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InfoCision wins the Best Practices Award

Akron, Ohio, June 15, 2009 – [InfoCision Management Corporation](#) was presented with the Best Practices Award for the first time at the 2009 Interactive Intelligence Interactions conference in Indianapolis, May 19-21. InfoCision was also a finalist for the Innovator's Award.

The Best Practices award is given annually to a company that displays the best business practices in supporting and maintaining interactive intelligence applications. [Interactive Intelligence](#), one of the world's leading providers of integrated communications solutions, has worked with InfoCision since 2000 to stay ahead of the competition and adapt to the shifting needs of InfoCision's clients.

Among its many contact center solutions, InfoCision uses intuitive call holding, a customized system to assure callers are matched with the person best qualified to address their inquiry, and also utilizes [Interactive Voice Response](#) (IVR), which provides callers with 24-hour access to client services without requiring operator assistance.

InfoCision continuously seeks new ways to push the limits of interactive intelligence in order to produce the highest quality of interactive applications.

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About InfoCision

Founded in 1982, InfoCision Management Corporation is the second largest privately held teleservice company and is a leader in customer care services, commercial sales and marketing for a variety of Fortune 100 companies and smaller businesses. InfoCision is also a leading provider of inbound and outbound marketing for nonprofit, religious and political organizations. Headquartered in Akron, Ohio, InfoCision operates 30 call centers at 12 locations in Ohio, Pennsylvania and West Virginia. InfoCision has been named one of the top ten best employers in Ohio by the state chamber of commerce. For more information on InfoCision please visit www.infocision.com.

About Interactive Intelligence

Interactive Intelligence Inc. (Nasdaq: ININ) is a global provider of unified business communications solutions for contact center automation, enterprise IP telephony, and enterprise messaging. The company was founded in 1994 and has more than 3,000 customers worldwide. Interactive Intelligence is among Software Magazine's top 500 global software and services suppliers, is ranked among Network World's top 200 North American networking vendors, is a BusinessWeek "hot growth 50" company, and is among FORTUNE Small Business magazine's top 100 fastest growing companies. The company is also positioned in the leaders' quadrant of the Gartner 2008 Contact Center Infrastructure, Worldwide Magic Quadrant report. Interactive Intelligence employs approximately 600 people and is headquartered in Indianapolis, Indiana. It has six global corporate offices with additional sales offices throughout North America, Europe, Middle East, Africa and Asia Pacific. Interactive Intelligence can be reached at +1 317.872.3000 or info@inin.com; on the Net: www.inin.com.

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