



INTERACTIVE INTELLIGENCE

Interactive Intelligence® to Demonstrate Dramatically Improved Platform Scalability with Unisys ES7000 and Windows NT Server

New EIC Interaction Management Platform to debut at SUPERCOMM 2000

Indianapolis, IN (June 6, 2000)

Interactive Intelligence® (NASDAQ: ININ), a leading developer of multi-channel customer interaction management software, today announced that it would demonstrate expanded scalability of the Windows NT Server 4.0-based Enterprise Interaction Center® (EIC) using the Unisys e-@ction Enterprise Server ES7000. The server supports up to 32 processors and 96 PCI I/O slots in a single system, which will provide the capacity to support some of the largest contact centers in the world.

The Unisys ES7000, based on the revolutionary Unisys Cellular MultiProcessing (CMP) architecture, combines mainframe class performance with the total cost of ownership advantages offered by Intel and Microsoft technology. The CMP architecture is unique in its ability to provide "intra-node" clustering for enhanced scalability, while simultaneously enabling partitioning services that can enhance the reliability of the system. Since signing a global distribution agreement in February 2000, Interactive Intelligence and Unisys have worked jointly to qualify EIC on Unisys Intel-based servers. The EIC solution is available for implementation today on the full range of Unisys Intel-based servers. In addition, Unisys is fully certified to support the development and integration of this solution for major clients worldwide.

"Our combined use of Microsoft Windows NT Server technology and the Unisys ES7000 server reasserts EIC's position as the most reliable interaction management solution for organizations of any size," said Dr. Donald E. Brown, president and CEO of Interactive Intelligence, Inc. "We're further strengthening our product offering by not only improving scalability, but also by re-packaging solutions based on specific market needs - in particular, the enterprise, e-business, and service provider markets. By working with key vendors such as Microsoft and Unisys, and by continuing to respond to the needs of our customers, we've propelled EIC from an 'Un-PBX' solution, to a comprehensive interaction management platform suitable for virtually any organization wanting a cost-effective yet powerful communications solution."

"Many of our clients are frustrated with the complexities of developing, integrating, and implementing multi-channel customer interaction services," said Darrell Jennings, vice president and general manager, Global Communications Industry for Unisys. "They are seeking a simplified approach that will enable them to provide customer service solutions in a more timely and cost effective manner. With EIC's unique 'all-in-one' architecture, we can provide them with just this sort of solution."

"Businesses today are looking to deploy customer interaction management systems that grow to support the needs of their expanding customer base", said Peyton Smith, director, Network Solutions Group, Microsoft. "The performance advantage demonstrated by Interactive Intelligence through the use of Windows NT Server running on the Unisys ES7000 platform can bring real business benefits to a wide range of their customers."

To learn more about interaction management technology, be sure to visit the Interactive Intelligence/Unisys SUPERCOMM 2000 exhibit at booth #4739, or stop by the following seminar:

"S-27 Future PBX," June 7, 2000, 1:30pm to 3:00pm, by David Fuller, Director of Marketing - Call Center Applications, Interactive Intelligence.

For a media kit, or to schedule an interview, please contact Christine Holley, market communications manager, Interactive Intelligence, at (317) 715-8220 or christineh@ININ.com.

About Interactive Intelligence

With a worldwide customer base of more than 475 companies, Interactive Intelligence® (NASDAQ: ININ) is considered a leading developer of multi-channel customer interaction management software that allows e-businesses, enterprises, contact centers, and service providers to automate virtually every aspect of their business communications. The company's flagship product, Enterprise Interaction Center® (EIC), is an "all-in-one" Windows NT-based communications software solution. Add-on products

to EIC include Interaction Web™ (Web chat/collaboration, Web callback, and Voice Over Net calls), Interaction Recorder™ (voice logging), Interaction Director™ (network-based pre- and post-call routing), and Interaction Dialer™ (predictive dialing). Interactive Intelligence also offers EIC for Service Providers designed to support large-scale subscriber services including unified messaging, one-number "follow me," call screening, conferencing, and international call back. In addition, the company offers a standalone product called e-FAQ™, an e-mail response management solution for organizations of all sizes. Interactive Intelligence is headquartered in Indianapolis with offices in Los Angeles, St. Louis, Denver, Atlanta, Boca Raton, Washington D.C., Minneapolis, San Francisco, Tokyo, Seoul, Sydney (Australia), Aix-en-Provence (France), Surrey (U.K.), and Waspik (Netherlands). The company can be reached at +1 317.872.3000 or www.ININ.com.

This release contains certain forward-looking statements that involve a number of risks and uncertainties. Among the factors that could cause actual results to differ materially are the following: rapid technological changes in the industry, volatility in the market price of the company's common stock; the company's ability to achieve profitability, to manage successfully its growth and increasingly complex third party relationships, to maintain successful relationships with its current and any new resellers, to maintain and improve its current products and to develop new products and to protect its proprietary rights adequately; and other factors described in the company's SEC filings, including the company's latest annual report on Form 10-K and its quarterly reports on Form 10-Q.

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