



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 Callfinity products.

Callfinity is flexible to the specific demands of your organization and budget, providing integrated modules that bolt-on as you need them.

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 ContextRecorder™ helps build your business.

Record

ContextRecorder supports an unlimited number of recording rules that work they way you want. Both audio-only and audio-with-screen recording is supported.

Find

With ContextRecorder's easy-to-use search tools, zero-in on any call at any time to uncover a buried issue, or unearth a diamond in the rough.

Listen and share

An embedded audio player streams calls directly to your web browser, and the recording library feature allows you to share recordings with customers or agents without clogging up email with large attachments.

Evaluate

ContextRecorder includes a built-in evaluation system for designing evaluation forms and then using those forms to objectively evaluate an employee's performance.

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

ContextRecorder™

Call recording, searching, and management evaluations

An enterprise recording system designed specifically for call center use. Monitors voice and agent desktop activity in the call path, and records either everything or only interactions that you specify based on your custom business rules.

Core features include

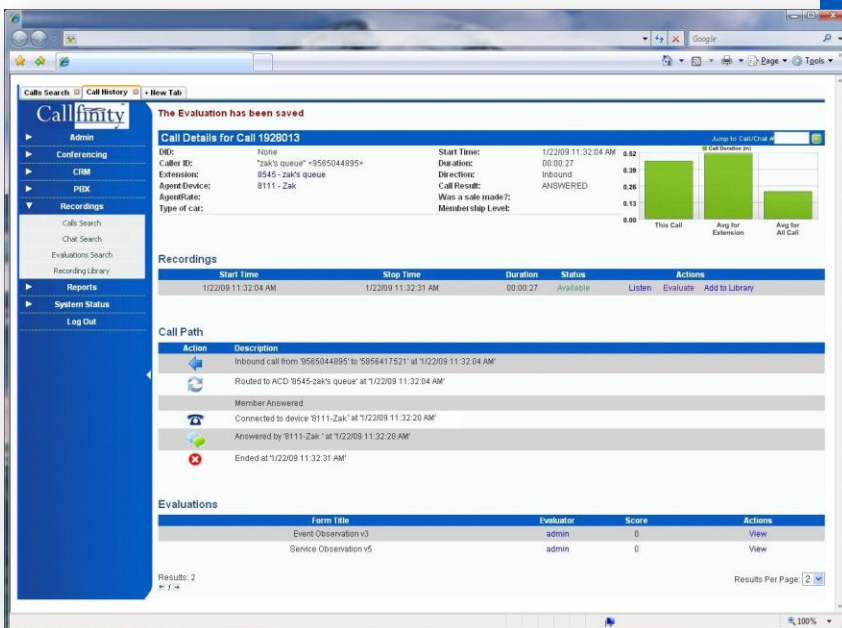
- Full time recording for all extensions
- Configurable ACD-based recording rules to only record ACD calls, if desired
- Customizable rules engine for complex recording rules
- Online forms designer for creating and managing evaluation forms
- Full-database search and retrieval of any recording based on every parameter

Standards Based

- Station or trunk -side recording options, compatible with any PBX and VoIP vendor
- G711 and support for other CODECs using gateways
- Secure public or private storage of recording
- Metadata (ANI, DNIS) captured with each recording

Solid Support

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



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

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