

Interactive Intelligence positioned as a Leader in eight consecutive reports

Interactive Intelligence Group Inc., a global leader of cloud services for customer engagement, communications and collaboration, has been positioned as a Leader in the [Gartner 2016 Magic Quadrant for Contact Centre Infrastructure, Worldwide](#)¹.

“This is our eighth consecutive time positioned as a Leader in the Gartner Magic Quadrant for Contact Centre Infrastructure, Worldwide,” said Dr. Donald Brown, Interactive Intelligence founder and CEO. “We believe this long-standing position reflects our progress toward our mission of becoming the world leader in the customer engagement market. With a 15 percent increase in revenues last year, a record number of new customers this past quarter, and traction of our latest cloud contact centre service exceeding even our own high expectations, we’re excited to continue accelerating the reinvention of the customer experience.”

According to Gartner, Leaders in this report are “high-viability vendors with broad portfolios, significant market share, broad geographic coverage, a clear vision of how contact centre needs will evolve, and a proven track record of delivering contact centre solutions. They are well-positioned with their current product portfolio and likely to continue delivering leading products. Leaders do not necessarily offer a best-of-breed solution for every customer requirement. However, overall, their products are strong and often have some exceptional capabilities. Additionally, these vendors provide solutions that present relatively low risk of deployment failure.”

The Gartner Magic Quadrant for Contact Centre Infrastructure, Worldwide report provides an analysis of vendors in the market based on their ability to execute and completeness of vision. The full report can be accessed at <http://c3.inin.com/resources?a=56&cid=701E00000002BdR&elqCID=1850>.

Interactive Intelligence is the only vendor to be positioned as a

Leader in both the Gartner Magic Quadrant for Contact Centre Infrastructure, Worldwide, and the Gartner Magic Quadrant for Contact Centre as a Service, North America.²

“As the pace of change grows exponentially, we’ve positioned ourselves to give businesses the kind of flexible and innovative technology options they’ll need to be disruptors and avoid obsolescence,” Brown said. “So whether you elect to run your customer engagement technology on-premises, move to the cloud, or adopt some combination, we’ve got you covered.”

In 1997 Interactive Intelligence introduced its all-in-one IP communications software suite, [Customer Interaction Centre™](#) (CIC), to deliver omnichannel applications minus the cost and complexity introduced by multipoint products. CIC can be deployed on-premises or as a private cloud solution.

Interactive Intelligence also offers [PureCloud Engage®](#), a microservice-based cloud solution built atop Amazon Web Services delivering customer engagement, communications and collaboration functionality.