



MICROSOFT®-BASED BUSINESS COMMUNICATIONS

Vonexus is a wholly-owned subsidiary of Interactive Intelligence Inc.® (Nasdaq: ININ), a global developer of business communications solutions



FOR MICROSOFT® BUSINESS SOLUTIONS CUSTOMERS WHO WANT MORE THAN JUST DIAL TONE FROM THEIR CURRENT PBX, ENTERPRISE INTERACTION CENTER® (EIC) IS THE MICROSOFT-BASED IP PBX THAT INTEGRATES YOUR COMMUNICATIONS AND BUSINESS SYSTEMS. UNLIKE THE PROPRIETARY PHONE SYSTEMS FROM OTHER IP PBX VENDORS... EIC IS THE OPEN SYSTEMS IP TELEPHONY SOLUTION THAT LOWERS YOUR TCO AND FUTURE PROOFS YOUR INVESTMENT.

FEATURES OVERVIEW

Microsoft®-based IP PBX Communications Solution

ENTERPRISE INTERACTION CENTER®. *For Small to Medium-sized Businesses and the Distributed Organization.*

“Voice over Internet Protocol (VoIP) technologies have matured to the point where enterprise buyers recognize that future telephone systems will be IP-based. IP PBXs offer new applications while reducing telephone toll charge and operations costs.”

—Allied Business Intelligence

Enterprise Interaction Center is a complete IP PBX for all of your communications needs in a single system. EIC offers basic automated attendant, voicemail or unified messaging, Follow-Me, built-in fax server, informal call center (or basic ACD) functionality, Web contact management with chat and Web callback, real-time presence management, and complete remote access for today’s teleworkers and mobile users.

How does EIC do all of this?

Open system approach. Unlike the multiple systems approach from major vendors, the Enterprise Interaction Center IP PBX is open software that gives your business a flexible, platform-independent solution. This allows Vonexus to standardize EIC on an established lineup of servers, IP phones and gateways from the communications industry’s most recognized providers, all certified by Vonexus.

IP-ready out of the box. EIC comes equipped for Internet-based voice over IP (VoIP) and SIP and requires no “hidden” proprietary middleware or additional hardware to launch the EIC system on an IP-based network. Intel® NetStructure™ Host Media Processing (HMP) Software makes EIC a “100% software” solution by replacing complex, more expensive voice boards in the EIC Server.

Server-based scalability. EIC scales from 50 to 1,000 users/ workstations, with additional EIC licensing and server upgrades for ports and gateways available. EIC also outfits multi-site organizations with a single EIC Server at each site connected over a local or wide area network (LAN or WAN), or via a SIP-based network using the Interaction SIP Proxy™ Server and SIP gateways. No forklift upgrades are ever required.

Rapid installation. The EIC Server comes pre-configured including the Microsoft® Windows® 2003 operating system on which EIC runs and all required system components and IP phones. On-site installation therefore requires only running the EIC Set-up Wizard, and configuring stations, lines and users via EIC’s built-in administration interface

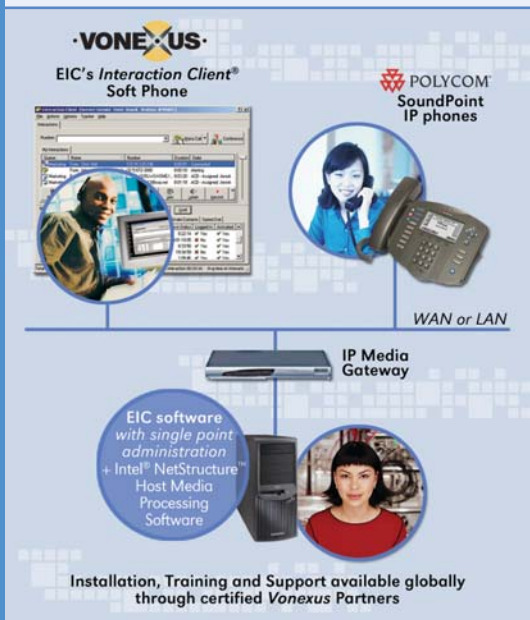
Key benefits

EIC’s pre-integrated features and open software architecture are made to benefit the budget of a small business enterprise:

Faster return on investment resulting from a lower initial investment, minimized deployment time, and features that immediately maximize productivity.

Future proof investment protection from the ability to move the open EIC software to more powerful hardware such as faster CPUs, roll out voice over IP, and deploy new functionality on demand.

A lower total cost of ownership with EIC’s Microsoft-centric approach to network management, cost-reducing IP phones, and a single point of system administration for voice as well as data that facilitates in-house adds, moves, and changes.



For Users

IP PBX call processing for users, including configurable dial plan and Direct Inward Dial (DID) number routing

Basic SIP phone capabilities

- Transfer, Conference, Hold, and other common phone features
- Caller ID
- Call and message waiting
- Hot-desking and login from any phone

The Windows®-based *Interaction Client*® unified desktop interface, which transforms any phone device into a corporate extension on the PC

- Point & click controls to manage calls and Web contacts, including Pickup, Hold, Transfer, (send to) Voicemail, Disconnect, Pause, etc.
- Conferencing up to 30 parties
- Presence management status settings (real-time company in/out board)
- Corporate directories and speed dials for individuals as well as workgroups
- Workgroups interface “page” for workgroup directories, workgroup member status, and extension dialing
- Facilitates hot-desking and remote login
- Use the *Interaction Client* with a SIP telephone or from any phone where user logs in
- Operator target for “0” option out of a user’s voicemail
- Advanced call coverage options for administrative and executive staff

Real-time presence management

controlled from the *Interaction Client* with status settings such as Available, At Lunch, In a Meeting, Out of the Office, etc.

- Set anticipated return times with “Until” fields for date (day) and time of day
- Camp feature lets EIC users monitor when unavailable users become available

Messaging options

Voicemail only if full unified messaging isn’t desired (voicemail only does not offer fax server option)

Unified messaging

- Turns user’s e-mail inbox into universal repository for e-mails as well as voicemails and faxes
- Streamlined message management
- Chat messaging (while away)
- Remote e-mail access via telephone
- Fax forward to alternate number

Add-on desktop faxing via EIC fax server licensing

- Desktop fax viewer
- Simple fax on demand using *Interaction Attendant*®
- Auto routing to user extension mailbox or Direct Inward Dial (DID) number

Basic ACD for automatic call distribution among workgroups

One-number Find-Me/ Follow-Me to forward calls and messages to users when away from their desk or the office, based on a user-pre-determined Forward phone number maintained in the *Interaction Client*

Web services/ Internet chat server “out-of-the box” to offer customers Web interaction options:

- Web chat, including chat mail, chat recording, workgroup chat, and chat transfers among users
- Web callback requests
- Web Find-Me, which maximizes user availability via an Intranet or public Web site so customers can locate employees, initiate a Web chat, or request a callback
- Intercom chat that allows users to text chat on the *Interaction Client* rather than via phone calls
- Web contact queue capabilities

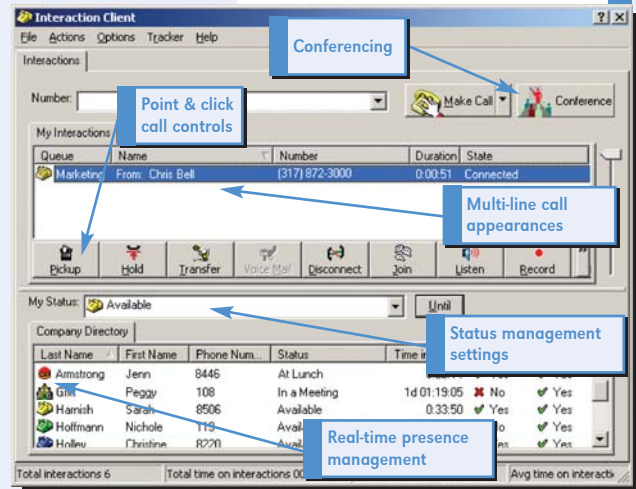
Workgroup solutions

- Hunt groups/ group ring for users and stations; allows calls to be handled by any available user within workgroup; station groups are configurable for simultaneous ringing
- Basic ACD call distribution to specific workgroups, such as Marketing or Support
- Workgroup chat
- Screen pop (CTI)
- Real-time workgroup monitoring for supervisors, including workgroup performance reports
- Multimedia workgroup queuing for phone calls, Web chats and Web callback requests

Administrative assistant features

- User monitor/assist and call forwarding to back up calls and always offer live assistance
- Call coverage options to answer calls based on internal or external calls, status of DND, etc.
- Multiple ring types based on the user being monitored
- User “monitor” capability to assist other admin staff temporarily during breaks, etc.

The *Interaction Client* maximizes employee availability, collaboration and productivity by putting users in total communications control from the desktop.



Easily integrated desktop business applications, existing and new

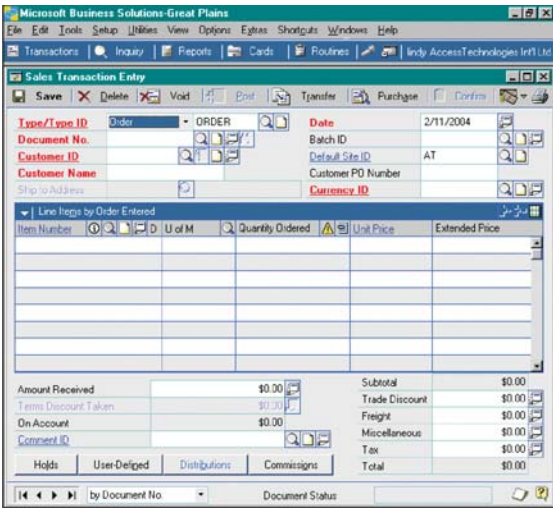
- Microsoft® Business Solutions suite (Great Plains®, Navision®, Axapta® and Microsoft CRM), FrontRange, PeopleSoft® and many others
- **Screen pop**, pre-integrated with Microsoft Business Solutions via EIC to “pop” customer, accounting and ERP data to the desktop for immediate data look-ups
- **IVR applications** to pre-integrate self-service interactive voice response into Microsoft Business Solutions and allow customers to access account balances, open invoices, order and service histories, etc.; EIC-based IVR also offers Text-to-Speech (TTS), support for generating HTML pages, and results tracking for data gathered via the IVR process
- **Embedded telephony call controls in the Microsoft CRM Client** to manage a customer’s telephone call and account information simultaneously from the same CRM Client interface

Built-in Account Code support to track activity back to specific accounts

- Account Code Calls: supports tracking and billing of all calls to specific accounts
- Account Code on Faxes: allows accounts to be billed for faxes, courtesy of EIC’s fax server
- Account Code detail and summary reports: run reports or export them to a billing package
- Add Account Codes at any time during a call

Supervisor/ quality monitoring including a Listen feature and customizable alerts based on condition of workgroup queue or agent status

- Integrate the optionally available *Interaction Supervisor*™ “plug-in” application for advanced Workgroup Views (workgroup and queue stats), Agent and Workgroup Overview Views, and Graph Views, all in one comprehensive real-time monitoring interface



Easily integrated desktop applications such as Microsoft® Business Solutions - Great Plains® let you pair EIC's communications features with data processes to more efficiently take customer orders, enter sales transactions, track accounts payable data, etc.

For Remote Workers and Mobile Users

Virtual Office feature set that provides an EIC "corporate extension" for laptops and laptop-connected cell phones or telephones

- Use the *Interaction Client* as softphone with a multimedia PC
- Communications console via the *Interaction Client* for: call control; conferencing; multiple call appearances; interaction queuing/ management for Web chats, callbacks and screen pops; access to corporate directories; real-time presence management
- Unified message manager for "unavailable" call processing; messaging requirements; voice mails and faxes in e-mail inbox
- Hot-desking for workers who need to "plug in" at remote branch offices or other locations outside the main office
- Support the Virtual Office feature set using Intel® Centrino™ Mobile Technology, Windows Mobile™ software, Pocket PCs and other PDAs

Microsoft SharePoint® Portal Server 2003 integration to centralize data and communications in a Web browser portal and let employees work from nearly anywhere, including at home.

Follow-Me (calls) and Web Find-Me services to locate users, and to forward calls and messages when a user is away from his or her desk or the office

For Administrators and IT Staff

Microsoft-based solution

- Runs on the Microsoft® Windows® 2003 operating system
- Microsoft-centric network approach
- E-mail via Microsoft Exchange and Outlook®

Interaction Administrator® interface

- Single administrative interface for all EIC applications: phone system, voicemail, unified messaging, fax server, basic ACD with screen pops, presence management settings, and chat server including intercom chats among users
- Make adds, moves, and changes in house, in minutes, in a Windows-based environment
- Centralize EIC administration across distributed branch offices via a WAN or LAN
- Replace multiple system administration interfaces/ applications required for "multi-box" proprietary communications systems
- Configure and manage integrated add-on applications such as *Interaction Supervisor* and *Interaction Multi-Site*

Interaction Attendant® automated attendant interface

- Configure call routing to individual users and workgroups based on time of day or other schedule
- Configure station transfer routines to standalone station or station group
- Create and update on-hold messages, greetings, line, time of day, scheduled events, holiday/ after hours menus, and unplanned closings such as snow days
- DID/ DNIS routing to specific menus or queues
- Caller (customer) prompting, such as prompts for a caller's ID or account number
- Decision to route call to workgroup based on availability, number of users, length of oldest call waiting, etc.

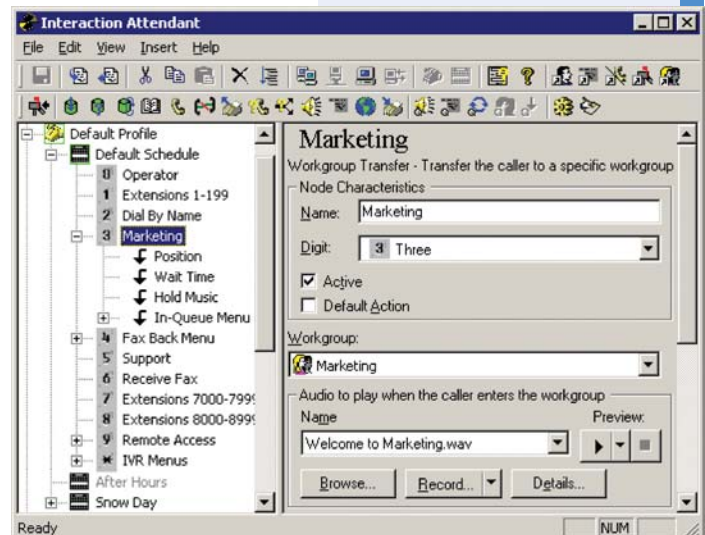
Interaction Multi-Site™ add-on component

- Multi-site dial plans and roving users
- Real-time status updates for multi-site presence management
- Multi-site reporting to a centralized database server on the network

Seamless migration to the Customer Interaction Center® solution from Vonexus parent company Interactive Intelligence

- No forklift upgrades and no interface changes for users and administrators
- CIC adds multimedia queuing, skills-based routing, enhanced online functionality, e-mail processing, predictive dialing and other advanced features

EIC's inherent *Interaction Attendant* lets you configure ACD call processes, basic call routing schedules, remote access routines, and auto attendant-based menus that route incoming calls according to the caller's menu selection



Complete IP PBX made for VoIP

Sized to fit your business

The *Enterprise Interaction Center* (EIC) IP PBX system is available in pre-configured offerings for 50, 75, 100 and 125 users, but can also be configured for as many as 1,000 users on a single EIC server.

IP-ready, 100% software solution

EIC comes equipped to support the Internet Protocol (IP) and the software-based Session Initiation Protocol (SIP) open communications standard for voice over IP (VoIP). Intel's NetStructure Host Media Processing Software completes EIC's total software equation by replacing telephony cards in the EIC Server.

No assembly required...

The non-proprietary EIC system comes pre-assembled using components from the world's most trusted communications suppliers. We simply put everything together and deliver the single-server EIC solution to your office, ready to go. Along with a basic EIC Server license, ports, and licensed EIC software for workstations and the *EIC Interaction Client* desktop user interface, your EIC solution includes:

- **EIC Server.** An entire line of Intel-based, telephony-grade servers is available, all validated by Vonexus. Servers use a single processor for 50 users, and dual processors for 75 users and up.
- **HMP software.** Intel's NetStructure HMP Software elevates IP PBX performance with SIP-based voice, conference, and RTP audio resources. It also reduces costs over more expensive TDM voice boards typically required for IP telephony. Intel's enhanced G.729/723 HMP software is optionally available for EIC.
- **SIP-compliant FXS media gateway.** Whether 2 stations, 2 stations w/ switch, 8 stations or 24, EIC utilizes proven FXS

gateways you can rely on.

- **FXO media gateway.** EIC also utilizes a wide range of reliable media gateways ranging from 2, 4, 8 or 24-port analog FXS/FXO models to digital models that support multiple T1/ PRI circuits.
- **SIP compliant phones.** Polycom provides a selection of SIP phones for the various-sized EIC system offerings ranging from basic end-user devices to highly sophisticated phones for executives. EIC and the open SIP standard also easily accommodate USB phone headsets and standard analog phones.
- **Microsoft-based solution.** EIC runs on Windows 2003, offers e-mail via Microsoft Exchange and Outlook, and lets your business easily integrate Microsoft® Business Solutions applications including Great Plains®, Navision® and others.

EIC Bundled Offerings options

Basic EIC Offering

- EIC IP PBX Server (hardware and software platform)
- Voicemail
- Automated attendant

Advanced EIC Server Offering—Basic Server, plus:

- Informal call center functionality
- Fax server
- Reporting
- Multi-site replication
- Locality look-up

Optional EIC offerings

- EIC Business workstation
- Unified Messaging add-on (voicemail, e-mail, fax)
- Desktop Faxing add-on
- Phone only call center workstation
- Basic contact center workstation
- Basic Web Chat add-on
- Advanced Web Chat add-on
- Advanced SIP Proxy server

Rapid installation

Once the pre-configured EIC Server is delivered to your site, implementation is simply a matter of running the menu-driven EIC Set-up Wizard, configuring stations, lines and users via EIC's built-in system administration interface, and putting the EIC IP PBX phone and communications system to work.

Why Voice over IP (VoIP) and SIP?

By routing IP PBX-based voice traffic over a data network using interoperable IP devices—including a SIP proxy server to direct calls to their proper destination—SIP considerably reduces costs over traditional telecom carrier networks and services. Moreover as an international standard for control within IP networks, SIP gives any organization a blueprint for text-based messaging and application sharing in addition to real-time voice communications.

Education, Training and “E-Learning”

Vonexus offers continually updated training curriculums for EIC system administrators and end-users through its parent company, Interactive Intelligence. Online E-Learning Courses provide convenience, while instructor-led courses and labs facilitate hands-on learning at locations throughout North America, Europe and the Asia-Pacific. Visit www.vonexus.com/education (or www.ININ.com/education) for current course listings, descriptions and online registration.

For More Information and Availability

For more Information on the Enterprise Interaction Center®, visit www.vonexus.com.



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Vonexus is a wholly-owned subsidiary of Interactive Intelligence Inc.® (Nasdaq: ININ), a global developer of business communications solutions since 1994. Vonexus offers the only 100% Microsoft®-based IP telephony solution developed exclusively for Microsoft Small to Medium-sized Business (SMB) customers—the Enterprise Interaction Center®. In addition to supporting Microsoft® Business Solutions applications and MicrosoftServer Solutions, EIC offers SMBs as well as enterprises and mobile workgroups a host of productivity-enhancing features including Windows® or Outlook®-based softphone, Exchange-based voice mail and unified messaging, integrated IVR, and Windows Mobile™ and Office Online functionality.

Find out how Vonexus and the EIC IP telephony solution can help you grow your business with a reliable and complete converged communications system, from the leader in all-software IP telephony. Vonexus.

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