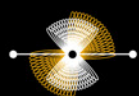Interactive Intelligence
Communications as a Service

Trusted solution

Broad functionality

Maximum flexibility

Powering mission critical contact centers worldwide

INTERACTIVE INTELLIGENCE®

CaaS - A trusted solution

Companies demand four primary elements of trust in a cloud solution – **security, reliability, experience, and stability.** Interactive Intelligence CaaS offers contact centers and business users secure and reliable service with the experience and stability to back it up – giving you a solid cloud solution you can depend on. All the time.

Reliability. We offer guaranteed service levels with 99.999% application uptime.
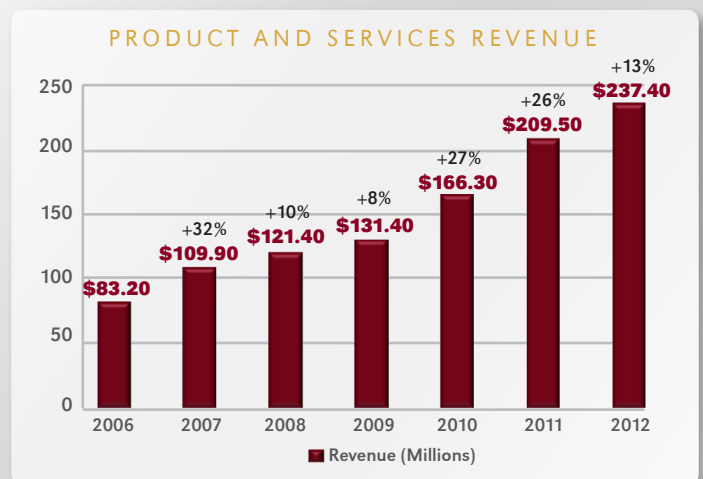
- Eighth generation technology developed and refined over eighteen years and proven by thousands of global customer deployments
- Geo-redundancy across our global data centers
- Proactive monitoring and support from a 24/7 world class Network Operation Center (NOC).

CaaS offers contact centers the level of uptime they expect to keep business operational.

Experience. Benefit from knowledge and experience gained over close to 20 years. More than 5,000 customers around the world rely on Interactive Intelligence to power their contact centers and businesses. Developing and delivering contact center technology is core to our business.

Stability. As a public company with more than 1,500 employees, our sustained financial stability and growth is well documented. Recognized as a worldwide leader by Gartner®, Interactive Intelligence has a record of innovating and executing in the contact center.
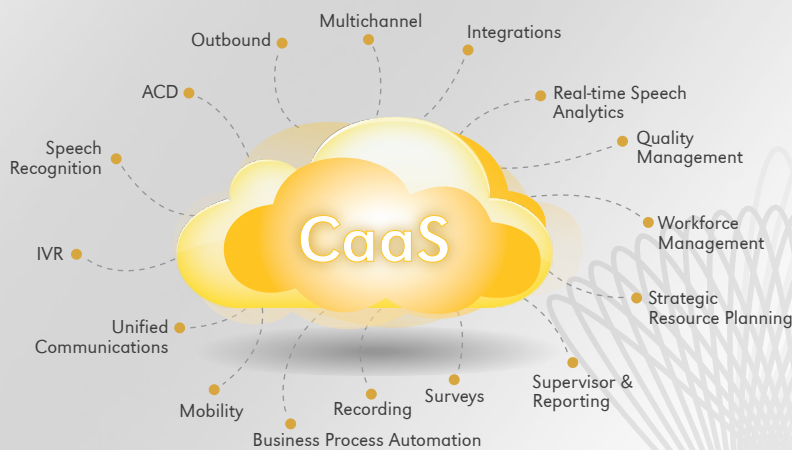
Security. CaaS has become the solution of choice for large, mission-critical operations that demand ultimate security.

Customers are isolated from one another via virtualization and segmented infrastructure within a larger cloud network. Network connections are secured through use of a dedicated firewall context and dedicated VLAN. Transmission of recordings is further protected using 256-bit AES encryption.

For an added level of security, CaaS customers have the option to keep all voice traffic and sensitive customer data within the customer's network.

Combine this with industry certification at the corporate (SOX, ISO 9001, ISO 27001, JITC), cloud services (SSAE-16 SOC2, PCI DSS 2.0 Level 1) and data center levels, and you have an offering trusted by today's largest companies."

Financial Growth and Performance

PRODUCT AND SERVICES REVENUE

Year	Revenue (Millions)	Growth
2006	$83.20	
2007	$109.90	+32%
2008	$121.40	+10%
2009	$131.40	+8%
2010	$166.30	+27%
2011	$209.50	+26%
2012	$237.40	+13%

Revenue (Millions)

Visit **trust.inin.com**

Breadth of functionality

Interactive Intelligence CaaS offers a higher return on investment by providing the broadest inbound and outbound multichannel contact center and unified communications and business process automation functionality developed and delivered by a single provider.

Outbound • Multichannel • Integrations
ACD •
Speech Recognition •
IVR •
Unified Communications •
Mobility •
Recording • Surveys
Business Process Automation
• Real-time Speech Analytics
• Quality Management
• Workforce Management
• Strategic Resource Planning
• Supervisor & Reporting

CaaS

Innovation. Rapidly deploy powerful and sophisticated applications – now and in the future. Interactive Intelligence has a rich history of innovation and a solid roadmap to help you turn customer care into a competitive weapon.

> "Developing innovative, attention-grabbing customer engagement solutions has been the hallmark of Interactive Intelligence since its founding in 1994. The firm has set a course that its competitors have followed, and in doing so it has achieved considerable marketplace success..."
>
> **Frost and Sullivan**

Integration. Many of our customers are highly invested in applications from Salesforce.com, Oracle, Microsoft and IBM. That's why we have a dedicated team focused on developing, enhancing, and maintaining a deep level of integration with these CRM and UC applications – in addition to dozens of other front and back office applications (CRM, ERP, PBX, database, IP gateways).

This allows our customers to maximize existing investments, increase agent efficiency, optimize screen space, and collaboratively extend the reach of the contact center to enhance the customer experience.

Empowerment. Our applications have been deliberately developed to work together. This allows CaaS to be administered, supervised, and used by agents and business users – all from a single interface. This elegant simplification empowers the contact center to be more agile and have greater control over the customer experience with minimal IT involvement.

Maximum flexibility

Interactive Intelligence CaaS offers maximum flexibility to meet your specific business requirements.

Choice. Every company is different and every deployment unique. CaaS gives customers a distinct level of deployment flexibility, whether it's identifying where sensitive customer data resides or when updates and new functionality are implemented.

You Choose
- Who owns the carrier relationship
- Where voice, recordings & customer data reside
- If existing PBX stays or is replaced
- To stay in cloud or migrate to premises over time
- When to deploy updates and new functionality

Scalability. Though Interactive Intelligence CaaS supports thousands of users in high volume environments, it can also power smaller, lower volume centers. Start at any level, and scale high or low as needed to sustain seasonal peaks and valleys and bolster corporate growth. You only pay for what you use.

Globalization. We serve customers in 96 different countries from more than 15 offices around the globe. CaaS data centers in APAC, EMEA, North America, and South America link with technical operations and support centers located throughout the world. Bottom line – You can count on our experience, presence, and investment to uphold your global needs.

Customization. CaaS offers the greatest level of customization and integration in the cloud through comprehensive APIs and an experienced services team. Combined with tiered pricing and terms, you get a solution tailored to your specific business needs.

CaaS Editions

Standard Edition

Base functionality with ability to add rich multichannel and workforce optimization capabilities, standard support

Base functionality
- Automatic contact distribution (ACD)
- Interactive voice response (IVR)
- Unified communications (UC)

Available options
- Multichannel (voice, email, chat)
- Speech recognition
- Recording and quality management
- Workforce management
- Real-time speech analytics
- Post-call and IVR surveys
- Select CRM and UC integrations
- Supervisor and reporting
  - iPad edition for mobility
- Conference bridge

Standard support
- M-F 8am-8pm local

MOST POPULAR

Preferred Edition

Extend options for advanced functionality, enhanced support

All Standard Edition capabilities, plus:

Additional options available
- Outbound dialing
- Web portal for outsourcers, agents, management
- Screen recording
- Strategic resource planning
- Additonal media channels
- Broad set of packaged integrations
- Public API for custom integrations
- Business process automation

Enhanced support
- S-S 8am-8pm local
- Discounted professional services

Premium Edition

Full list of options for advanced functionality, maximum support

All Preferred Edition capabilities, plus:

Additional options available
- Natural language speech recognition
- VoiceXML
- Advanced text to speech
- Visual programming interface
- Enhanced customization
- Development sandbox

Maximum support
- 24/7/365
- Discounted professional services

TRUST. BREADTH OF FUNCTIONALITY. FLEXIBILITY.
All in one convenient solution. From one proven provider.
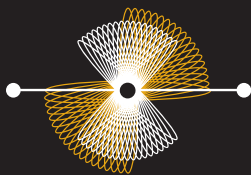
INTERACTIVE INTELLIGENCE®
Deliberately Innovative