



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 ContextIVR™ helps build your business.

Investment Protection

ContextIVR is a bolt-in product that seamlessly integrates with existing PBX and ACD systems so you don't have to reinvest in your entire infrastructure just to add IVR features

Dynamic as your Business

Web-based access lets you securely access your call routing rules on the fly to make real-time adjustments as fast as your business demands them.

Ready to Report

ContextIVR provides immediate access to call routing activity and ad hoc reports, and can export any or all data to external reporting systems, on demand.

ContextIVR™

Simple Call Routing and Complete Backend Data Integration

As a front-end to existing ACDs, or as an integrated part of the Callfinity ContextIP Suite, the web-driven ContextIVR system intelligently routes callers and collects information before a call ever reaches your agents

Core features include

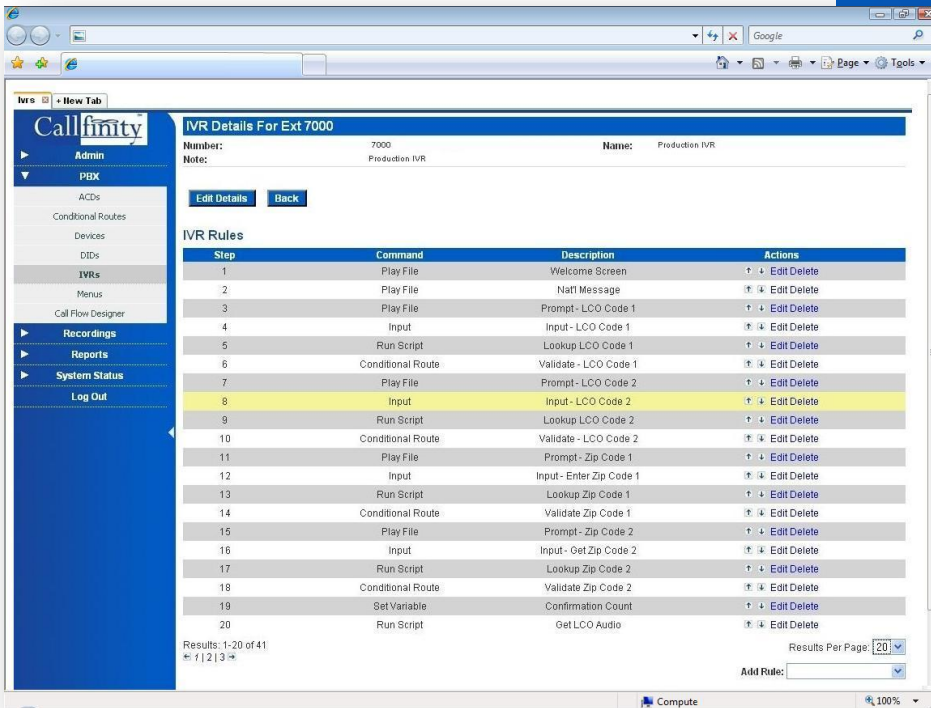
- Menu navigation via DTMF tones or optional speech recognition
- Simple web-browser interface for configuration
- Point-and-click options to change call flow and prompts
- Online reporting and direct database access
- External reporting export capabilities

Standards Based

- Integration with the Callfinity suite of products, or competitive PBXs, ACDs, recorders and dialers
- Integrates within existing installed systems

Solid Support

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



ContextIVR™ includes a simple, point-and-click web interface to setup call routing based on your business rules

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