

MaximumASP | smart hosting. smart choice.

Preview powered by Dell™ PowerEdge™ 2950 servers with Intel multi-core CPUs and Dell/EMC Storage.

Try out SQL Server 2008 without installing a thing! **FREE!**

Get started today at SQLServerBeta.com

Powering the Windows Software Revolution reddevnews.com

RedmondDeveloper

[Current Issue](#) | [Tech Library](#) | [Get Newsletter](#) | [Free Subscription](#)

Friday - 16 May 2008 - 10:08 PDT

[Home](#) | [DevBlogs](#) | [Blog](#)

- News
 - More News
 - DevNews
 - News Archive
 - Today's Most Popular
- Current Issue
 - Issue Archive
- DevBlogs
- Columns
 - BarnStormer
 - Developer's Toolkit
 - Directions
 - Frameworks
 - Portfolio Expert
 - SOA Advisor
 - Zachmann.NET
- Features
 - Cover Story
 - Features Archive
- Case Studies
- Q and A
- Product Briefs
- DevSmart
- Tech Briefs
- Tech Portals
 - SQL/Providers
 - Software Development
 - Visual Studio.NET
 - .NET Framework
 - IT Management
 - Web Development
- Tech Library
 - Tech Library Webcasts
- Response/Request
 - Response Chain
- DevScope
 - DevDisasters
- About Us
 - Contact Us
 - Editorial Calendar
 - Media Kit
 - Free Newsletter
 - Free Subscription
 - Press Releases
- RSS Feeds
- Site Map

Lee Pender

Interactive Intelligence Wants To Feel Your Pain



by Lee Pender

[POST A COMMENT](#) [PRINT FORMAT](#) [RSS](#)

15 May 2008

RCPU had a visit this week with Interactive Intelligence, a vendor pretty much in the unified communications space, over Brazilian cuisine (read: meat) here in Framingham.

Interactive Intelligence has some useful stuff out, including an IP communications software platform that combines a bunch of capabilities normally addressed with separate boxes (think PBX, ACD, IVR, WFM and some other acronyms we're not totally sure we understand) into one software-based platform running on a single server. Two of the products based on that platform are [now integrated](#) with Microsoft's Office Communications Server.

What really struck us, though, was the news this week that Interactive Intelligence is developing a [Customer Feedback Management](#) product that can gauge call-center customers' emotions in real time, so that call-center employees can react accordingly.

OK, so some emotions, such as anger and rage, probably don't need much measurement. Still, this idea seems incredibly useful and actually sort of fun. It kind of reminds us of the "Simpsons" episode where Springfield Elementary has a science fair and Martin Prince creates a "surprise detector" to measure people's level of, well, surprise. Anyway, just about anything that reminds us of the "Simpsons" gets a "thumbs up" at RCPU.

Lee Pender is Redmond Channel Partner magazine's senior editor. You can reach him at lpender@rcpmag.com.

[POST A COMMENT](#) [PRINT FORMAT](#) [RSS](#)

There are no comments yet for this blog. [Post your mind now!](#)

**Visit AccuSoft at Tech-Ed
Developers Booth 1032**

AccuSoft ImageGear
The Global Standard SDK for imaging

- ActiveX, DLL, and .NET
- Guaranteed image support
- AJAX, WPF, and Silverlight
- Barcode, OCR, ICR, OMR
- DICOM data and medical images

[Learn more >](#)

Get on track. Take control. Accelerate. 

top



Response/Request
We ask. You respond.



Name: (optional) **Location:** (optional) **E-mail Address:** (optional)

If you would like your comments to be considered for print in the *Redmond Developer News* magazine Letters page, please check the box and be sure to include your name, location and e-mail address.

Note: The Editors may, at their own discretion, edit and remove blog entries and

TECH Training


Get FREE e-learning offer!

JUST RELEASED

Telerik Reporting 2008

Reporting Tool that's so advanced it's easy

- Graph paper surface
- Reporting wizards
- Codeless databinding



telerik

deliver more than expected

VSLive!

Get the Competitive Edge You Need

From the Premier Independent Software Development Event

NEW YORK CITY

SEPT 7 - 10 [Discover More](#)

- TODAY'S MOST POPULAR NEWS
1. Ex-Microsoft Employee Takes Lead on XP SP3 Reboot Problem, Offers Free Fix
 2. Vista Vulnerability Study Puts Microsoft on Defensive
 3. VBA To Return to Mac; Mac Office 2008 SP1 Released
 4. Survey: Developers Not Jumping on Vista Bandwagon
 5. Beta Version of Offline Virtual Machine Servicing Tool Now Available
 6. Microsoft Releases 3 Critical Patches
 7. HP Officially Announces EDS Buy for \$13.9 Billion
 8. Study: Top Web Application Vulnerabilities Remain Unfixed
 9. Microsoft Nixes XP Extended-Life Rumors
 10. Survey: IT Struggling Over Security, Compliance Issues



Visual Studio 2008

Get a free
training CD
or download

\$115 value!

See why
thousands
of developers
have voted
AppDev
THE BEST!



comments without informing the poster. To discuss a particular comment, send e-mail to editor@reddevnews.com.

Sponsored Links

LEADTOOLS: Comprehensive Imaging and Multimedia SDKs
.NET, API, C++ ClassLib, COM Imaging and Multimedia Components

Get an extra shot at Microsoft Certification.
Register for a FREE retake on your next Microsoft certification exam.

Windows Installer without Rocket Science
Easily produce Vista certified MSI setups with runtime branching.

The Amyuni PDF engine for .NET developers
Benchmark tested for true PDF performance! View results at:

The Amyuni PDF engine for .NET developers
Benchmark tested for true PDF performance! View results at:

SlickEdit: Code in 40 languages across 8 Platforms
Download a free trial today!

Look Beyond CA Erwin & Try Embarcadero ER/Studio
Clear & Simple Data Modeling. Comprehensive Support.

SlickEdit: Code in 40 languages across 8 Platforms
Download a free trial today!

Try SQL Server 2008 For FREE
Nothing to install. Hosted by MaximumASP

Looking for advanced charting solutions for .NET?
Download a full evaluation copy of Dundas Chart for .NET today

Download a free trial of ComponentOne Studio Enterprise
The industry's broadest and most complete studio suite

Hi-Performance Stylable UI controls for .NET devs
Free Trial! UI tools for the most demanding business & data apps

Instantly Search Terabytes of Text, now in 64-bit!
dtSearch "covers all data sources"--eWeek; "blazing speeds"--CRN

LEADTOOLS: Comprehensive Imaging and Multimedia SDKs
.NET, API, C++ ClassLib, COM Imaging and Multimedia Components

Build fast Web and Desktop apps. Create reports easily.
With Telerik's UI suites and Reporting tool for .NET

Defy all challenges
Microsoft Visual Studio 2008

[top](#)

[About Us](#) | [Contact Us](#) | [Media Kit](#) | [Newsletters](#) | [Press Releases](#) | [Subscribe](#) | [RSS Feeds](#) | [Site Map](#)
[BlogScope](#) | [Book Smart](#) | [Case Study](#) | [Columns](#) | [Current Issue](#) | [DevBlogs](#) | [DevNews](#) | [DevScope](#) | [Features](#)
[News](#) | [Product Briefs](#) | [Q & A](#) | [Response Chain](#) | [Response/Request](#) | [Tech Briefs](#) | [Tech Library](#) | [Tech Portals](#) | [Tech Library Webcasts](#)

[Application Development Trends](#) | [Campus Technology](#) | [CertCities.com](#)
[The Data Warehousing Institute](#) | [E-Gov](#) | [EduHound](#) | [ENTmag.com](#) | [Enterprise Systems](#)
[Federal Computer Week](#) | [FTPOne.com](#) | [Government Health IT](#) | [IT Compliance Institute](#) | [MCPmag.com](#)
[Recharger](#) | [Redmond](#) | [Redmond Channel Partner](#) | [Redmond Developer News](#) | [Redmond Media Group](#)
[TCPmag.com](#) | [T.H.E. Journal](#) | [TechMentor Conferences](#) | [Virtualization Review](#) | [Visual Studio Magazine](#) | [VSLive!](#)
Copyright © 1105 Media, Inc. See our [Privacy Policy](#).

