

Interactive Intelligence to Livestream Select Sessions at Annual Customer and Partner Conference

Select sessions covering collaboration, communications and customer engagement technology, trends and best practices to be Livestreamed June 9 and 10

Interactive Intelligence Group Inc., a global provider of collaboration, communications and customer engagement software and cloud services, will [Livestream](#) select sessions at its annual customer and partner conference, INTERACTIONS 2015, held June 9-11 in Indianapolis, Indiana, U.S.A.

This year's conference, which is expected to draw 2,000-plus attendees from across the globe, will feature more than 160 sessions delivered by nationally-recognized industry experts, senior Interactive Intelligence product specialists, and Interactive Intelligence customers.

The general public can access the following [Livestreamed sessions](#) (all times are Eastern Daylight Time):

[if !supportLists]- [endif]**Tuesday, June 9**

[if !supportLists]o [endif]**8:15-8:30 a.m. -- Conference Kick-off**, Jeff Platón, Chief Marketing Officer, Interactive Intelligence

[if !supportLists]o [endif]**9:30-11 a.m. -- The Convergence of Communications, Collaboration and Customer Engagement**, Dr. Don Brown, CEO & Founder, Interactive Intelligence

[if !supportLists]o [endif]**11-11:45 a.m. -- The Effortless Experience**, Matthew Dixon, Group Leader, Financial Services and Customer Contact Practices, CEB and Best Selling Author

[if !supportLists]o [endif]**1:45-2:30 p.m. -- What's Driving Business Demand for Unified Communications as a Service**, Brian Riggs, Principal Analyst, Ovum

[if !supportLists]o [endif]**2:45-3:30 p.m. -- Do This, Not That - Making All the Right Moves to Fuel Your Contact Center**

Strategy and Performance, Chip Funk, Manager, Contact Center Consulting, Interactive Intelligence
 [if !supportLists]○ [endif]**3:45-4:30 p.m. -- How Mature is Your Contact Center?**, Todd Marthaler, Contact Center Consultant, Interactive Intelligence; Carrie Bleck, Director, Enterprise Solutions, Northwestern Mutual Insurance
 [if !supportLists]○ [endif]**4:45-5:30 p.m. -- Big Data Big Promise: Bringing New Insight into Contact Center Operations**, Nancy Jamison, Principal Analyst, Frost & Sullivan

[if !supportLists]- [endif]**Wednesday, June 10**
 [if !supportLists]○ [endif]**8:15-8:45 a.m. – Unified Communications and Collaboration – Evolution or Revolution?**, Art Schoeller, Vice President, Principal Analyst, Forrester Research
 [if !supportLists]○ [endif]**8:45-9:30 a.m. -- Interaction Decisions™ Customer Panel**, Ric Kosiba, Vice President, Sales, Interactive Intelligence; Adam Cincoski, Senior Director, Traffic and Workforce Management, Optum; Scott Fessler, Vice President, Support Services, North American Bancard; Bob Dobson, Director, Workforce Management, InterContinental Hotels Group
 [if !supportLists]○ [endif]**10:30-11:15 a.m. -- What Every Customer Wants: The Eight Essentials of Service Excellence**, Richard Shapiro, President and Founder, The Center For Client Retention
 [if !supportLists]○ [endif]**11:30 a.m.-12:15 p.m. -- Process Automation – Doing it MiWay!**, Huzair Essop, ICT Solutions Architect, MiWay Financial Services; Fokion Natsis, Head of Sales – Africa, Interactive Intelligence
 [if !supportLists]○ [endif]**1:45-2:30 p.m.-- Unified Communications and Collaboration – Evolution or Revolution?**, Art Schoeller, Vice President and Principal Analyst, Forrester Research
 [if !supportLists]○ [endif]**2:45-3:30 p.m. -- Getting Answers to Cool "What-If" Questions with Interaction Decisions™**, Bob Dobson, InterContinental Hotels Group; Melita Adair, InterContinental Hotels Group; Annie Nokes, InterContinental Hotels Group

