

Interactive Intelligence Releases Upgraded SIP Proxy Server

Submitted by: Zed PR

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INDIANAPOLIS, April 6, 2005 -- Interactive Intelligence Inc. (Nasdaq: ININ), a global developer of business communications software, has released its upgraded SIP proxy server, Interaction SIP Proxy 3.0.

SIP proxy servers are used to more efficiently, securely and cost-effectively route session initiation protocol (SIP) based messages over IP networks for voice over IP (VoIP) communications.

Interaction SIP Proxy 3.0 is ideal for distributed contact centres, large enterprises, service providers and other organisations looking to use VoIP. The new version provides major enhancements to security, site durability and device support.

Interaction SIP Proxy 3.0 now includes support for transmission control protocol (TCP), as well as user datagram protocol (UDP), offering customers increased security and a wider choice of SIP devices and phone models. In addition, Interaction SIP Proxy 3.0 provides TCP to UDP bridging, thus enabling disparate SIP devices to interoperate.

Interaction SIP Proxy now comes in three versions:

- Basic SIP Proxy features include SIP proxy and registrar capabilities, a built-in Web server for easy configuration and remote access from any browser, support for an unlimited number of routing and destination entries, a powerful dial plan, and a simulator designed to reduce routing errors.
- The Business Continuity Manager version adds TCP, SIP digest authentication, call detail records, access control lists and TCP/UDP protocol bridging.
- The Load Balancing version has all the aforementioned features, plus the ability to balance the delivery of SIP messages across multiple destinations using either round-robin or random load balancing techniques for maximum fault-tolerance.

"The latest version of our Interaction SIP Proxy offers customers even better security and survivability capabilities, along with all the advantages they've come to expect - an easy to install and manage Windows-based product designed for maximum flexibility and affordability," said Interactive Intelligence President And Chief Executive Officer, Dr. Donald E. Brown.

Interaction SIP Proxy 3.0 can be used with third-party IP PBXs, or with Interactive Intelligence's IP-based contact centre automation, unified communications and self-service products. It can also be used with Enterprise Interaction Center® (EIC), the first all-software IP PBX developed for Microsoft small and medium-sized business customers.

Interaction SIP Proxy 3.0 is available worldwide through a global network of approximately 140 Interactive Intelligence resellers. For more information about the product, visit <http://www.inin.com/sipproxy>.

Notes to Editors

About Interactive Intelligence

Interactive Intelligence Inc. (Nasdaq: ININ) is a global developer of business communications software for IP telephony, contact centre automation, unified communications, and customer self-service. The company was founded in 1994 and has more than 1,000 customers worldwide. Recent company awards include Software Magazine's 2004 Top 500 Global Software and Services Companies, and Network World Magazine's 2003 Top 200. Interactive Intelligence employs approximately 350 people and is headquartered in Indianapolis. The company has 12 offices throughout North America, Europe and Asia. Interactive Intelligence can be reached at +1 317.872.3000 or info@inin.com; on the Web: <http://www.ININ.com>.

This release contains certain forward-looking statements that involve a number of risks and uncertainties. Factors that could cause actual results to differ materially are described in the company's SEC filings.

Interactive Intelligence Inc. is the owner of the marks INTERACTIVE INTELLIGENCE, its associated LOGO and numerous other marks. All other trademarks mentioned in this document are the property of their respective owners.

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