Get with the trusted solution that's powering contact centers worldwide.

A cloud solution for contact centers and business users

CaaS

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

Security. CaaS is 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. Connections are secured through use of a dedicated firewall context and dedicated VLAN. Transmission of recordings is further protected using 256-bit AES encryption.

Reliability. We offer guaranteed service levels with 99.999% application uptime.

- Eighth-generation technology proven by thousands of global customer deployments
- Geo-redundancy across global data centers
- Proactive monitoring and support from a 24/7 Network Operations Center (NOC)

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

Experience. Benefit from knowledge and experience gained over 21 years and 6,000 customer deployments. Companies of all sizes around the world rely on Interactive Intelligence to power their contact centers and businesses. That's why developing and delivering contact center technology is at our core.

Stability. Our sustained financial stability and growth is well documented. Recognized as a worldwide leader by Gartner®, we have a record of innovating and executing in the contact center.
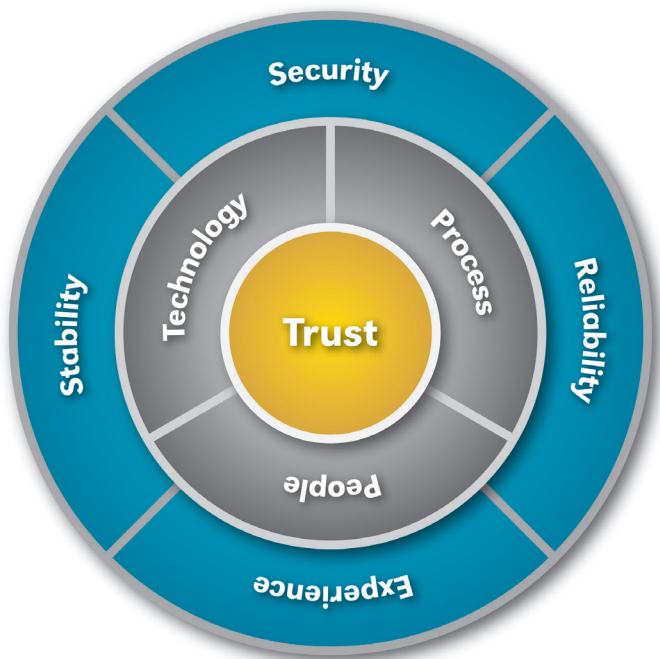
For added security, CaaS customers have the option to keep all voice traffic and sensitive customer data within the customer's network.

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.

Visit **trust.inin.com**

Breadth of functionality

CaaS offers a higher return on investment by providing the broadest functionality developed and delivered by a single provider. Our tightly integrated suite of applications enables contact centers to gain access quickly, easily, and cost effectively.
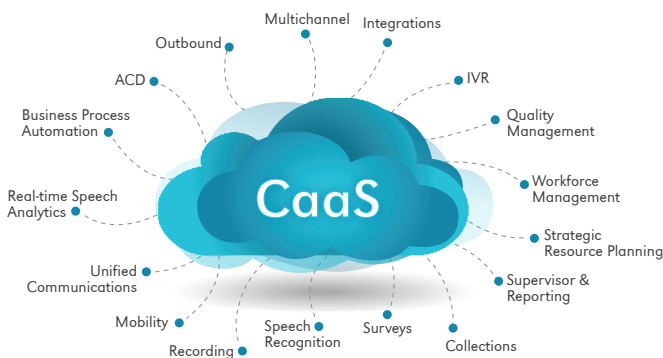
Innovation. Rapidly deploy powerful and sophisticated applications – now and in the future. Our history of innovation will help you turn customer care into a competitive weapon.

Integration. Many of our customers are highly invested in applications from Salesforce.com, Oracle, Microsoft and IBM. That's why we focus on developing, enhancing, and maintaining a deep level of packaged integrations with CRM and UC applications – and a host of other front and back office applications (CRM, ERP, PBX, database, IP gateways).

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. 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 meets specific business requirements.

Choice. Every company and deployment is different. CaaS gives customers a distinct level of deployment flexibility. Over the Internet or via MPLS, we can identify where sensitive customer data resides and plan when updates and new functionality are implemented.

You Choose
- Who owns the carrier relationship
- Whether to deploy via the Internet or MPLS
- Where voice, recordings and 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. CaaS supports thousands of users in high volume environments. It can also power smaller centers with lower volume. Start at any level, and scale high or low to sustain seasonal peaks and valleys and bolster corporate growth. You only pay for what you use.

Globalization. CaaS data centers in APAC, EMEA, North America, and South America link with technical operations and support centers located all over the world. Bottom line: You can count on our experience, presence, and investment – wherever you are.

Customization. Get peak customization and integration in the cloud through comprehensive APIs and an experienced services team. Combined with tiered pricing and terms, you have a solution tailored to your specific business needs.

CaaS Editions

Small Center Edition

10-50 Agents

Simple yet powerful solution for small contact centers[1]

Base functionality
- Automatic contact distribution (ACD)
- Interactive voice response (IVR)
- Unified communications (UC)
- Multichannel (voice, email, chat)
  - Voice only also available
- Contact recording

Available options
- Speech recognition
- Real-time speech analytics
- Post-call and IVR surveys
- Salesforce integration
- Supervisor and reporting
  - Quality management included
  - iPad edition for mobility

Standard Edition

25-500 Agents

Base functionality with ability to add multichannel and workforce optimization capabilities.

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

MOST POPULAR

Preferred Edition

25-5,000 Agents

Extended options for advanced functionality.

All Standard Edition capabilities, plus:

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

Premium Edition

25-5,000+ Agents

Full list of options for advanced functionality.

All Preferred Edition capabilities, plus:

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

[1]What is included with each Small Center Edition item may differ slightly from the Standard Edition. Please see the detailed comparison chart.

TRUST. BREADTH OF FUNCTIONALITY. FLEXIBILITY.
All in one convenient solution. From one proven provider.

INTERACTIVE INTELLIGENCE®

About Interactive Intelligence
Interactive Intelligence (Nasdaq: ININ) is a global provider of enterprise-grade collaboration, communications and customer engagement software and cloud services that help customers improve service, increase productivity and reduce costs. Backed by a 21-year history of industry firsts, 22 patents and more than 6,000 global customer deployments, Interactive offers customers fast return on investment, along with robust reliability and security. The company gives even the largest organizations an alternative to unproven solutions from start-ups and inflexible solutions from legacy vendors. Interactive has been among Software Magazine's Top 500 Global Software and Services Suppliers for 14 consecutive years, has received Frost & Sullivan's Company of the year Award for five consecutive years, and is one of Mashable's 2014 Seven Best Tech Companies to Work For. The company is headquartered in Indianapolis, Indiana and has more than 2,000 employees worldwide. For more information, visit www.inin.com.