INTERACTIVE INTELLIGENCE

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Interactive Intelligence Announces Details for Interactions 2013 Global Conference

Keynotes include NASA Apollo 13 legends, Jim Lovell and Gene Kranz; Angie's List founder, Angie Hicks; and Interactive Intelligence founder and CEO, Dr. Donald Brown

INDIANAPOLIS--(BUSINESS WIRE)-- Interactive Intelligence Group Inc. (Nasdaq: ININ), a worldwide provider of unified IP business communications software and services, has announced the details for its *Interactions 2013* global conference, to be held May 13-16 in Indianapolis, Indiana, U.S.A.

This year's conference theme, "Deliver the Experience," is designed to give Interactive Intelligence customers, partners, consultants, analysts and media insight into how companies can most effectively create great service experiences for their customers.

"Our goal for *Interactions 2013* is to give companies educational information about the technologies and best practices that can help them most effectively turn customer service into a sustainable business advantage," said Interactive Intelligence chief marketing officer, Joe Staples. "This is a truly global event and those attending will benefit from the expertise of a wide range of speakers — from our own team of senior product and strategist specialists, to customers and third-party industry experts from around the world."

Interactions 2013 will feature keynotes from NASA Apollo 13 legends, Jim Lovell and Gene Kranz; Angie's List founder, Angie Hicks; and Interactive Intelligence founder and CEO, Dr. Donald Brown.

The conference will include more than 120 sessions focused on contact center automation, unified communications, business process automation, cloud communications, social media, mobile customer service, workforce management and planning, and more.

Interactions 2013 will include tracks for topics associated with its acquired companies, Latitude Software, a debt collection software provider, and Bay Bridge Decision Technologies, a forecasting and capacity planning technology supplier.

In addition, sessions will be offered on topics for key vertical industries, including accounts receivable management, banks and credit unions, government, healthcare, insurance, outsourcers, and utilities.

Interactions 2013 is a global event and is expected to draw attendees from 25-plus countries around the world.

Early bird registration and pricing discounts for *Interactions 2013*, which is open to Interactive Intelligence customers, partners, and other pre-approved guests, is available now through March 15, 2013.

For more information, visit: www.inin.com/interactions.

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 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, 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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Interactive Intelligence
Christine Holley, Senior Director of Market Communications, +1 317-715-8220
christine.holley@inin.com

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