



INTERACTIVE INTELLIGENCE®

Deliberately Innovative

Medibank Health Solutions, Cellarmasters, Ezispeak and QPC Scoop Interactive Intelligence 2013 Awards

Sydney - 21 November 2013 – Interactive Intelligence (Nasdaq: ININ), a global provider of unified IP business communications solutions, recently announced the winners of its 2013 Australia Customer and Partner Awards at Engage 2013, the company's first regional conference dedicated to senior product executives, customers, analysts and consultants.

Interactive Intelligence evaluating award winners by using a variety of criteria, including the innovative use of Interactive Intelligence solutions for driving excellence in customer experience.

Brendan Mare, Managing Director – Australia, New Zealand and Pacific, Interactive Intelligence said, "We recognise the critical role that our partners and customers play in our continued success and it gives us great pleasure to acknowledge their contribution."

The Customer and Partner Excellence 2013 award was jointly awarded to Ezispeak, a national Australian provider of on-demand interpreting services, and QPC, a global contact centre software provider. The award recognises the strength of the relationship between a customer and a partner, and the critical role this plays in driving innovation in the use of the Interactive Intelligence Customer Interaction Centre platform.

Ezispeak and QPC were recognised for the joint commitment to bring about market transformation by way of changing the customer experience for those in the community engaged with Ezispeak's interpreting services.

Interactive Intelligence AU-NZ Managing Director Brendan Maree said "At the moment, you have interpreters who physically have to travel hundreds of kilometres every week to provide a much needed service for the community. Ezispeak is making a real difference; they want to improve how people connect, collaborate and communicate with each other and we're proud to be a part of that journey for the Australian community".

Cellarmasters, Australia's leading direct wine retailer, won the Ambassador 2013 award in recognition of its strong support of Interactive Intelligence. Cellarmasters demonstrated this publicly by being actively involved in promoting Interactive Intelligence solutions at events and roadshows throughout the year.

Medibank Health Solutions took home the Innovator's 2013 award. This was awarded to the company that demonstrated the most unique application and forward-thinking use of Interactive Intelligence software. Medibank provides critical services in Australia and New Zealand, including a suicide hotline, after hours Nurse and GP

line and immigration and defence services to the Australian government. As these services are critical in nature, the company has successfully built and deployed a unique Business Continuity Platform and Disaster Recovery platform which is tested every six weeks.

Finally, VoicePro Technology Group received the Partner Recognition award. This award recognises Interactive Intelligence's most recent channel partner which has brought considerable contact centre experience to the Interactive table in terms of technical expertise in design, deployment, customisation (platform & speech recognition / IVR) and contact centre human performance management / optimisation..

"The winners of our inaugural Engage 2013 awards have excelled in their commitment to Interactive Intelligence throughout the year while at the same time have grown their business in a challenging market. They are an inspiration and we look forward to developing new ideas together moving into the new year," Maree concluded.

About Interactive Intelligence

Interactive Intelligence Group Inc. (Nasdaq: ININ) is a global provider of contact centre, unified communications, and business process automation software and services designed to improve the customer experience. The company's solutions, which can be deployed via the cloud or on-premises, 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 Software Magazine's 2013 Top 500 Global Software and Service Providers, and is the recipient of TMC's Cloud Computing Magazine's 2012 Cloud Computing Excellence Award. It has received Frost & Sullivan's Company of the Year Award, Contact Centre Systems, North America, for the last two consecutive years. Interactive Intelligence employs more than 1,500 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 +61 2 8918 4878 or info_aunz@inin.com; on the Net: www.inin.com/au-nz <<http://www.inin.com/au-nz>> .

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