



Converged Solutions and Services



## **Converged Solutions and Services Signs Reseller Agreement with Interactive Intelligence to Offer IP Business Communications Software**

*Interactive Intelligence Software To Help Converged Solutions and Services Customers Increase Revenue Opportunities, Improve Operational Efficiencies, Reduce Costs, And Ensure Investment Protection*

DELRAY BEACH, FL — April 24, 2008 — Converged Solutions and Services has signed an agreement allowing it to market, sell and support Interactive Intelligence IP business communications software.

“The Interactive Intelligence software’s unique open, single-platform architecture will help our customers increase revenue opportunities, improve operational efficiencies, reduce costs, and ensure investment protection,” said Mr. Mark R. Kruger, chief technology officer of Converged Solutions and Services.

“Converged Solutions and Services is a fantastic new asset to our 250-plus global channel network,” said Interactive Intelligence vice president of worldwide sales, Gary Blough. Their expertise in VoIP is extremely impressive and they strive to exceed their customer expectations on a daily basis.”

Interactive Intelligence first released its all-in-one IP communications software suite in 1997. The standards-based, single-platform architecture with built-in

multi-channel processing was designed to eliminate the cost and complexity introduced by “multi-point” vendors.

The software suite includes applications for the contact center and enterprise, including SIP-based switching, automatic call distribution, interactive voice response, multimedia recording, blended dialing, Web self-service, knowledge management, unified messaging, conferencing, fax services, speech-enabled unified communications for mobile workers, and more.

### **ABOUT INTERACTIVE INTELLIGENCE**

Interactive Intelligence Inc. (Nasdaq: ININ) is a global provider of unified IP 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 the top 500 global software and services suppliers, and is ranked among the top 200 North American networking vendors. The company employs more than 550 people and is headquartered in Indianapolis, Indiana. It has six global corporate offices, with additional sales offices throughout North America,

Europe and Asia Pacific.

Interactive Intelligence can be reached at +1 317.872.3000 or [info@inin.com](mailto:info@inin.com); on the Net: <http://www.inin.com>.

### **ABOUT CONVERGED SOLUTIONS AND SERVICES**

Converged Consulting, Inc., founded in 1998 by Mark Kruger, formed Converged Solutions & Services (CSS) in June 2004 to provide customers with a combination of the industry’s most comprehensive and proven voice, data, and video integrated solutions and the unmatched expertise of its VoIP telephony and data engineers.

With over 20 years of industry experience, CSS is a customer-driven and results-oriented Value Added Reseller. Their team of factory certified professionals assists businesses with all phases of planning, design, installation and maintenance for their communications systems.

CSS is a state certified network infrastructure provider offering total on-site project management from start to finish. The company services customers of all sizes throughout Florida and the Caribbean.

For more information on CSS, please call (561)272-1211 or visit [www.cssvoip.com](http://www.cssvoip.com).