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FOR IMMEDIATE RELEASE

Carenet Selects Communications-as-a-Service from Interactive Intelligence

Hosted contact center solution selected to provide members with more efficient and personalized 'high touch' service, while more effectively engaging remote clinical staff

July 21, 2010 (Indianapolis, IN and San Antonio, TX) – Carenet, a health care services company, has selected the Interactive Intelligence (Nasdaq: ININ) communications-as-a-service (CaaS) offering.

Carenet selected the hosted contact center automation offering based on its ability to meet the company's needs for rapid scalability, a broad feature-set, easy CRM integration, 24/7 support, and secure remote workforce access, according to Carenet's executive vice president, Vikie Spulak.

“A shortage of clinicians is fueling the health care crisis in the United States, so to recruit and retain the best talent we use a remote clinician workforce,” Spulak said. “The rich functionality and unique VoIP-based ‘local control’ delivery model of the Interactive Intelligence CaaS offering will empower our remote employees to provide enhanced levels of service to our members, while enabling us to meet security requirements by keeping our call data stored locally. Its open, standards-based architecture will also enable us to easily integrate it into our health management system.”

Carenet will use the Interactive Intelligence CaaS offering to support more than 250 employees located at its corporate office in San Antonio, in addition to remote clinical staff located throughout the United States. Carenet plans to deploy the following Interactive Intelligence CaaS functionality: desktop call control, presence management, interactive voice response, multichannel routing and queuing, workforce management, automated notifications, and automated post-call satisfaction surveys.

“Delivering a level of service that members will rave about is our number-one goal,” Spulak said. “Key to achieving this goal is giving our employees tools that enhance members’ experience and that measure member satisfaction in real-time. The surveying and notification capabilities of the Interactive Intelligence CaaS offering will enable us to receive confidential,

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immediate feedback so we can better achieve our mission of providing support that is highly personalized and surpasses member expectations.”

Carenet’s team of professionals guides members through the health care system assisting them with urgent medical needs, treatment decisions, and program and service options available through their health plan/employer. Outbound engagement programs, which are tailored for each client, are designed to keep members actively participating in their health in areas such as program enrollment, visits with their physicians, and saving money on prescriptions.

“Having a CaaS offering based on a comprehensive, open, single-platform software solution will give our team all the tools they need to provide members with efficient, personalized service whether they want to interact by phone, fax, e-mail or the Web,” Spulak said. “It will also help us strengthen our commitment to members to provide reliable 24/7 support, 365 days a year.”

About Carenet

Carenet delivers measurable value through our cost-effective and efficient solutions, which provide *personalized* member support and medical assistance exclusively to America’s leading health care organizations. We help our clients build and strengthen their vital relationships with their members/patients. Founded in 1988 and headquartered in San Antonio, Texas, Carenet supports 10 million members nationwide. Carenet is also proud to be part of INC. 500’s fastest-growing companies. Learn more about our customized solutions at www.callcarenet.com or call 1-800-809-7000.

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 business process automation. The company was founded in 1994 and has more than 3,500 customers worldwide. Interactive Intelligence is among Software Magazine’s top 500 global software and services suppliers, 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 650 people and is headquartered in Indianapolis, Indiana. It has 14 offices throughout North America, Latin 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.

This release may contain 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.

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