INTERACTIVE INTELLIGENCE

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Yardi Systems Deploys Unified IP Business Communications Software from Interactive Intelligence

Property management software company improves customer service as a result of new multichannel features

INDIANAPOLIS & SANTA BARBARA, Calif.--(BUSINESS WIRE)-- Yardi Systems, a provider of property management software and services, has deployed unified IP business communications software from Interactive Intelligence Group Inc. (Nasdaq: ININ).

Yardi deployed the Interactive Intelligence all-in-one IP communications software suite, *Customer Interaction Center*™ (CIC), to support its four distributed contact centers in Irving, Texas; Colorado Springs, Colo.; Cleveland, Ohio; and Cluj-Napoca, Romania.

"CIC has given us the sophisticated workflow and skills-based routing tools we need to easily and reliably manage an unlimited number of multichannel interactions daily," said David Felton, call center operations manager for Yardi. "We've used CIC to create numerous business rules to effectively manage interactions across our diverse client base, which ranges from commercial and multifamily, to military and university properties. It's like we're managing 100 different call centers, yet CIC makes it simple and ensures that our costs are predictable."

Yardi has also benefited from CIC's reporting features. "CIC's comprehensive reporting has enabled our supervisors to drill down into activity by work group and client," Felton said. "The CIC dashboard enables them to see real-time service levels at a glance. They can also use CIC's custom controls to set alerts when service levels fall below pre-set minimums."

Yardi selected CIC over competing systems based on its single-platform, all-in-one architecture. "CIC's streamlined architecture meant we could get it up and running fast and it met all our functionality needs -- from workforce optimization to multichannel interaction management," Felton said.

Yardi selected CIC based on the recommendation of Interactive Intelligence reseller, Adapt Telephony Services. "We appreciated Adapt's objective assessment of the competing systems," Felton said. "They set realistic expectations rather than overpromising to win the business. Adapt was also organized and thorough during deployment, which ensured we stayed on schedule."

About Yardi Systems
For 30 years Yardi Systems has been committed to the design, development and support of software for real estate investment management and property management. With the Yardi Multifamily Suite™, Yardi Commercial Suite™, Yardi Investment Suite™ and Yardi Orion™ for SharePoint®, the Yardi Voyager™ platform is a complete business real estate management solution. It includes operations, accounting and ancillary processes and services with portfolio-wide business intelligence and platform-wide mobility. Yardi is headquartered in Santa Barbara, Calif., and serves clients worldwide from offices in North America, Asia, Australia, Europe and the Middle East. For more information about Yardi, visit www.yardi.com.

About Interactive Intelligence
Interactive Intelligence Group Inc. (Nasdaq: ININ) is a global provider of contact center, unified communications, and business process automation software and services. The company's unified IP business communications solutions, which can be deployed on-premises or via the cloud, are ideal for industries such as financial services, insurance, outsourcers, collections, and utilities. Interactive Intelligence was founded in 1994 and has more than 5,000 customers worldwide. The company is among Forbes Magazine's 2011 Best Small Companies in America and Software Magazine's 2012 Top 500 Global Software and Service Providers. It employs approximately 1,400 people and is headquartered in Indianapolis. The company has offices throughout North America, Latin America, Europe, Middle East, Africa and Asia Pacific. Interactive Intelligence can be reached at +1 317.872.3000 or info@inin.com; on the Net: www.inin.com.

This release may contain certain forward-looking statements that involve a number of risks and uncertainties. Factors that could cause actual results to differ materially are described in the company's SEC filings.

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