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Interactive Intelligence Honored with Cloud Computing Excellence Award from TMC

Interactive Intelligence recognized for its cloud-based communications as a service (CaaS) offering for mid-size to large contact centers and enterprises

INDIANAPOLIS--(BUSINESS WIRE)-- Interactive Intelligence Group Inc. (Nasdaq: ININ) has been honored with a 2012 Cloud Computing Excellence Award from TMC's *Cloud Computing Magazine*.

The vendor received the award for its business communications cloud offering, *Interactive Intelligence Communications as a Service*℠, which was designed to give mid-size to large organizations secure and reliable access to a wide range of contact center and unified communications (UC) applications. "Interactive Intelligence has close to twenty years of experience delivering innovative business communications technology and services," said TMC's group editorial director, Erik Linask.

"It's taken this experience to develop an equally innovative and trusted cloud solution that provides enhanced security and reliability, maximum flexibility, and broad functionality."

The *Interactive Intelligence CaaS*℠ offering keeps customer applications and data isolated from one another for enhanced security. Customers also have the option to keep their voice path, recordings, and other sensitive data within their network.

Interactive Intelligence designed its cloud offering for maximum flexibility with several unique deployment options, customization capabilities, the ability to quickly scale up and down, easy global expansion, and tiered pricing and terms.

Interactive Intelligence CaaS℠ provides a full suite of contact center and unified communications applications, including multichannel queuing, routing and reporting, interactive voice response, outbound dialing, recording and quality management, workforce management, real-time speech analytics, automated customer surveys, CRM and UC integrations, and more.

To learn more about the Interactive Intelligence cloud-based offering, visit: http://www.inin.com/solutions/Pages/Cloud-based-Solutions.aspx.

The Cloud Computing Excellence Awards, now in their second year, recognize companies that have most effectively leveraged cloud computing in their efforts to bring differentiated offerings to market.

An article about the 2012 Cloud Computing Excellence Awards was published in the October 2012 issue of *Cloud Computing Magazine,* which can be accessed at cc-mag.com.

About TMC

TMC is a global, integrated media company that helps clients build communities in print, in person and online. TMC publishes multiple magazines including *CUSTOMER*, *INTERNET TELEPHONY*, *M2M Evolution* and *Cloud Computing*. TMCnet is read by more than 1.5 million unique visitors each month, and is the leading source of news and articles for the communications and technology industries. TMC is also the producer of ITEXPO, the world's leading B2B communications event, as well as industry events: *M2M Evolution*; *Cloud4SMB Expo*; *DevCon5; HTML5 Summit; Super Wi-Fi Summit, CVx*; *AstriCon*; *StartupCamp*; *MSPWorld* and more. Visit TMC Events for a complete listing and further information. For more information about TMC, visit www.tmcnet.com.

About Interactive Intelligence

Interactive Intelligence Group Inc. (Nasdaq: ININ) is a global provider of contact center automation, 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 4,500 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 more than 1,000 people and is headquartered in Indianapolis, Indiana. 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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