and secure B2B calling up to HD video in the Lync 2010 environment
- **RealPresence Collaboration Server** - Connect Lync 2010 and other devices for a unified conference experience (Lync SIP, H.323, H.320, PSTN audio) up to HD video by click-to-meet (dial into the same meeting room)
- **RealPresence Virtualization Manager** - Connect Polycom's RealPresence platform to UC environments with redundancy and resiliency
- **RealPresence Media Manager** - Empower users to capture Lync Sessions for publishing to Sharepoint/Content Management Systems

Microsoft, Interactive Intelligence, and Polycom. *Unify.*

With the partnership between Microsoft, Interactive Intelligence and Polycom, businesses of all kinds get a standards-based, end-to-end unified communications solution optimized for Microsoft environments and more personalized and effective collaboration between co-workers, customers and partners.

As importantly for your business, you get the knowledge, experience and innovation of three industry-leading vendors – coming together to connect people in new ways, anytime, anywhere.

“Polycom has enjoyed a strong partnership with Interactive Intelligence for several years now. When combining our partnership with both companies’ integration into Microsoft Lync environments, Interactive and Polycom are in a strong position to satisfy the needs of an ever-changing and expanding unified communications marketplace.”

Patrick Ferriter,
Sr. Director of Product Management, Polycom

A truly unified partnership.

Interactive Intelligence

- Microsoft Gold Certified Partner
- Polycom ARENA Interoperability and Developer Partner

Microsoft

- Interactive Intelligence Strategic Alliance Partner since 2000

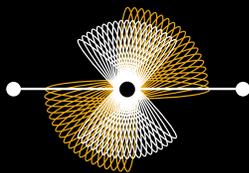
Polycom

- Interactive Intelligence Strategic Alliance Partner since 2004
- Microsoft Partner Network 2011 *Partner of the Year* for Unified Communications Innovation

Microsoft
GOLD CERTIFIED
Partner

Microsoft
Partner Network

 **POLYCOM**
ARENA Partner



INTERACTIVE INTELLIGENCE
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Interactive Intelligence offers unified business communications solutions for contact center automation, unified communications, and business process automation, based on our open standards, all-in-one software suite. More than 4,500 organizations worldwide currently benefit from our on-premise solutions, our cloud-based Communications as a Service (CaaS) offerings, or both, including value-added services for software, hardware, implementation, consulting, support and education.

At Interactive Intelligence, it's what we do.

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