



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, you're more than a number to everyone at Callfinity.

The Callfinity ContextIP™ suite includes these modules that build your business.

ContextPBX™

Scalable direct registration and forwarding PBX for enterprise and service provider use

ContextACD™

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

ContextIVR™

Simple call routing and complete backend data integration

ContextDialer™

Automated outgoing calls, with or without the "dreaded delay"

ContextRecorder™

Call recording, searching, sharing, and full quality management evaluations

ContextCRM™

Full featured CRM exclusively designed for agents

ContextIP™

Complete Contact Center Suite of Applications

A full-featured, scalable, and reliable telecommunications platform designed specifically for contact centers. Callfinity uses industry standards such as SIP, and maintains an open API so you can easily implement, integrate, and scale ContextIP.

Core features include

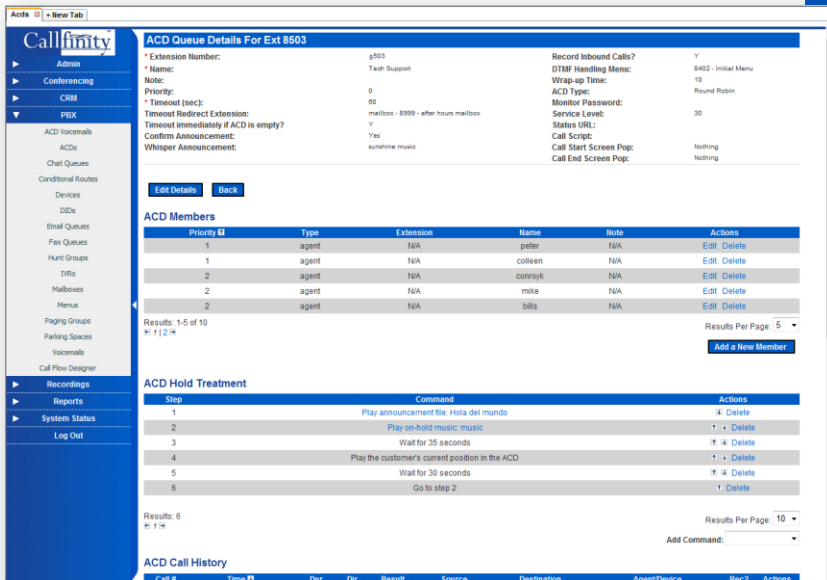
- Advanced ACD functionality
- Universal queuing of telephone calls, live chat, emails, faxes, and voicemail
- Integrated call recording with quality management
- Built in fax and chat servers
- Menus and Auto-attendants
- Web-based administration and dashboards
- Voicemail via phone, web, and email
- At-Home agent /remote agent support
- Open database schema for external reporting

Solid Architecture

- SIP 2.0 compliance
- G711 and support for other CODECs using gateways
- Scalable architecture, including separable telephony, application, and database tiers for datacenter deployment
- Open database schema for external reporting tools
- APIs for system integration

Solid Support

- 10 Year Life Cycle Support Guarantee
- 24/7/365 Direct-to-engineer Technical Support



ContextIP™ includes a simple, easy-to-use web interface.

Callfinity, Inc.

1173 Pittsford-Victor Road
Suite 110
Pittsford, New York 14534
USA

877.897.2962
+1 585.278.1940
info@callfinity.com
www.callfinity.com



ContextIP™ has received a 2008 Product of the Year Award from Technology Marketing Corporation's (TMC®) Customer Interaction Solutions magazine (www.cismag.com).