

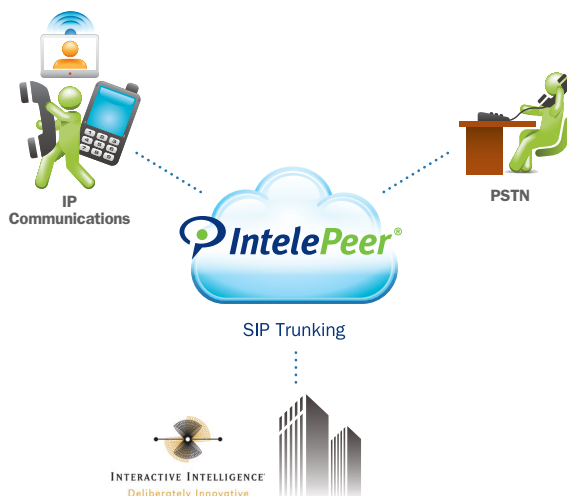
IntelPeer CoreCloud™ SIP Trunking for Interactive Intelligence® Solutions

Get more from your Interactive Intelligence Solutions

The highly competitive environment that all contact centers operate in today has made it critical to attract and retain customers by evolving how they interact with them. The advent of the Internet and mobile technologies has dramatically expanded the available channels of interaction as customers move beyond traditional telephone calls to video, IM, SMS and social media.

A recent research study¹ commissioned by the American Teleservices Association (ATA) found that 58% of contact centers are already using or are planning to implement all-IP communications.

As a result, contact centers are transitioning from legacy TDM (Time Division Multiplexing) telephony technologies to SIP (Session Initiation Protocol) trunking that provides multichannel communication capabilities and flexibility to rapidly adjust to changes in demand and business needs – all while maintaining high standards of call completion, quality and network availability. SIP trunking also helps contact centers reduce communications expenses while extending their communications capabilities far beyond legacy TDM.



Enhance Your Interactive Intelligence Solution with IntelPeer

For contact centers using Interactive Intelligence products, IntelPeer makes it easy to get more from their solutions by using our comprehensive SIP trunking and cloud communications services to connect with their customers.

IntelPeer's all-IP network provides communications services to any landline, wireless phone or IP device worldwide. IntelPeer CoreCloud SIP trunking is a validated and fully interoperable solution with Interactive Intelligence products.

Whether you operate an inbound or outbound contact center, IntelPeer offers a comprehensive range of cloud communications services that will connect you through our SIP trunking in no time, save on your communications expenses, and enjoy the highest quality connections.

- On-demand capacity that rapidly scales for changes in call volumes, heavy voice termination requirements from short duration outbound IVR, predictive dialer telemarketing, and automatic notification traffic flows
- Network aggregation across over 60 peering partners for highest diversity and resiliency
- Multichannel communications enablement to connect with customers across voice, SMS, IM and video
- Rapid SIP trunk activation – get connected faster to start saving sooner
- Proactive network QoS monitoring to ensure the quality of all your communications are optimal and secure
- Services include DIDs, Toll Free, local/national/international calling, E911
- Access to our CloudCentral™ portal for easy order management and tracking
- 24 x 7 x 365 expert support – if you run into problems at any time, our experts are there to help you

1. The US Contact Center Decision-Makers' Guide (4th Edition – 2011)

IntelPeer: Leading the Way with Cloud Communications

IntelPeer is a leading provider of cloud communications with services that transform contact center and enterprise communications by increasing their flexibility and scalability, while reducing costs, and minimizing disruptions to existing applications and processes.

- SIP trunking services validated and interoperable with Interactive Intelligence products
- Transporting over 23 billion voice minutes per year
- Intelligent call routing and direct connections to over 450 million telephone numbers in our proprietary SuperRegistry® directory
- 6 global peering centers
- 24 x 7 x 365 operations center
- All-IP platform delivering SIP trunking services since 2003
- 60+ peering partners
- Patented technology for cloud-based Communications-as-a-Service
- Inclusion in the prestigious Inc. 5000 list as one of the fastest growing companies in the United States

Get Started with IntelPeer Today

To see how IntelPeer can help you get more from your Interactive Intelligence solutions and drive down the cost of your communications, just email sip@intelepeer.com, call 1.877.336.9171 or visit us at <http://www.intelepeer.com>.



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IntelPeer, Inc. is a leading provider of on-demand, cloud-based communications services for enterprises and service providers. The patented IntelPeer CloudWorx™ software platform, leveraging the scale and reach of the Cloud, delivers multi-modal communications, including voice, video, unified communications, and other rich-media with high quality and reliability. IntelPeer enables customers to rapidly and cost-effectively transition from legacy telecommunications networks to IP-based communications, with little or no additional capital expenditures. As a result, IntelPeer customers can improve their return on investment on communications equipment and services. For more information visit: www.intelepeer.com.

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