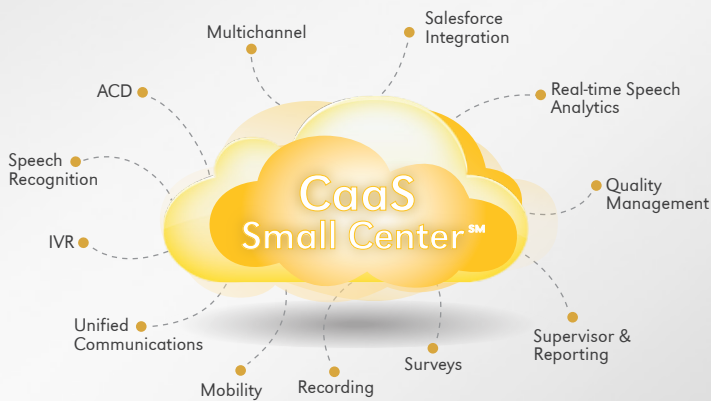


## You don't have to be a big contact center to deliver a great customer experience.

Small organizations have to be more creative to accomplish more with less capital and fewer resources. Until now, advanced contact center functionality was an advantage only for larger organizations. But times have changed. Introducing the Interactive Intelligence® Communications as a Service Small Center (CaaS Small Center<sup>SM</sup>) – a cloud solution designed to give smaller contact centers (10-50 agents) the advantage of a mature and simplified product offering with reduced risk and scalability for future growth. As an add-on to a contact center implementation, CaaS Small Center also provides unified communications capabilities for up to 100 business users to help streamline operations.

### Product Maturity – Improve your ability to deliver a great customer experience.

Deliver the same solid experience as large contact centers with the power, breadth, reliability, and security of an eighth generation platform.



### Feature Rich

Tap into a feature-rich, market-leading solution like the big centers – even with a limited budget.

- **Multichannel.** Open new channels of communication to expand the customer experience.
- **Real-time speech analytics.** Give contact center managers insight into what customers are saying – and what they should focus on. Simple to use and understand, this powerful functionality dramatically improves the customer experience and increases revenue opportunities.
- **Tight integration with Salesforce.** Put everything at the agent's fingertips in a single interface to help them answer questions quickly and precisely – without requiring customers to repeat basic information.
- **Mobility.** Give supervisors and management the ability to monitor agent and center activity while on the go from a rich, interactive iPad app.

### Reliable

Benefit from technology refined over eighteen years – and proven by over 5,000 global customer deployments. Large contact centers around the world rely on Interactive Intelligence to keep their business running 24/7/365. Your small center can, too.

- **Enjoy built-in geo-redundancy.** Continue to do business if a natural disaster occurs. You're protected from data center outage with redundancy between geographically dispersed data centers – which keeps your applications running smoothly.
- **Rest assured.** Rely on our dedicated 24/7 world-class Network Operating Center (NOC) to proactively monitor your environment.

### Secure

Operate the same technology powering contact centers with the highest security and compliance requirements – including companies in financial services, healthcare, insurance, and government.

- Benefit from our systematic approach to managing technology and services – with industry certification at the corporate (SOX, ISO 9001, ISO 27001, JITC), cloud services (SSAE-16 SOC2, PCI DSS 2.0 Level 1), and data center levels.
- Keep your applications isolated from other businesses with virtualization and the segmented infrastructure of a larger cloud network for top level security.
- Count on us to proactively monitor potential security issues from our NOC.

### Simplified Offering – Lower TCO and reduce the impact on your internal organization.

Small businesses and small contact centers typically don't have access to armies of IT resources. Administration and management of applications must be easy. At every step in the design of CaaS Small Center, we asked the question, "How can we make it simpler for our customers?"

Access clear-cut service and pricing packages, including low-cost implementation, to eliminate lengthy and expensive customization projects.

#### It's simple.

1. Pick your media option – voice only or multichannel
2. Choose any add-on modules you want (real-time speech analytics, etc.)
3. Indicate how many contact center agents and how many business users you have

Basic user provisioning can be completed in less than an hour. And agent connections are all done over the Internet, so there's no time-consuming desktop software to install and maintain.

Receive the most from your investment in an easy-to-manage environment.

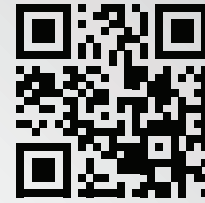
- Tightly integrated suite of applications
- Web-based administration

CaaS Small Center gets you up and running quickly, delivers great functionality, and reduces management and administration requirements.

## Reduced Risk – Protect against expenses and migrate safely to the cloud.

Minimize financial and operational risk.

- **Free product test drive with QuickSpin.** Know what you're getting and see it in action.
- **Quick execution – we guarantee it.** No long, complex implementation. You'll be up and running in 15 days.
- **Standing support.** A dedicated implementation manager works with you to ensure seamless deployment.
- **No long-term contract commitments.** Get the solution you need – without strings attached.



For a free trial go to:  
[www.inin.com/CaaSSC2](http://www.inin.com/CaaSSC2)

## Scalability – Enjoy long-term investment protection.

Add users and features – no matter how large you grow. You'll have an upgrade path to the broadest feature set in the cloud and the ability to scale to 5,000+ users. And this happens without switching providers, platforms, or applications. No new training required. Just an easy migration from CaaS Small Center<sup>SM</sup> to a CaaS edition that supports a higher user count. And this scalability protects your investment now and in the future.

### Upgrade path no matter how large you grow.

SIMPLE AND POWERFUL	Standard Edition	Preferred Edition	Premium Edition
<p><b>Small Center Edition</b></p> <p>10-50 Agents</p> <p>Simple yet powerful solution for small contact centers<sup>1</sup></p>	<p>25-500 Agents</p> <p>Base functionality with ability to add multichannel and workforce optimization capabilities, standard support</p>	<p>25-5,000 Agents</p> <p>Extend options for advanced functionality, enhanced support</p>	<p>25-5,000+ Agents</p> <p>Full list of options for advanced functionality, maximum support</p>
<p><b>Base functionality</b></p> <ul style="list-style-type: none"> <li>• Automatic contact distribution (ACD)</li> <li>• Interactive voice response (IVR)</li> <li>• Unified communications (UC)</li> <li>• Multichannel (voice, email, chat)                             <ul style="list-style-type: none"> <li>- Voice only also available</li> </ul> </li> <li>• Contact recording</li> </ul> <p><b>Available options</b></p> <ul style="list-style-type: none"> <li>• Speech recognition</li> <li>• Real-time speech analytics</li> <li>• Post-call and IVR surveys</li> <li>• Salesforce integration</li> <li>• Supervisor and reporting                             <ul style="list-style-type: none"> <li>- Quality management included</li> <li>- iPad edition for mobility</li> </ul> </li> </ul> <p><b>Standard support</b></p> <ul style="list-style-type: none"> <li>• M-F 8am-8pm local</li> </ul>	<p><b>Base functionality</b></p> <ul style="list-style-type: none"> <li>• Automatic contact distribution (ACD)</li> <li>• Interactive voice response (IVR)</li> <li>• Unified communications (UC)</li> </ul> <p><b>Available options</b></p> <ul style="list-style-type: none"> <li>• Multichannel (voice, email, chat)</li> <li>• Speech recognition</li> <li>• Recording and quality management</li> <li>• Workforce management</li> <li>• Real-time speech analytics</li> <li>• Post-call and IVR surveys</li> <li>• Select CRM and UC integrations</li> <li>• Supervisor and reporting                             <ul style="list-style-type: none"> <li>- iPad edition for mobility</li> </ul> </li> <li>• Conference bridge</li> </ul> <p><b>Standard support</b></p> <ul style="list-style-type: none"> <li>• M-F 8am-8pm local</li> </ul>	<p><b>All Standard Edition capabilities, plus:</b></p> <p><b>Additional options available</b></p> <ul style="list-style-type: none"> <li>• Outbound dialing</li> <li>• Web portal for outsourcers, agents, management</li> <li>• Screen recording</li> <li>• Strategic resource planning</li> <li>• Additional media channels</li> <li>• Broad set of packaged integrations</li> <li>• Public API for custom integrations</li> <li>• Business process automation</li> </ul> <p><b>Enhanced support</b></p> <ul style="list-style-type: none"> <li>• S-S 8am-8pm local</li> <li>• Discounted professional services</li> </ul>	<p><b>All Preferred Edition capabilities, plus:</b></p> <p><b>Additional options available</b></p> <ul style="list-style-type: none"> <li>• Natural language speech recognition</li> <li>• VoiceXML</li> <li>• Advanced text to speech</li> <li>• Visual programming interface</li> <li>• Enhanced customization</li> <li>• Development sandbox</li> </ul> <p><b>Maximum support</b></p> <ul style="list-style-type: none"> <li>• 24/7/365</li> <li>• Discounted professional services</li> </ul>

<sup>1</sup>What is included with each Small Center Edition item may differ slightly from the Standard Edition. Please see the detailed comparison chart.



Interactive Intelligence is a global provider of contact center, unified communications, and business process automation software and services designed to improve the customer experience. The company's unified IP communications solutions, which can be deployed via the cloud or on-premises, are in use by more than 6,000 organizations worldwide.

At Interactive Intelligence, it's what we do.

© 2014 Interactive Intelligence Group, Inc. All rights reserved.

#### World Headquarters

7601 Interactive Way  
Indianapolis, IN 46278 USA  
+1 317 872 3000 voice and fax

#### EMEA

Thames Central, Hatfield Road  
Slough, Berkshire, SL1 1QE  
United Kingdom  
+44 (0)1753 418800 voice and fax

#### Asia Pacific

Suite 6.1 Level 6 Menara IMC  
8 Jalan Sultan Ismail  
50250 Kuala Lumpur  
Malaysia  
+603 2776 3333 voice  
+603 2776 3343 fax

0114

4087-CSC-ENG

[www.inin.com](http://www.inin.com)