

Interaction Marquee 3.0

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Interaction Marquee
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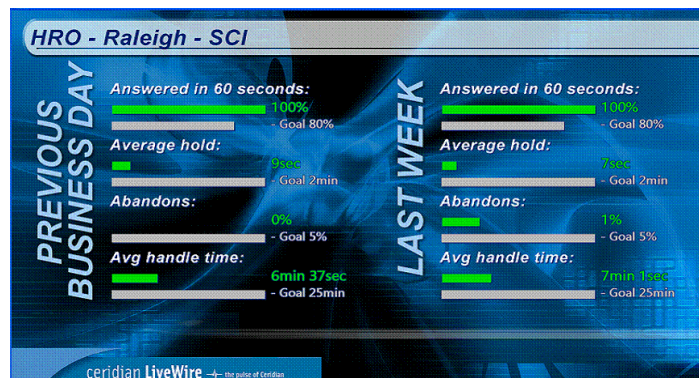
Interaction Marquee

Discover for yourself how Interaction Marquee is helping customers manage for success by delivering critical information in real-time

Interaction Marquee can deliver any workgroup operational statistics to multiple destinations - as a web page on any type of PC or plasma display device - projected onto a wall and on the supervisor's desktop as a heads-up executive information display – on hand-held computers and smart phones – within external applications – or the details can be sent as e-mail. Interaction Marquee collects statistics information and packages the information using its unique “plug-in” architecture. That means you can display any statistic available from the Interactive Intelligence Customer Interaction Center™ anytime and anywhere you want.

Interaction Marquee Benefits:

- A single Interaction Marquee server can gather statistics from multiple CIC servers. Interaction Marquee will store these statistics in separate XML documents. Custom web pages can be used to blend the statistics together for browser-based displays.
- Custom plug-in modules can be easily created to extend the functionality of Interaction Marquee giving your organization the power to present statistics that make sense in the context of your unique performance standards and business objectives.
- Using XSLT, basic math functions can be used to calculate custom statistics not available within CIC.
- Interaction Marquee's browser based design allows key decision makers to have access to critical data practically anywhere and anytime using a device capable of displaying browser based content.
- Interaction Marquee is an ideal visual performance management tool for the Contact Center that can be used to motivate employees and to make a powerful marketing statement to visitors in your Contact Center.



- Interaction Marquee keeps your staff informed with important daily messages and relevant news

Availability

Interaction Marquee 3.0 requires IC 3.0 SU 2 and is available now.

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Minimum requirements

1. Interaction Marquee Server Requirements:

- Intel Pentium III or greater*
- Windows 2000, XP, or Server 2003
- 128MB RAM
- Microsoft Internet Information Services (IIS) 5.0 or later**
- Microsoft .NET Framework v 2.0
- Microsoft XML Parser, version 2.6 or 3.0
- Microsoft Internet Explorer 5.5 or later

2. Workstation**:

- Microsoft Internet Explorer 5.5 or later
- MSXML 2.6 or 3.0

3. Typical Hardware

- 2.0 GIG Processor
- 1.0 GIG RAM
- 10.0 GIG Hard disk

If monitoring more than 25 workgroups, this may need to be increased

Integration with Wallboards

Interaction Marquee integrates to the following brand boards:

Inova Solutions
Symon
Texas Digital

It can support other wallboard integrations via TC/PIP Communication or straight TIB access

* Actual requirements will vary depending on the other applications running on the same server and the number and type of configured packages.

** Only necessary if statistics are displayed via web pages

Note about this document:

This document is a marketing features list. Final product technical documentation for this product will be available through product documentation. These documents will be available to customers and partners on the product DVD or in the download.

| Document Name | Purpose and Revision History | Date Issued: | Version: |
|---|-------------------------------------|---------------------|-----------------|
| Interaction Marquee 3.0 Feature Overview | Initial Release | October 28, 2008 | Version 1.0 |

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