

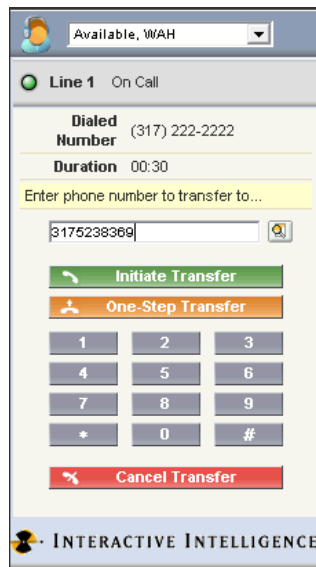
Salesforce.com Connector

Salesforce.com Connector to CIC and Vonexus EIC

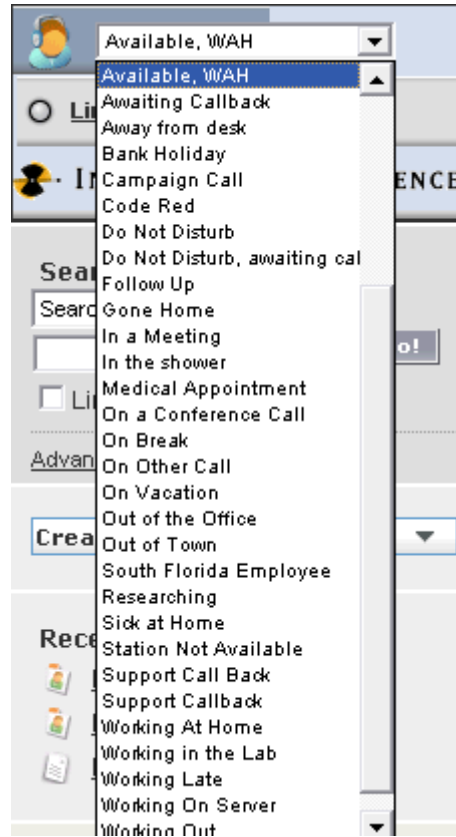
Salesforce.com Integration to CIC and Vonexus EIC

Many Interactive Intelligence customers also use Salesforce.com as their CRM application. For those customers, we are pleased to announce the upcoming availability of a standard integration to Salesforce.com that can be used with both CIC and Vonexus EIC.

Phase one of the Salesforce.com Connector will provide call control, including click to dial, call pickup, disconnect, hold, transfer, and conference from within the Salesforce.com user interface. Through our presence management integration, users may also set their status messages.

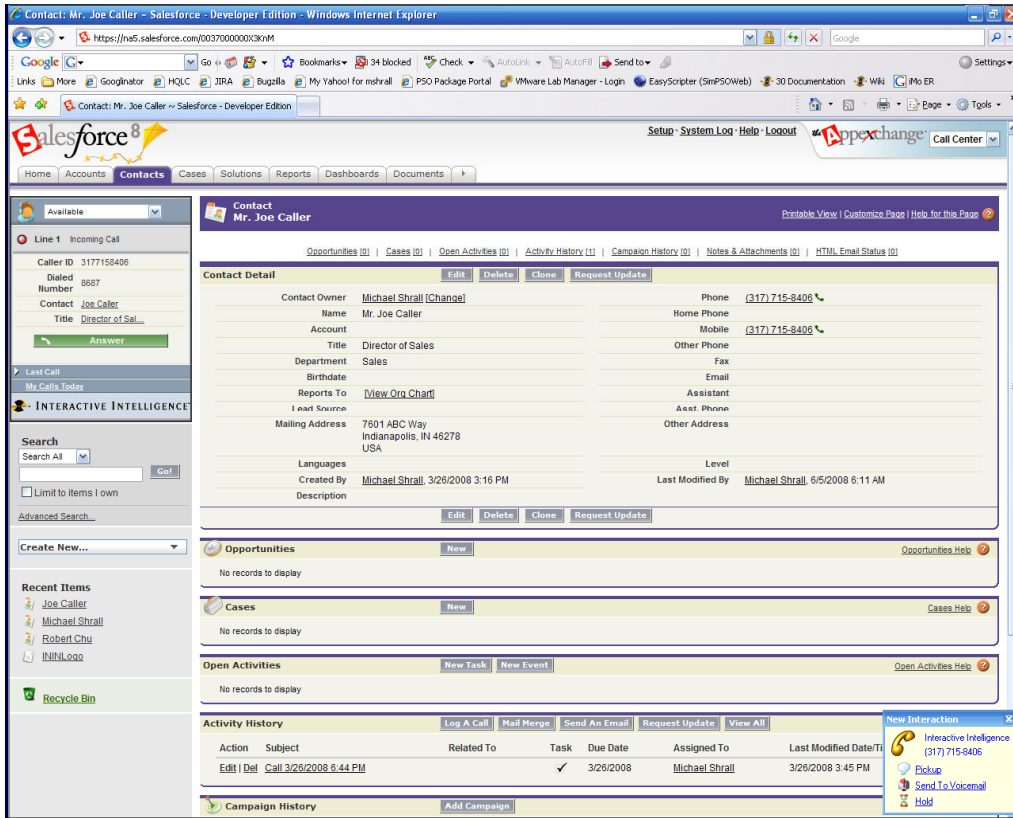


From the Salesforce.com interface, users may make and take calls. The actual handling of the calls takes place on the IC Platform



Users may set presence statuses from a pull down menu in their Salesforce.com interface.

To enable users to respond more precisely to their customers, the connector will also provide a screen pop on inbound calls, enabling display of information such as contact records. It will also provide an integrated call history.

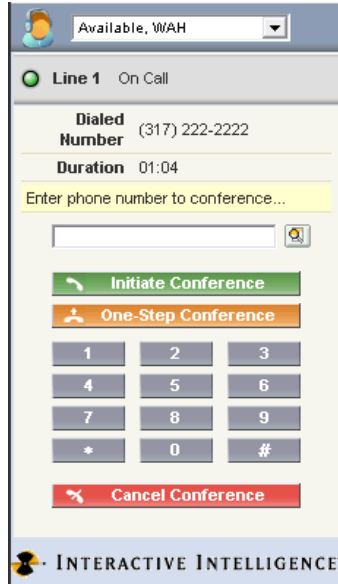


Inbound calls can trigger screen pops of contact data

The integration will support all the standard IC login types including Workstation, Remote Workstation, Remote Number, and SIP Soft Phone, thereby supporting remote workers as well as those in an office.

The integration will be available for CIC and Vonexus EIC versions 2.4 and 3.0. It is client side only. At this time, the integration only supports phone calls.

Additional integration points are planned for the future, such as IVR based integration, support for more media types, and additional features such as support for wrap-up codes.



Salesforce.com users will appreciate the ease of use in creating conference calls.

The Salesforce.com Connector may be ordered from the standard pricelist. Pricing will be available in early Q3, 2008.

Note about this document:

This document is a marketing features list for a release currently under development. The final features in this release may change from those listed in this document. Final product technical documentation for this release will be available through the product release notes, Getting Started Guides, and product documentation. These documents will be available to customers and partners on the final product DVD.

Document Name	Purpose and Revision History	Date Issued:	Version:
Salesforce.com Connector Feature Enhancements	Initial Release	June 5, 2008	Version 1.0
Salesforce.com Connector Feature Enhancements	Updated reference to Vonexus EIC	June 21, 2008	Version 1.1