



## LiveLOOK Announces Integration with Interactive Intelligence Customer Interaction Center 3.0 SU13

**Matawan, NJ – 25 October, 2011** – LiveLOOK, Inc. announced today a new integration with Interactive Intelligence. LiveLOOK's co browse technology is now embedded within Interactive Intelligence's Customer Interaction Center (CIC) chat and call functionalities, allowing user agents to easily co browse with customers, seeing a customer's computer screen in real-time in order to offer fast and accurate online help.

*A recent [Forrester Research study](#) ranked Co Browse as the top rated live-assist communications channel, with a 78% customer satisfaction rating, versus just phone (74%) or chat (69%) alone, or email (54%) or web self-service (47%).*

"We're very excited to launch this partnership with Interactive Intelligence," said Mike Palumbo, Sales Director at LiveLOOK. "The integration is very smooth, enabling instant-launch co browse sessions from within the CIC chat interface or while on a support call within the CIC desktop client. We've already seen a great deal of excitement from the Interactive Intelligence community about the addition of co browse functionality, as it continues become a standard support tool."

"This integration requires no software downloads by the customer, supports all major operating systems and Web browsers, and is fully secure," said Interactive Intelligence sales VP, Paul Weber. "We've made it even more flexible and easy to deploy by giving companies a simple configuration option to add or remove the co-browse option for agents."

To learn more about the Interactive Intelligence Customer Interaction Center, please visit [www.inin.com](http://www.inin.com).

### **About LiveLOOK**

LiveLOOK is an innovator in visual sharing and real-time online interaction. LiveLOOK's products enable instant-launch, universally compatible Web collaboration via screen sharing. Companies incorporate LiveLOOK's solutions into customer experience and online sales strategies to guide customers through resolution of service issues and completion of purchases. For more information, visit [www.LiveLOOK.com](http://www.LiveLOOK.com)

### **About Interactive Intelligence**

Interactive Intelligence Group Inc. (Nasdaq: ININ) is a global provider of unified business communications solutions for contact center automation, enterprise IP telephony, and business process automation. The company's solutions, which can be deployed via an on-premise or hosted model, include vertical-specific applications for insurance and collections. Interactive Intelligence was founded in 1994 and has more than 4,000 customers worldwide. The company is among Software Magazine's 2011 Top 500 Global Software and Services Suppliers, and Forbes Magazine's 2010 Best Small Companies in America. It employs approximately 1,000 people and is headquartered in Indianapolis, Indiana. The company has offices throughout North America, Latin America, Europe, Middle East, Africa and Asia Pacific. Interactive Intelligence can be reached at +1 317.872.3000 or [info@inin.com](mailto:info@inin.com); on the Net: [www.inin.com](http://www.inin.com).

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