



INTERACTIVE INTELLIGENCE®

7601 INTERACTIVE WAY INDIANAPOLIS, IN 46278

January 7, 2005

Early in 2004, the management team at Interactive Intelligence set a goal to become registered to the ISO 9001:2000 standard. After nearly nine months of Quality Management System (QMS) development, Interactive Intelligence is pleased to announce that the QMS at our Indianapolis, Indiana headquarters location was successfully registered in December 2004 to the ISO 9001:2000 management standard.

Management system registrar company QMI completed its eight-day registration audit in October 2004, and issued our certificate with registration number 0010244:802024 on December 14, 2004. To maintain our focus and attention to the standard, Interactive Intelligence will be on a six-month surveillance audit schedule with QMI and will complete a re-registration audit in late 2007.

QMI is one of North America's leading registrar companies, with locations throughout Canada, Mexico, and the U.S. They are a member of the IQNet partnership of registrars and are accredited by the ANAB (formerly ANSI-RAB), SCC, and EMA accrediting bodies.

For more information on QMI, please visit their website at www.qmi.com

Also see the Interactive Intelligence registration entry in QMI's database at www.qmi.com/qmi_companies/results_company.asp?id=2287.

Since its inception, the ISO 9000 family of standards has been associated with quality. The 2000 revision of the standard has moved beyond product quality to bring mutual benefit for all parties (suppliers, partners, and customers) through an increased emphasis on customer satisfaction, customer requirements, and continuous improvement.

We at Interactive Intelligence are excited by the improvements we have already achieved, as well as by those improvements that will result from the steadfast implementation of this management system standard. Moreover, we look forward to new levels of success, cooperation, and participation with each of our customers and business partners.

Sincerely,

Don Brown
Chief Executive Officer
Interactive Intelligence Inc..

Keith Collier
Director, Quality
Interactive Intelligence Inc.