

Turn customer engagement into a competitive weapon.

Get a rich contact center application on an extensible, all-in-one platform. And the latest in distributed cloud technology.

Reinvent the customer experience. Move from next to best.

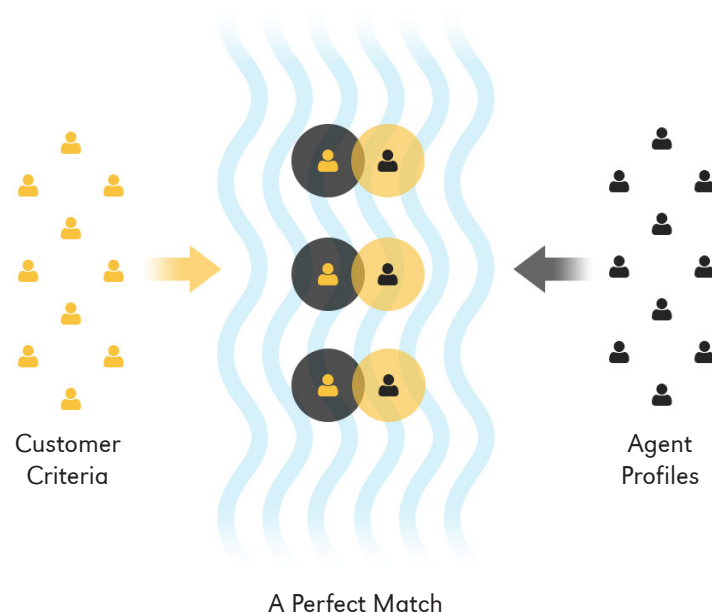
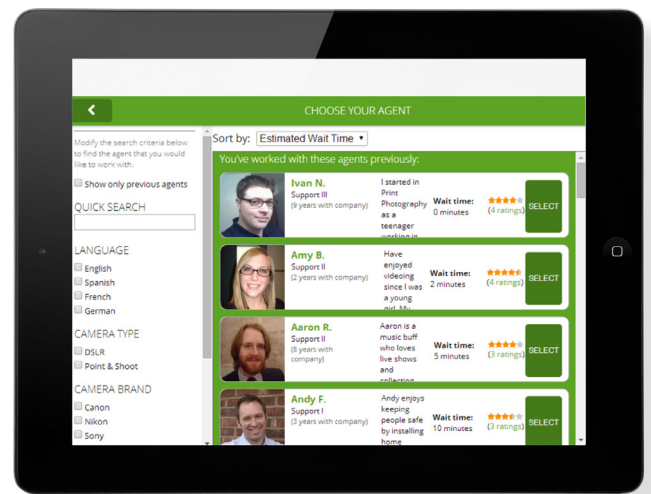
Stand out and enhance the experience by connecting customers with agents in new ways. Don't just route the next customer in queue or assign the next agent. Make the best possible match.

Personalize the experience with PureMatch.

Look at the real needs of your customers by matching their unique criteria to a corresponding agent profile. Connect them with the best possible agent – every time.

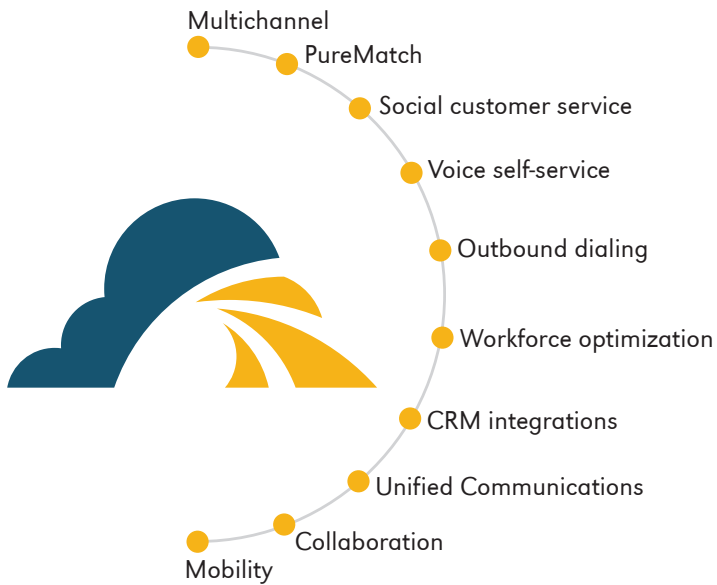
Shift control to the customer with Social Customer Service.

Empower customers to shop for a service experience like they do consumer goods online. Let them choose the agent who can best serve them.



Rise above the ordinary to deliver an exceptional customer experience.

Get rich functionality – with 20 years of best practices built right in.



Access comprehensive and sophisticated cloud applications from a market leader. Minimal customization and IT involvement required.

It's what you're used to with CRM, HR, and other enterprise cloud services. Now you can have it with your contact center cloud.

Benefit from the latest in distributed cloud technology.

What does the distributed cloud mean for the contact center? Fast, continuous access to new functionality with zero downtime.

Fault tolerance is built in and fully automated. Scalability is without bounds. Security is no longer a concern. You have everything you need to move business forward quickly and confidently.

 **INTERACTIVE INTELLIGENCE®**
Deliberately Innovative

Interactive Intelligence is a global provider of contact center, unified communications, and business process automation software and services designed to improve the customer experience. The company's unified IP communications solutions, which can be deployed via the cloud or on-premises, are backed by more than 6,000 organizations worldwide.

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