



Callfinity provides the easiest to use and most robust telecommunications systems.

Callfinity systems grow with your business because they are specifically designed to integrate with existing systems.

Callfinity is flexible to the specific demands of your organization and budget, providing both hosted and on-premises systems.

Callfinity cares about its customers. From senior executive involvement to a direct-to-engineer technical support model, 24/7/365, to the dedication of a single account manager, you're more than a number to everyone at Callfinity.

Callfinity ContextACD™ helps build your business.

Ease of Use

Because Callfinity's software is easy to use, you can setup and change queues and devices on the fly from any web browser, anywhere.

Follows the Rules

ContextACD uses Prioritized Skill™ routing to align incoming calls according to the needs of your business rules, not the other way around.

Protects Investments

ContextACD is compatible with existing mission critical systems allowing you to leverage your previous investments while adding new functionality.

When your customers demand more, look to Callfinity to expand your productivity at lower costs and greater ease of use.

ContextACD™

Call queuing with prioritization, customizable hold treatment, and advanced call center options

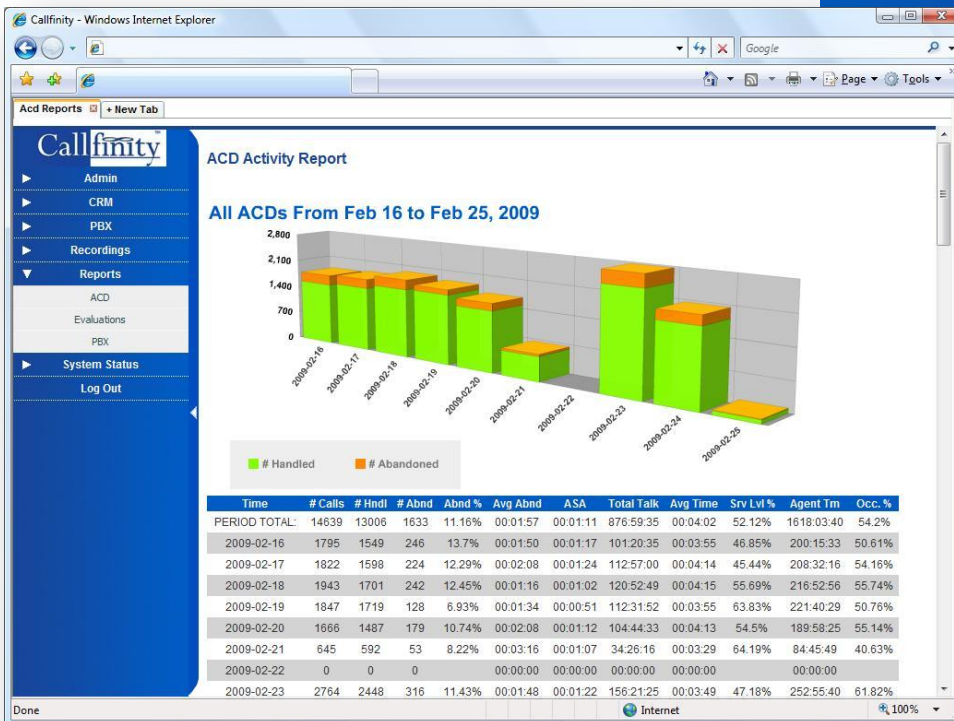
Call centers, or business units within large enterprises, often need to queue calls for distribution to agents and devices on a *best available skill* basis. ContextACD goes one step further and allows granular priority-based routing based on rules that are easily configured in a web browser.

Core features include

- Web-based reports and real-time dashboards
- Configurable timeouts
- Customizable hold treatment
- Whisper announcements
- Confirm announcement flag
- At-home agent support
- Round robin, fewest calls, most idle, and ring all call routing options

Standards Based

- Modular design interfaces with any PBX
 - Agent web interface with built-in softphone
 - Live queue monitoring
- Solid Support*
- 10 Year Life Cycle Support Guarantee
 - 24/7/365 Direct-to-engineer Technical Support



ContextACD™ includes a simple, easy-to-use web interface

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