



Canadian Customer Event

September 15, 2010

8:30 –
9:00 A.M.

Registration & Breakfast

9:00 –
9:30 A.M.

Welcome & Interactive Intelligence Company Updates

*Paul Weber,
VP of NA Sales*

9:30 –
10:45 A.M.

Product Futures : What's on Tap Interaction Analyzer, IC Business Manager, Interactive Web Portal

*Rachel Wentink, Director
Product Management*

10:45 –
11:00 A.M.

Break

11:00 A.M. –
11:45 A.M.

What's Old...Is New Again! Latest Features of Interaction Tracker, Recorder & Optimizer

*Patrick Jutras, Director
System Engineering Canada*

11:45 A.M. –
12:15 P.M.

Customer Presentation

TBD

12:15 –
1:30 P.M.

Lunch & Explore Hockey Hall of Fame

1:00 –
1:45 P.M.

Embracing Social Media in the Contact Center

*Tim Passios, Director of
Solutions Marketing*

1:45 –
2:30 P.M.

We Have an Integration for That!

*Rachel Wentink, Director
Product Management*

2:30 –
3:00 P.M.

Customer Feedback Session

*Don Brown, CEO & Rachel
Wentink, Director of
Product Management*

3:00 –
3:15 P.M.

Break

3:15 –
4:30 P.M.

Where are We Going?

Don Brown, CEO

4:30 –
5:00 P.M.

Customer Presentation

TBD

5:00 –
5:30 P.M.

Interactive Intelligence Trivia Contest

5:30 –
7:00 P.M.

Reception in the Gallery at the Hockey Hall of Fame