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Interactive Intelligence Acquires AcroSoft Corp.

Acquisition to add document management and workflow applications for insurance to the Interactive Intelligence unified IP business communications solutions

INDIANAPOLIS and COLUMBIA, S.C., May 18, 2009 -- Interactive Intelligence (Nasdaq: ININ), a global provider of unified IP business communications solutions, has acquired privately-held AcroSoft Corp., a provider of insurance content management solutions.

"We acquired AcroSoft to increase our presence in what is already a strong vertical market for us, currently numbering more than 75 insurance customers, including American Family Insurance, Securian, Western & Southern, and many others," said Interactive Intelligence founder and CEO, Dr. Donald E. Brown. "This acquisition also lays the groundwork for incorporating additional document management capabilities into our all-in-one communications software suite, and extending that functionality to other vertical industries and horizontal processes."

Interactive Intelligence purchased 100 percent of the AcroSoft stock in an all-cash transaction. Financial terms were not disclosed, but the acquisition is not expected to have a material impact on Interactive Intelligence's financial condition or results of operations for 2009. Under the terms of the agreement, AcroSoft will operate under the Interactive Intelligence brand name. The company plans to maintain AcroSoft's current headquarters in Columbia, S.C., and to hire additional software developers, support technicians, and salespeople in both Indianapolis and Columbia.

Interactive Intelligence intends to enhance the AcroSoft product line with regular updates while building a next-generation version with expanded capabilities and integration to its other products. AcroSoft staff will continue to service and support existing and new customers, both directly and through its partner channels.

"We believe that we can leverage our large development staff and extensive sales network to build on AcroSoft's success and grow its base of more than 40 customers in the mid-sized property and casualty, life, and third-party administrator insurance markets," Brown said. "We further believe we can use these new document management capabilities to more quickly fulfill our vision of communications-based process automation (CBPA) applied across a wide range of industries."

Interactive Intelligence plans to integrate AcroSoft's document management and workflow applications with its all-in-one IP communications software suite, *Customer Interaction Center™* (CIC), and its upcoming CBPA solution, *Interaction Process Automation™* (IPA).

"We're excited to offer customers new options designed to increase return on investment by consolidating and enhancing technology for document management, business processes, and enterprise and contact center communications," Brown said.

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: <http://www.inin.com>.

This release contains certain forward-looking statements that involve a number of risks and uncertainties. Among the factors that could cause actual results to differ materially are the following: rapid technological changes in the industry; the company's ability to maintain profitability; to manage successfully its growth and its third-party relationships; to maintain successful relationships with its current and any new partners; to maintain and improve its current products; to develop new products; to protect its proprietary rights adequately; and other factors described in the company's SEC filings, including the company's latest Annual Report on Form 10-K.

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