



## **PRESS RELEASE**

### **Altivon to offer *Interaction Process Automation*™ from Interactive Intelligence**

*Altivon to be certified to provide system integration services for the Interactive Intelligence communications-based process automation solution*

PHOENIX, Ariz., Dec. X, 2009 -- Altivon today announced that it will be one of the first partners to be certified on the upcoming [Interaction Process Automation](#)™ (IPA) product from [Interactive Intelligence](#).

IPA is a communications-based process automation solution designed to reduce costs and improve efficiencies by minimizing human error and latency.

Altivon will serve as a system integration partner, providing installation, design and deployment for the IPA product.

“The contact center is a model for process improvement,” said Altivon president, Bruce Andersen. “We’ve used tools such as queue management, reporting, presence, and call recording for many years to help our customers improve efficiency and effectiveness in the contact center. IPA packages these same tools in a way that moves beyond the contact center to bring additional savings to customers.”

IPA leverages the Interactive Intelligence [IP-based unified communications platform](#) to orchestrate the delivery of work and give organizations everything they need to capture, prioritize, route, escalate and track each step of a business process.

IPA functionality includes the following:

- Contact center-style queuing and routing
- "Process presence," indicating availability for a work assignment
- Automated escalation
- Recording
- Real-time monitoring
- End-to-end reporting
- Complete location-independence via VoIP

Interactive Intelligence was recently recognized by Frost & Sullivan with its [2009 North American Product Differentiation Innovation Award](#) for IPA.

“Altivon has extensive experience with our [all-in-one IP communications software suite](#), which gives it a strong foundation as a system integration partner for IPA,” said Interactive Intelligence vice president of sales for North America, Paul Weber. “Its long history of focusing on solutions that improve the customer experience makes Altivon an ideal partner for IPA deployments.”

#### **About Altivon**

Altivon delivers high value, high impact unified communications solutions to Contact Centers and the Enterprise. Focused on enabling, enhancing and elevating the experience of an



organization's employees, partners and customers, Altivon handles all aspects of solution design, deployment, support and on-going improvement. The solution set includes multi-media Customer Interaction Management (CIM), Interaction Process Automation (IPA), [Enterprise IP Telephony](#), [Unified Messaging](#), and Networking. Founded in 1989, Altivon is headquartered in Phoenix, Arizona and has offices across the US and Canada.

#### **Contact**

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