



### **Gouda, 14 januari 2009**

Het CIC platform van Interactive Intelligence, dat de motor is van de Flow IPCS suite, heeft een belangrijke plaats verworven in het Worldwide Magic Quadrant van Gartner. Gezien het belang dat wij hechten aan dit rapport willen we u deze niet onthouden. Hieronder het officiële persbericht.

Interactive Intelligence (Nasdaq: ININ), a global provider of unified IP business communications solutions, has been positioned by Gartner in the leaders quadrant of its 2008 Contact Center Infrastructure, Worldwide Magic Quadrant<sup>1</sup> report.

The Gartner report provides an analysis of vendors in the market based on their completeness of vision and ability to execute, along with key industry trends. According to the report, "over time, Gartner sees the enterprise communications infrastructure market, including contact centers, evolving from stand-alone systems ('point products') toward tightly integrated functionality with interfaces embedded within other enterprise applications."

"As the first vendor to offer pre-integrated contact center functionality on a single Windows server back in 1997, we believe this latest Gartner report goes a long way to validate our vision from inception," said Interactive Intelligence founder and CEO, Dr. Donald E. Brown. "By not following the status quo of 'point' solution vendors, we've eliminated the need to re-architect our products or acquire companies in order to offer customers the broadest set of applications. Our next release builds on this vision with the first 'communications-based process automation' solution - an offering that will give customers the hard return on investment they must have in today's challenging economic climate."



Vendors positioned in the leaders quadrant are defined by Gartner as "high-viability vendors with broad portfolios, significant market shares, broad geographic coverage, a clear vision of how contact center needs will evolve and a proven track record of delivering contact center products. They are well-positioned with their current product portfolio and likely to continue delivering leading products. Leaders do not necessarily offer a best-of-breed solution for every customer requirement. However, overall, their products are strong and often have some exceptional capabilities. Additionally, these vendors provide solutions that present relatively low risk."

Interactive Intelligence has developed an all-in-one IP communications software suite that's scalable and standards-based, offering single-platform architecture with inherent multi-channel processing to deliver comprehensive applications minus the cost and complexity introduced by multi-point products.

The company's Customer Interaction Center(R) (CIC) provides multi-channel contact center automation and enterprise IP telephony functionality for mid-size to large enterprises.

U kunt het volledige rapport bij ons opvragen via onze contact pagina. Wij zenden u het graag per email als PDF document.