



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 ContextDialer™ helps build your business.

More Productive Agents
Keep your agents busier, longer with a system that takes the delay out of dialing.

Greater Reach, More Business
ContextDialer integrates with call routing systems and ACDs to connect callers, provide options or even leave messages for target recipients.

Easy to Setup, Easy to Use
A web-based interface allows supervisors to manage, monitor and organize your operation at any time, from anywhere. Integrated screens take advantage of other components to provide more functionality without hassle.

ContextDialer™

Automated Outgoing Calls, Without the "Dreaded Delay"

Contact centers that do a large volume of outgoing telephone calls use ContextDialer to place calls for agents, thereby improving call efficiency, reporting, and accountability.

Core features include

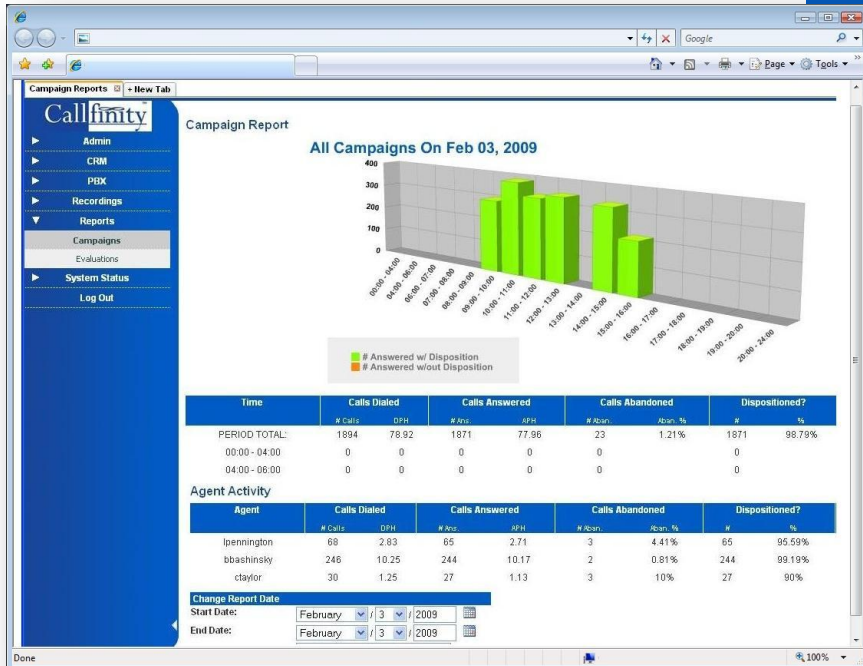
- Predictive, progressive, and preview dialing modes
- Full API for integration with existing systems
- Campaign management via web interface
- Adjustable call rates
- Configurable audio messages
- Web-based reporting and real-time dashboards
- Allows agents to take incoming calls when needed and do outgoing calls when incoming queues are empty or a lower priority

Three configurations

- **Predictive:** constantly calling your lists and predicting when agents will be available
- **Progressive:** the dialer waits until an agent is available before calling
- **Preview:** calls may be placed by agents by clicking on a phone number

Solid Support

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



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

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