TELEFINITY

BRIDGE THE GAP

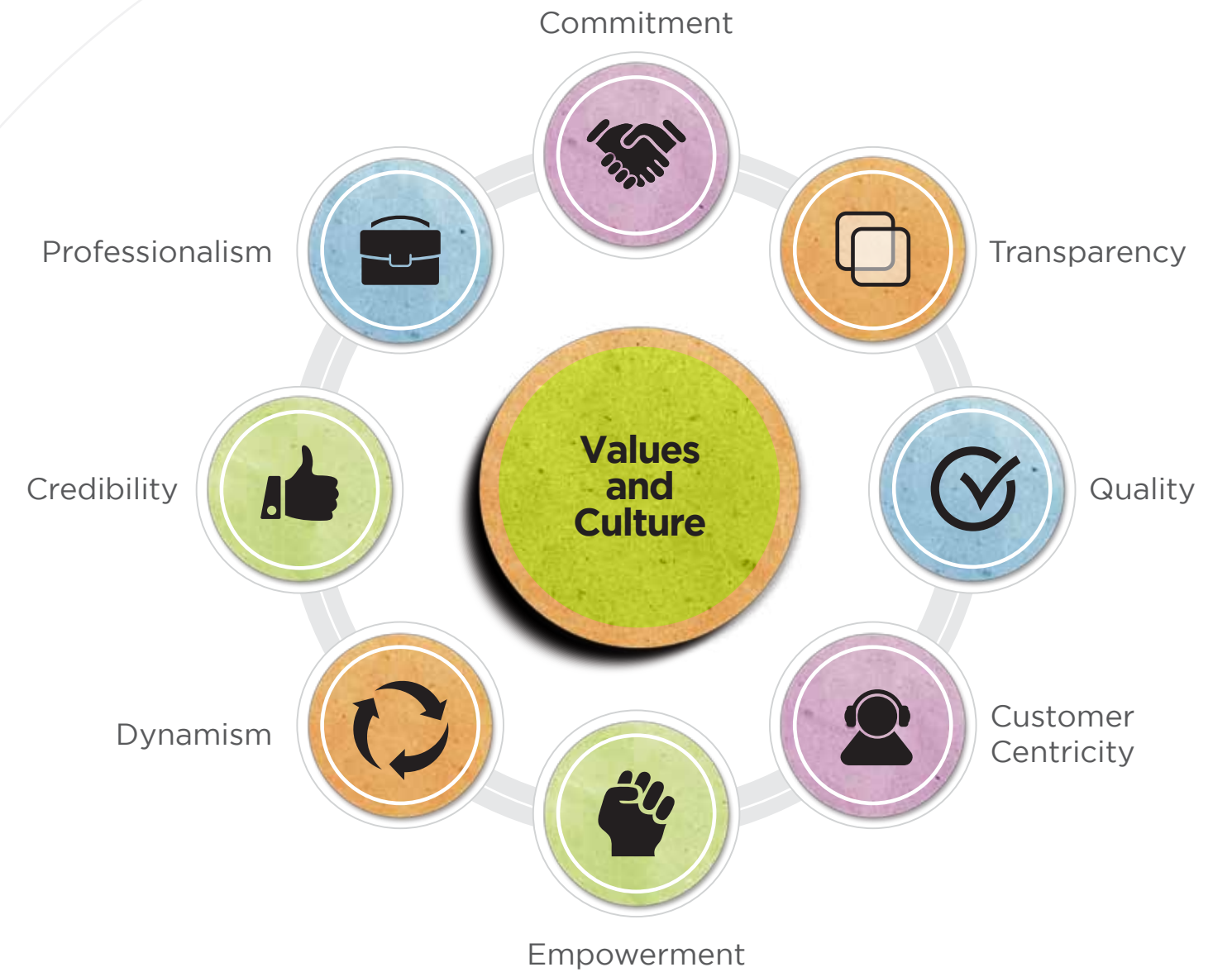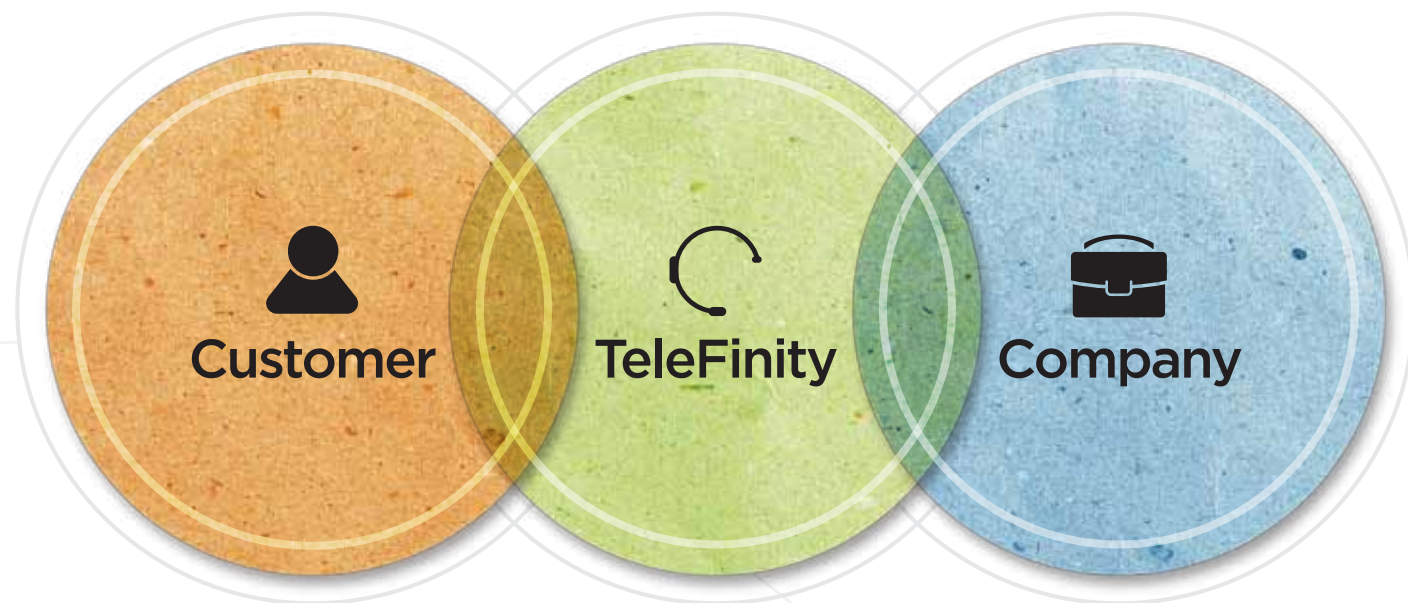# Introduction

TeleFinity is a global company that was established in 2005 in Melbourne and Amman. TeleFinity is a suite of in-house developed solutions created by experts in software development and Telecoms. Understanding that customer service is the key concern in any business, we have built solutions with empathy and professionalism we have a saying: "without satisfied customers there is no business". The TeleFinity suit is designed around our customer service philosophy: we help organizations maximize performance through alignment of customer service operations with their business strategy. We do this by providing exceptional tools to manage customers' transactions, thus improving customer satisfaction, loyalty, and value.

Vision
To be a world class provider of Customer Service Solutions

Mission
Put customers at the heart of businesses

Commitment

Professionalism

Transparency

Credibility

Values and Culture

Quality

Dynamism

Customer Centricity

Empowerment

Customer Service Solutions

BRIDGE THE GAP BETWEEN COMPANIES AND CUSTOMERS' INTERACTIONS

EASE OF CUSTOMIZATION, INSTALLATION, CONFIGURATION, AND DEPLOYMENT

PROVIDE A TURNKEY SOLUTION (SINGLE VENDOR SINGLE PLATFORM)

BEST VALUE

SIMPLICITY

Quality

Differentiation

More than 1,000 clients worldwide.
More than 240 million customers' calls/interactions handled per year.

2005: TeleFinity was Born in Melbourne & Amman

2005: ActFinity IVR and Voicemail 1st Release

2005: LogFinity Call Recording 1st Release

2007: LogFinity Quality Management 1st Release

2010: Riyadh Office Opens

2009: TeleFinity Call Center 1st Release

2011: Aastra certification

2011: TeleFinity Helpdesk and Process Management 1st Release

2011: LogFinity named product of the year by TMC

2011: TeleFinity named Call Center Product of the year by TMC

2012: Dubai Office Opens

2015: TeleFinity Cloud Contact Center 1st Release

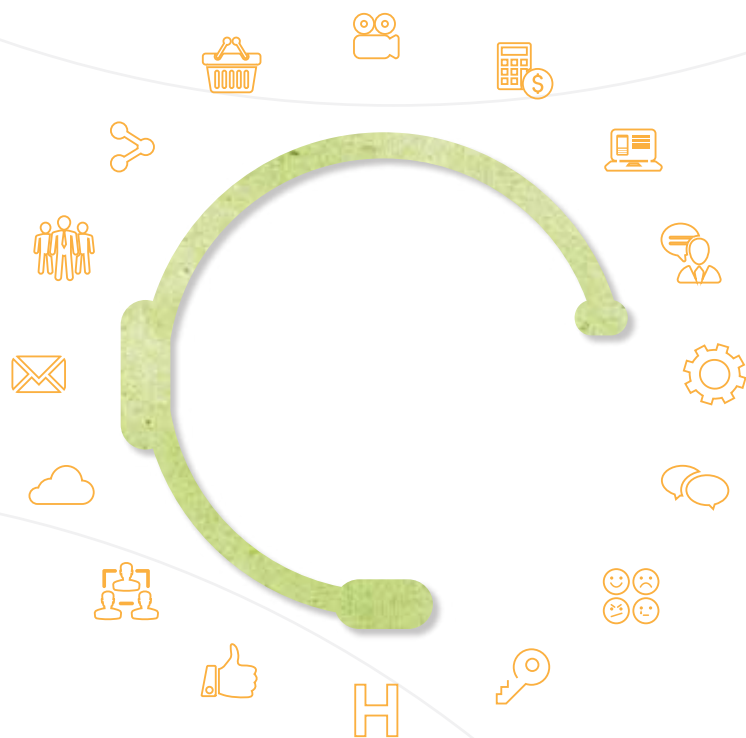**2015:** LogFinity Compatible with CISCO 2015

2015: Microsoft Partnership

2013: TeleFinity Call Center extended to become a multi-channel Contact Center system

Our Team

TeleFinity is a flat structured organization that relies on various departments to get the job done. This gives it a culture of empowerment and team work, and creates an environment of friendship and loyalty to each other. With more than 15 years of experience we are experts in Customer service, Process management, Telecommunications, and Software development.

Products & Solutions

14 Contact Center	**16** Soft-Switch	**18** Hospitality	**20** Softphone
		22 Call Recording	**24** Quality Management
26 Emotion Recognition		**30** Telesales	**28** IVR
32 CRM	**34** Video Conference	**36** Helpdesk	**38** CTI
28 Audio Mining	**40** SMS Gateway	**42** Call Accounting	
44 HR		**46** PCI Compliance	**48** Portal
50 Turnkey Solution			**52** Cloud Contact Center

TeleFinity Contact Center

TeleFinity Contact Center Multichannel allows customers to make contact via Voice, Email, Fax, SMS text, Instant Messaging, or Social Media. Regardless of whether the customer prefers speaking on a telephone, sending Emails, texting on a smart phone, or chatting over the internet, TeleFinity Contact Center provides a universal work queue by leveraging an automatic call distributor (ACD) for all supported channels. So that each contact will be placed in a single queue and then routed to an agent with relevant tools, skills, and knowledge to handle the request.

⭐ Benefits

- Multi-channel communication with customers.

- Handling and tracking of customer requests through routing and management capabilities.

- Increase customer loyalty by creating a personalized experience.

- Optimize productivity and increase agent effectiveness through screen pops (CTI).

- Unified agent desktop for maximum agent productivity.

- Universal work queue for multichannel and blended inbound/outbound communications.

- Customer interactions process management.

- Turn your website and social media pages into an Outlet.

⚙ Related Products

- TeleFinity Contact Center
- LogFinity Call Recording
- LogFinity Quality Management
- ActFinity IVR
- TeleFinity CRM
- TeleFinity Helpdesk
- TeleFinity Softphone

✔ Key Features

- Adoption of Intelligent Routing using Skill Level, Caller ID, Last Idle Agent, Forward If No Answer, and Multi-Queues.

- Gives detailed statistics for all components in the system starting with routing point to agent, showing many parameters for both real time (dashboard) and historical statistics.

- Provides agents with a popup screen that launches third party applications and passes call information; and integrates with most CRM and Helpdesk applications, or any database.

- Streaming Agents' Interactions recordings.

- Dynamic survey forms that enables building KPIs and score them on various levels.

- Gathering a wide range of information and increasing productivity through the integrated IVR system.

- Identify problem areas in call handling through integrated call recording system.

🏷 Tags

SIP | ISDN | Analog | T.38 | Softphone | Cisco | Avaya | Soft-Switch | Inbound | Outbound | Blended | Customer Service | Customer Satisfaction | Telesales

TeleFinity Contact Center
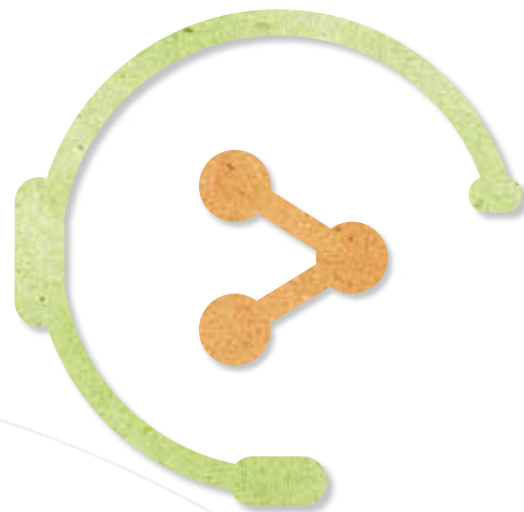
TeleFinity Soft-Switch

TeleFinity Soft Switch is a complete telephony software solution that provides telephone calls over IP data networks. It boasts robust PBX features, high reliability and scalability, and multi-protocol support.

TeleFinity Soft Switch is also able to connect to traditional PSTN lines, E1 lines via an optional gateway – so upgrading day-to-day business communication to this most advanced voice and data network.

⭐ Benefits

- The Soft Switch Solution operates under SIP RFC3261 standard.
- Much easier to install & configure than a proprietary phone system, and easier to manage because of web/GUI based configuration interface.
- Significant cost savings using VoIP providers.
- Eliminate vendor lock in.
- Scalable.
- Better customer service & productivity.
- Twice the phone system features for half the price.
- Allow hot-desking & roaming (Mobile Extensions).
- Better phone usability: SIP phones are easier to use.
- Use existing network infrastructure.
- Integrates with any telephony environment.
- Optimal for SMEs or huge enterprises.

⚙ Related Products

- • TeleFinity Soft-Switch
- • TeleFinity Softphone
- • LogFinity Call Recording
- • ActFinity IVR & Voicemail

✅ Key Features

- Comprehensive end user telephony features facilitate effective communications among employees, customers and partners.
- Intelligent Call Routing lets organizations create their own routing schema that can pass information and calls, opening new revenue opportunities and higher levels of customer service.
- Built-in messaging features and full capability for messaging integration with voice, fax, and e-mail.
- Least Cost Routing (LCR).
- Call Budget on Trunk and Extensions.
- SIP standard.
- Corporate Directory.
- Can handle 4-12000 Terminals per server.
- Mobile application for smart phones.
- Video Calls.

🏷 Tags

SIP | ISDN | Analog | T.38 | Softphone | Hardphone | Soft PBX | Video | Audio | Call Routing | VoIP | HD | Remote Extension | Voicemail

TeleFinity Soft-Switch

TeleFinity Hospitality

TeleFinity Hospitality Solution was built specifically for hotels, resorts & other hospitality environments. It offers industry-leading phone system management & billing capabilities, in addition to providing hotel operators with useful customer care & productivity tools to help them reduce costs and better serve their guests.

⭐ Benefits

- Guests receive better, faster service , and no lost service requests.

- A single service number on in-room phones improves guest convenience.

- Faster response time.

- Efficient and Superior Guest Service.

- All Hotel features are integrated together in a user friendly interface.

- Exceptional communication services through Voicemail solution thus enhancing the guest experience.

- Guest Voice Messaging requests frees valuable staff time.

- Staff Voice Messaging creates more efficient staff.

- Automated Guest Services provides information to your guests at the touch of a button.

- Property Management System Integration to detect guest check in and check out.

- Flexible features that allow hotel guests and staff to take control of how and when they communicate.

✅ Key Features

- An intuitive graphical user interface to improve usability and productivity.

- Service tracking/control to monitor every service request through to completion.

- Voice mail, wake-up calls and emergency call monitoring.

- Extended queue handling for incoming calls.

- Open interfaces to property management/call accounting systems, for example.

- One-touch check-in & check-out.

- Room occupancy status/display.

- Do-not-disturb notifications, and message waiting indicator.
- Call budgeting tool / Cost calculator.
- Integrated billing and Cost & statistics reports.
- Voicemail & messaging.
- Personalized user mailbox Greeting and Language.
- User Friendly Instructions to Record a Message.
- Automatic Message Waiting Indicator Control (MWI).
- User extension and remote retrieval of Voice Messages.
- Multilingual Support.

⚙ Related Products

- TeleFinity Soft-Switch
- LogFinity Call Recording
- ActFinity IVR and Voicemail
- TeleFinity Softphone
- BillingFinity Call Accounting

🏷 Tags

SIP | ISDN | Analog | T.38 | Cisco | Avaya | PBX | Nortel | VoIP | Alcatel | Mitel | NEC | Samsung | MWI | Voicemail | Fidelio | Hotel

TeleFinity Hospitality

TeleFinity Softphone

With the growth of voice over IP (VoIP) over recent years, softphone has become an easily recognized term in the business lexicon. It allows people to make calls over the Internet from their computer or mobile device. The fact that it's a software application lends itself to the name softphone.

TeleFinity Softphone provides enterprise users with simpler, more intuitive access to all their everyday communications tools. It supports SIP networks as well as rich presence and video to enhance collaboration and face-to-face communications.

★ Benefits

- Streamline Personal Communications - Manage voice, video, voicemail, audio/video conferencing, instant messaging, directories, and communication history all in one interface.

- Increase staff productivity using intelligent presence.

- Work from Anywhere yet never miss an important call.

- Support for SIP communication protocols helps organizations standardize on a single softphone client for their entire enterprise workforce.

- Headset Support where it operates with most Windows compatible headsets connected either to the sound card on the PC, via USB or Bluetooth.

- Any information related to the customer that you have, can be shown to your agents in a pop up window giving them information.

- Our Agent Desktop software has numerous features integrated into it built to make the agent flow smoother, and more reliable.

- One of those features is an integrated web browser, allowing you to research your clients name, email, address or whatever information you have pertaining to them.

⚙ Related Products

• TeleFinity Softphone

✔ Key Features

- Application Integration - Integrates with leading desktop productivity platforms.

- Support all Telephony features (hold, redial, attendant transfer, non-attendant transfer, conference, call monitoring, ...).

- SIP Softphone for high-quality voice communications.

- Powerful audio processing : – echo cancellation, automatic gain control , supported codec: G.711, G729, G722, G722.1 and AMR-WB.

- HD Video Conference 1024p using H.264 codec.

- CTI pop-ups.

- Call control integration with Jabra and Plantronics headset.

- Voicemail forward.

- Message Waiting Indicator (MWI.)

- Busy Lamp Field (BLF).

- Web Browser.

- Chat, Email, and Social Media.

- Notes, Calls Logs, and 3 Lines.

- Coaching, Silent Monitoring and Intrusion.

🏷 Tags

SIP | G.711 | G.729 | G. 722 | G. 722.1 AMR-WB | Jabra | Plantronics CTI | Popup | Video | Audio | Chat | Email | Social Media | HD Video Conference

TeleFinity Softphone

LogFinity Call Recording

TeleFinity Recording solution is the most progressive, ground-breaking customer calls, interaction and screen data recording solution available today. Highly reliable, easily implemented and remarkably effective in virtually any environment, TeleFinity Recording solution can record your multimedia interactions from a wide range of network configurations, TDM and VoIP telephony environments, and across any number of locations. With TeleFinity Recording solution webpage, the user can tag data and events directly from employee desktop application screens to interaction recordings for classification and analysis centered on key business issues.

★ Benefits

- Identify and resolve issues with employee and business performance.

- Get a full view of the customer experience across all contact channels.

- Proactively intervene using live monitoring to address customer issues while they are still connected and before they escalate.

- Control exactly when and what to record, and how long to keep recordings with flexible rules-based policies.

- Keep customer information and recordings safe and secure with encryption and access controls.

- Eliminate duplicate administration issues and extra maintenance efforts associated with stand-alone recording systems.

- Objectively evaluate agent behaviors with advanced Call Center Quality Assurance tools - provide timely feedback and support, boost service quality and cultivate customer experience and loyalty.

- Speech analytics analyzes recorded calls to gather information, brings structure to customer interactions and exposes client information.

⚙ Related Products

- • LogFinity Call Recording
- • LogFinity Quality Management
- • LogFinity Emotion Recognition
- • LogFinity Audio Mining

✔ Key Features

- Multi-Recording options like- export recordings, multi-channel recording, agent Screen recording, policy-based recording, Multi-site Recording, and stereo audio recording.

- Search and Retrieve.

- Real-time Monitoring.

- Archiving.

- Tag Customer Interactions.

- Scalability and Reliability.

- Alarm Notification.

- User Policy Management.

- Gain actionable insights, ensure compliance and minimize risk.

- Reduces the time spent locating calls to evaluate using 3D graphical reports.

- Automates the communication of evaluation results to agents.

- PCI Compliance.

- Speech Analytics.

- Emotion Recognition.

🏷 Tags

SIP | ISDN | VoIP | Mitel | NEC | Samsung | Analog | T.38 | Cisco | Avaya | Nortel | Alcatel
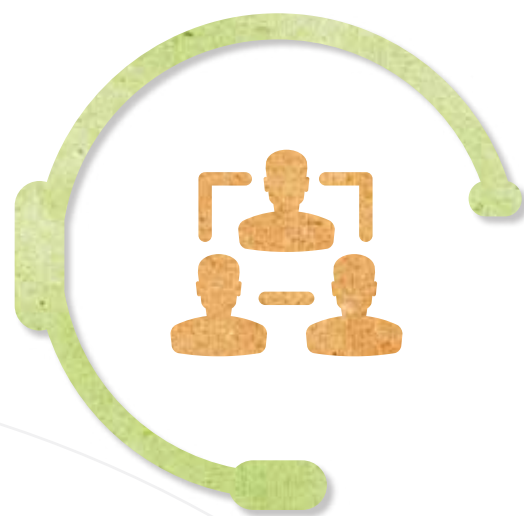
LogFinity Call Recording

LogFinity Quality Management

Customer Service Departments are continuously being challenged to optimize the customer experience, increase customer satisfaction, drive increased sales, and build customer loyalty while reducing operating expense. LogFinity Quality Management solution can help you achieve your goal in the Contact Center or for your business needs with full featured sophisticated capability that is surprisingly affordable.

★ Benefits

- Automates agent evaluation and enables organizations to spend more time on coaching and training.

- Creates evaluation questionnaires for deeper insights into customer interactions.

- Measures results over time and across multiple agents.

- Improve customer experience by sharing recordings and feedback across the organization.

- Ensure high quality customer interactions with live monitoring and quality monitoring solutions.

✓ Key Features

- Web-Based Access.

- Flexible and Dynamic Evaluation Framework.

- Support for both Evaluation modes: Automatic and Manual Evaluation.

- Streamlined Evaluation Process where agent interactions via Multiple Communication Channels can be selected for evaluation based upon multiple criteria, or users can choose to have a random call presented for evaluation.

- Multiple Reports including Statistical and 3D Graphical reports to help managers monitor their employees' progress, identify areas for training, and calibrate evaluator responses to limit variations in evaluations.

⚙ Related Products

- LogFinity Call Recording
- LogFinity Quality Management
- LogFinity Emotion Recognition
- LogFinity Audio Mining

🏷 Tags

SIP | ISDN | VoIP | Mitel | NEC | Samsung | Analog | T.38 | Cisco | Avaya | Soft-Switch | Nortel | Alcatel

LogFinity Quality Management

LogFinity Speech Emotion Recognition

TeleFinity understood that emotional intelligence is required for interaction between humans and systems; to be transferred later to be valuable information in companies through LogFinity Speech Emotional Recognition.

To know when and how something is said helps customer service, telesales, and contact centers in delivering speech emotional intelligence of their customers.

⭐ Benefits

- Use emotion recognition to drive marketing feedback.
- Detects consumers' behavior thus gives incite on how market trends are developing.
- Emotion Labeling.
- Improve customer experience.
- Measures customer satisfaction from companies' representatives.
- Increase staff productivity.
- Provides a framework for building an emotion classifier.

✔ Key Features

- The average agitation on the calls handled by staff.
- Detects emotions like anger, boredom, level of interest, disgust, fear, happiness, neutral, sadness, aggressive, cheerful, intoxicated, nervous, tired and nervous
- Comprehensive reports
- Integrate with any customer service solution and telephony environment.

⚙ Related Products

- LogFinity Call Recording
- LogFinity Quality Management
- TeleFinity Contact Center
- LogFinity Emotion Recognition
- LogFinity Audio Mining

🏷 Tags

SIP | ISDN | VoIP | Mitel | NEC | Samsung | Analog | T.38 | Cisco | Avaya | Soft-Switch | Nortel | Alcatel

LogFinity Speech Emotion Recognition

LogFinity Audio Mining

The process of analyzing recorded calls to gather information brings structure to customer interactions and exposes information buried in customer contact center interactions with an enterprise. LogFinity Audio Mining offers both real-time monitoring and post-call analytics, delivering actionable insights to contact center staff, business analysts, and executives. The results include improved agent performance, sales, operational efficiency, customer experience, and regulatory compliance.

★ Benefits

○ Converts unstructured audio or text based conversational data (calls, chats, emails, or other documents) into actionable business information and intelligence.

○ Enables phone calls to be mined and analyzed in record time.

○ Built to scale for the largest enterprises and data volumes.

○ Automates the performance management process by providing direct call center performance feedback to managers, supervisors, and agents.

○ Enhances general agent quality for customer service and support organizations.

○ Provides compliance and risk mitigation for collections agencies.

○ Improves telesales effectiveness for sales organizations.

⚙ Related Products

• LogFinity Call recording
• LogFinity Emotional Detection
• LogFinity Quality Management
• TeleFinity Contact Center

✔ Key Features

○ Optimizes agent performance by reducing average handling time and call volumes while increasing first call resolution (FCR).

○ Converts customer interactions (calls, chats, emails, and social media) into a consistent format for analysis.

○ Automatically evaluates every contact for emotion/sound quality, categorization, and performance scoring.

○ Allows free form search to find and playback contacts containing certain words and phrases or share other characteristics in a familiar web search user experience.

🏷 Tags

SIP | ISDN | VoIP | Mitel | NEC | Samsung | Analog | T.38 | Cisco | Avaya | Soft-Switch | Nortel | Alcatel

LogFinity Audio Mining

ActFinity IVR & Voicemail

Businesses today face the need to expand service and support options, but IT budgets are tighter than ever. ActFinity IVR solution reduces your cost per call by letting customers choose the type of help they want such as self-service or speaking to an agent. Not only will our IVR software free up your agents to handle more complex cases, but customers can quickly self-solve basic issues like bill pay, account inquiries, and more.

⭐ Benefits

○ Enhance the customer experience with personalization by offering 24x7 self-service options that attract customers and improve retention.

○ Design and manage cross-channel services from a single platform.

○ Lower total cost of ownership and preserve application investments.

○ Reduce application development time to-market and cost.

○ Improve self-service success rates and lower service costs.

○ Increase contact center capacity by completing calls within the IVR without agent interaction.

⚙ Related Products

• ActFinity IVR and Voicemail

✔ Key Features

○ User friendly Call Flow Designer tool.

○ Multi-languages Automated Speech Recognition (ASR) and Text-to-Speech (TTS).

○ Offer multi-lingual options including English, Arabic and other languages.

○ Structure outbound IVR applications for automated appointment reminders, telesales messages, supplemental marketing, and many more.

○ Voicemail Module.

○ Multi Operational Channels.

○ Open Database Connectivity.

○ Web-services integration.

○ Flexible scripting language for admin users.

🏷 Tags

SIP | ISDN | VoIP | Cisco | Avaya | Mitel | NEC | Samsung | Voicemail | TTS | ASR | Analog | Soft-Switch | Nortel | Alcatel

ActFinity IVR & Voicemail

TeleFinity Telesales

TeleFinity has the depth and breadth of experience to create and execute custom telesales campaigns to create demand for your products/services and build your sales pipeline. The main goal of the TeleFinity Telesales Solution is best performance for telesales, teleprospecting, and telemarketing. All activity and customer intelligence gathered is recorded in our sales call recording solution, LogFinity for prompt follow-up and analysis.

★ Benefits

- Lower overhead costs than employing an outside sales force, saving small businesses money.
- Expand your business by selling to customers in other sales territories, whether locally or nationally.
- Staying in contact with your customers gives you an opportunity to find out more about the client's needs and build a better relationship.
- Improved customer satisfaction can have a significant impact on the profitability of your business.
- Designed from the ground up to increase campaign productivity.
- Convert leads into sales.
- Increased agents productivity through automation of telesales and telemarketing.
- Increased sales from new revenue streams and improved efficiency.

⚙ Related Products

- TeleFinity Contact Center
- LogFinity Call Recording
- ActFinity IVR
- TeleFinity CRM or
- TeleFinity HelpDesk
- TeleFinity SoftPhone

✔ Key Features

- Ultimate Telesales Software for Ease of use & Performance.

- Multi-Channel Support.

- Telesales Campaign Management.

- Call-back and Appointment Setting.

- Seamless CRM Integration.

- Real time dashboard and reporting.

- Telesales Interaction Recording.

🏷 Tags

SIP | ISDN | Analog | T.38 | Cisco | Avaya | Nortel | Mitel | Siemens | VoIP | Alcatel | NEC | Samsung | CRM

TeleFinity Telesales

TeleFinity CRM

Positive customer experience is an increasingly important ingredient for companies to win and retain customers. Customer engagement through the TeleFinity CRM Solution helps companies achieve maximum top- and bottom-line growth and deliver great customer experiences across all channels, touchpoints, and devices. It enables building long-term customer relationships that are personalized, proactive, and predictive across marketing, sales, and service.

TeleFinity CRM

★ Benefits

- Enhanced Customer Experience.
- Focused Marketing Efforts.
- Helps you Plan, Manage and Monitor.
- Increased Sales & Customer Retention.
- Drive greater sales and service efficiency.
- Improve work force utilization.
- Create a positive customer experience through efficiently managing multichannel customer communications using Screen pop to speed agent responsiveness.
- Align marketing, sales, and customer service strategies.

⚙ Related Products

• Microsoft CRM Dynamics

✔ Key Features

- Account Management.
- Product and Service Information.
- Flexible Security & Access Permissions.
- Customizable screen pops.
- Tracking Partners & Product Management Support.
- Effective Data Reporting.
- Billing & Invoicing Functionality.

🏷 Tags

Sales | Management | Relationship | Customers | Lead | Opportunity | Account management | Marketing | Customer Service | Sales process | Funnel | Reports
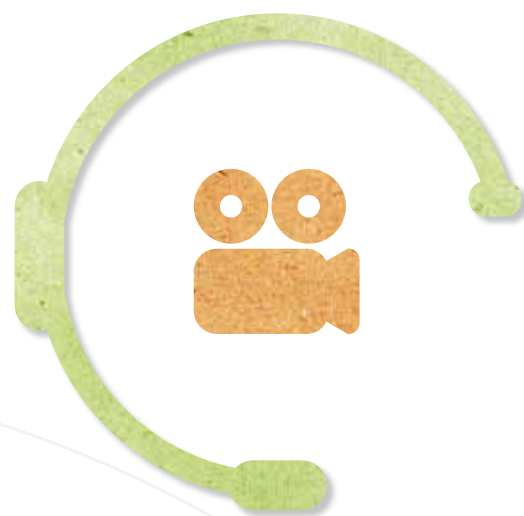
TeleFinity Video Conferencing

We all know that a picture is worth a thousand words, and crystal clear HD video conferencing from TeleFinity is the perfect example of how true that statement is. A live video conference is much more effective than a phone call in many different situations. For example, you may need to visually demo a new product with your international sales team, or troubleshoot an issue with a client which requires data sharing. Literally seeing what you are discussing is far more effective and meaningful than trying to describe it verbally with an audio conference.

★ Benefits

○ Establishing more productive working relationships without impacting travel budgets.

○ Eliminate Geographical Barriers: Joining team members or partners across time zones using any device, from any location.

○ Increase Staff Productivity: Accelerating sales and service productivity.

○ Reinforcing leadership capabilities by increasing individual exposure.

○ Save Travel Costs.

○ Plug-and-play simplicity.

⚙ Related Products

• TeleFinity Softphone

✔ Key Features

○ Easy Interoperability – Anytime, Anywhere: TeleFinity Video Conferencing solution enables all SIP based phone devices (hard phones, softphones, mobile devices) and services to connect to the same video meeting for simple, any-device collaboration.

○ Full HD Video Conferencing with high resolution (1080p).

○ Data Collaboration with Review: The ability to share different media as you videoconference is a huge benefit with no need for face-face meetings.

○ Managing all types of video conferences.

○ Supports Desktop Sharing and Slide Show.

○ Content Sharing.

○ SIP interoperability.

○ Supports up to 16 video calls simultaneously.

🏷 Tags

SIP | G.711 | G.729 | G. 722 | G. 722.1 | AMR-WB
HD Video | H.264 | Full HD

TeleFinity Video Conferencing

TeleFinity Helpdesk

TeleFinity Helpdesk and Operational Excellence Solution streamlines even the most complex processes with Communications-Based Process Automation — an approach that leverages proven communications technologies and practices from the business environment.

By keeping track of work, progress, people, skills, qualifications, availability, and resources, TeleFinity Operational Excellence optimizes processes by automatically prioritizing and routing work to the best qualified and available worker for timely completion, regardless of the person's location.

★ Benefits

- Empower your Customers with our Incident Management Solution.
- Empower your company with operational excellence.
- Connecting Process Management with your Customer Database.
- Higher efficiency and productivity through-out the company.
- Better end user satisfaction.
- Improve response time to incidents, enabling prevention and brand protection.
- Greater flexibility and efficiency with mobile capability.
- Transparency and standardization with templates, incident tracking and statistical reporting.

⚙ Related Products

- TeleFinity Helpdesk

✔ Key Features

- Process registration and tracking.
- Complete history tracking.
- Incident routing and assignment.
- Support for staff performance reports.
- Process escalations.
- Planning performance Reports.
- Knowledge base.
- Automated Warning notifications.
- Mobile Capability.

🏷 Tags

Knowledge base | Workflow | Dynamic forms
Ticketing | Incidents | Escalation |
Process management | Operational excellence |
Customer satisfaction | Notification | Follow-up

TeleFinity Helpdesk

TeleFinity CTI

A convergence of the telephone and computer – the time has come where you can truly maximize your telephone and computer technology investment. With TeleFinity CTI Solution, you can have quick and detailed on screen information on who is calling before you answer, by connecting your business phone system and your contact database (CRM or ERP-applications).

⭐ Benefits

○ You can set up a call much faster if you just have to click the contact on your screen.

○ Customer friendliness; Customers will prefer a supplier that can help them quickly and efficiently.

○ Business Process improvement and avoiding make human mistakes.

○ Employee satisfaction; People prefer purposeful activities that contribute to their goals.

✓ Key Features

○ Open Architecture: Designed to handle massive amounts of calls.
○ Caller Recognition and Contact Screen Pop.
○ Low end Client and Server Hardware needs.
○ Integrates with most PBXs, ACD's and Call centers (Ericson, Nortel, Avaya, Alcatel, etc...).
○ Simple Licensing.
○ Does not require Administrative rights on the local PC.
○ Contact Database Lookup of all contacts for a given number.
○ User defined Pop up.
○ Agent login features: login, ready, not ready.

⚙ Related Products

• TeleFinity Contact Center
• TeleFinity Softphone
• TeleFinity CRM
• TeleFinity Helpdesk

🏷 Tags

SIP | ISDN | Analog | T.38 | Cisco | Avaya | Soft-Switch | Nortel | Alcatel | Mitel | CRM | Helpdesk | ERP

TeleFinity CTI

TeleFinity SMS Gateway

The reach of SMS transcends continents and mobile devices, and provides immediate and direct information securely to your enterprise network. Real-time delivery receipts can even confirm that mobile recipients have received a message. SMS is a cost efficient way to communicate en masse or one-to-one. It is time-tested and reliable.

⭐ Benefits

- Intelligent routing solution.

- Integrate existing SMS providers.

- Price/Performance improvement.

- Increase stability.

- Reduce total cost of operation.

- Fastest time to new functionality.

- Improved reliability.

- Facilitates user data reporting.

✅ Key Features

- Supports large message rates.

- Flexibility in translations and message formatting.

- Routing by destination, service or through directory.

- Authentication, flow control and access limits on inbound application.

- Configurable error handling and load distribution.

- Effective Data Reports.

- Supports redundancy and failover.

⚙ Related Products

- TeleFinity SMS gateway

🏷 Tags

Mobile | Campaign | SMPP | 2G | Text message | SMSC | Operator

TeleFinity SMS Gateway

BillingFinity Call Accounting

BillingFinity Call Accounting Solution captures CDRs from telephone systems to report on telecom usage, telecom costs and employee activity. BillingFinity Call Accounting Solution secure web user interface provides authorized users access to a customizable dashboard, and an exhaustive menu of pre-defined reports to allow decision makers to make informed business decisions for their organization.

★ Benefits

- Traffic Analysis that helps organizations determines if they are over or under trunked.
- Call Accounting Reports enable organizations to measure and monitor employee productivity.
- Abuse and Misuse Detection.
- Historic Call Archive.
- Contact Center Metrics, e.g. "Missed Calls".
- Cost Allocation.
- Cost Reduction.
- TeleFinity Call Accounting Reports provides information to enable users to bill call activity back to tenants, contractors, vendors, and other users or departments.

⚙ Related Products

- • BillingFinity Call Accounting

✔ Key Features

- Advanced Reports that track call activity and costs.
- Scheduled Reporting via email that makes it possible for the appropriate users to get system reports, decreasing demand on system administration.
- TeleFinity Call Accounting solution can be integrated with any enterprise system, enabling rich features with minimal time and effort, which is ideal for integration with accounting and hotel billing systems, for example.
- Real-Time Call Tracking.
- Flexible Calls Cost Calculation based on pre-defined call rates.

🏷 Tags

SIP | ISDN | Analog | Cisco | Avaya | Soft-Switch | Mitel | NEC | Samsung | Cost | Accounting | Auditing | Reports | Nortel | Alcatel

BillingFinity Call Accounting

HR Plux

HR Plux is a web-based solution for the data entry, data tracking and data information needs of the human resources, payroll, management, and accounting units within a business. It is packaged with a powerful database that is built to help medium to large-sized companies. HR Plux provides management, reporting and analysis of all employee information, and tracking and reporting of payroll and employee payments. It also contains employee self-service, manager self-service, HR administrative-service. HR Plux covers most of any company needs; it is powerful, dynamic, flexible, and customizable.

⭐ Benefits

○ Customize your payroll system to adhere to various environments.

○ Effectively manage employee dynamic evaluations, leaves, attendance, travel, training, and many other modules to enhance productivity.

○ Follow up on each of your projects, tasks, and documents, including their progress, assigned employees, and historical information.

○ Keep up to date with your human resource information.

○ Access company news, events, policies and other information rapidly.

○ Keep track of your work and HR through comprehensive reports and logs.

⚙ Related Products

• HR Plux

✔ Key Features

○ HR Plux can handle any number of employees, so it works for medium-sized to large-sized companies.

○ HR Plux covers most of the HR personnel needs of the company's human resource management.

○ HR Plux gives you the ability to modify security based on your requirements.

○ HR Plux gives you the ability to customize it so fits any payroll system; you can add your own payment process and as many processes as you want.

○ HR Plux allows HR administrators to add and modify staff information easily.

○ This system can be viewed in one page, and then the user can decide which portal he/she wants to access.

○ HR Plux gives the user an easy way to run payments and payment reports using a very easy step by step wizard.

🏷 Tags

Employee I Manager I Self-Service I HR Administration I Payroll I Evaluations Attendance I Training I Leaves I Travels I Projects Tasks I Progress

HR Plux

LogFinity for Financial Institutions (PCI Compliance)

Companies that take credit card payments over the phone must be aware of the implications of PCI DSS compliance. This covers issues such as stored card holder data and ensuring security is maintained.

⭐ Benefits

○ Records calls in accordance with PCI DSS requirements.

○ Card holder information security assured.

○ Flexible user rights system.

○ Ensure compliance and protection from liability risk by recording 100 percent of call and data interactions in high-volume, single or multi-site environments of any size.

○ Provide personalized timely feedback and support.

○ Boost service quality and cultivate positive customer experience and loyalty.

○ Automatically selecting and delivering high-value recordings for evaluation.

⚙ Related Products

• LogFinity Call Recording
• ActFinity IVR

✔ Key Features

○ Secure password system.

○ Data encryption.

○ Audio silencing facilities (manual or dynamic).

○ Interfaces with payment applications.

○ Gain actionable insights, ensure compliance and minimize risk.

○ Unified recording for VoIP, TDM and hybrid environments.

○ Secure, centralized Web access, analysis and administration.

○ Unique, award-winning search, playback and reporting.

○ Optional data capture analytics uncover rapid customer insights and ensure compliance with PCI DSS and HIPAA requirements.

○ Automates the communication of evaluation results to agents.

🏷 Tags

ISDN | VoIP | Mitel | NEC | Samsung | PCI-DSS | HIPAA | Bank | Broker | Credit Card

LogFinity for Financial Institutions (PCI Compliance)
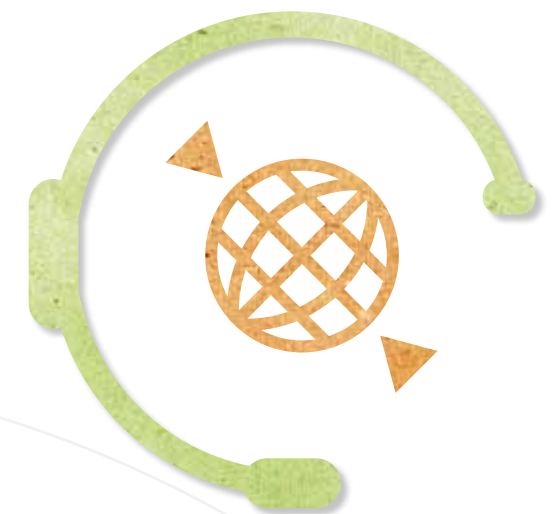
TeleFinity Portal

The TeleFinity Portals Solution provides important corporate tools and applications, web services, and personalized information on clients, products and markets with one-stop access; it also provides access to information resources, and manages those resources efficiently.

⭐ Benefits

○ Personalization- users can personalize their own portal page to view flexible regular information and adjust their view according to their privileges.

○ Users have access to static information like documents, manuals, templates and other multimedia content.

○ Users have access to dynamic content and are able to view the organization's information at real-time.

○ Content management allows multiple users to edit content each by specialty, thus creating an efficient way to update and convey information without the need for development and technical expertise.

○ Search and Navigation enables users to find information required easily and quickly.

○ Enabling effective collaboration through emails, forums, and chat rooms; organizes work through group calendars and task allocation.

○ Information distribution users can receive notifications on various documents, and get to specific types of information once it is posted through personal information notification settings.

⚙ Related Products

• TeleFinity Portal

✔ Key Features

○ Full user experience, look and feel.

○ User can reach any page by 3 clicks maximum.

○ Supports very high search tank.

○ Integrations with customer care systems and active directory.

○ Advanced search engine capabilities.

○ Support English and Arabic Languages.

○ Dynamic and User Friendly Interface.

○ Ability to create pages based on pre-built template.

○ General Messages module and reporting.

○ Customized views and themes per user.

○ Administration logging and security.

○ Compatibility with existing backup solutions.

○ Front-end Performance Metrics:

• Time to Title: Less than 2,300 ms.

• Time to Start Render: Less than 3,500 ms.

• Time to Display: Less than 6,000 ms.

• Time to Interact: Less than 7,300 ms.

🏷 Tags

Display | Interact | Render | Title | Integration
Dynamic | User-Friendly | Email | CMS | Portal |
Simplicity | Forum | Calendar

TeleFinity Portal

TeleFinity Turnkey Solution

Delivery of high quality, cost efficient customer service can present a variety of challenges to any Government agency. Although program requirements vary widely, the basic expectations of providing high quality, yet efficient, services is consistent across all customers and programs.

★ Benefits

- Increase Citizen Satisfaction.
- Reduce resolution time.
- Improve staff productivity.
- Better Citizen Services.
- Citizen self-service.
- Executive level reporting.
- Improved employee adoption.
- Integrated and cost effective solution.

- Empower citizens and increase productivity.
- Improve responsiveness and decision making.
- Personalize and enhance service delivery.
- Utilize multiple access channels.

✔ Key Features

- Citizen self-service portal.
- Common service requests forms.
- Service intake, routing and workflow.
- Case and channel management.
- Agent-oriented call scripts.
- Interactive dashboards and reports.
- Mobile and web-enabled device access.
- Front Office Management.
- Back Office Management.
- Knowledge Base.
- Workflow management.

⚙ Related Products

- TeleFinity Contact Center
- LogFinity Call Recording
- ActFinity IVR
- TeleFinity CRM or
- TeleFinity HelpDesk
- TeleFinity SoftPhone

🏷 Tags

Contact Center | Soft-Switch | CTI | Softphone | IVR | Call recording | Agent evaluation | Quality management | Helpdesk | Process management | Knowledge base Workflow | Dynamic forms | Ticketing | Incidents | Escalation

TeleFinity Turnkey Solution

TeleFinity Cloud Contact Center

TeleFinity Cloud Contact Center solution delivers all the benefits of a multi-million dollar, premise-based call center system without any of the heavy capital costs.

Using our intuitive software interface, agents can log in no matter where they are – office, home or on the road – integrating with Contact Center from Multi- Communication Channels and empowering a flexible workforce while reducing operational costs and improving customer service.

⭐ Benefits

○ Affordability: Upfront capital expenditures for equipment are converted to predictable monthly fees.

○ Scalability: Services can be implemented quickly and scaled up or down to match business needs.

○ Security: Client data is securely stored in a TeleFinity data center. However, the client remains in control of the information.

○ Improved Architecture by eliminating third-party telephony components.

○ Flexible Work Options and Virtualizations Ease of managing multi-site and remote agents using a single, central queue which routes calls to agents regardless of their physical locations.

○ Business Continuity – In TFCC, customer interactions (inbound, outbound, email, chat, SMS, social media) are universally queued on our network and can be re-routed to alternate locations in the case of service disruption or natural disaster. System availability reaches up to 99.99% annually.

⚙ Related Products

• TeleFinity Cloud Contact Center
• TeleFinity SoftPhone

✔ Key Features

○ Automatic Call Distribution (ACD) – Using sophisticated routing policies, route callers from multi channels to the right queue, with the right priority, and route them to the next available agent with the correct skills.

○ Simple, intuitive agent desktop: Rich contact center agent desktop with advanced contact handling features, on demand access to customer information, and immediate access to experts.

○ IVR/Auto Attendant – Guide callers through with self-service applications, using voice or video prompts, to identify the best employee or agent.

○ Unified Communications Integration – Enable agents to manage any situation quickly with peers and supervisors, with integrated email and conferencing as well as integration with CRM and other business applications.

○ Call Recording and Agent Evaluation – Record calls to improve service, mitigate risk and maintain agent compliance.

○ Monitoring and Reporting – Ensure a quality experience by monitoring agents, barge in and emergency escalation when needed, and gain insight into performance with both historical and real-time reporting.

🏷 Tags

Call Center | Contact Center | Inbound | Outbound | Blended | Remote Agent | Home Agent | Cost | IVR | Call Recording Quality Management | Customer Service | Telesales

TeleFinity Cloud Contact Center

Professional Services

When implementing TeleFinity's solutions, you sign up to our ROI approach and a long-term partnership. Each solution can be customized to suit your business needs. We can integrate our solutions with other applications or systems like Cisco, Avaya, Salesforce, Microsoft CRM and many more in order to use, and manage all of your systems through a single interface.

Consultation

To achieve company goals and improve efficiency we recommend that companies adopt the plan-do-check-act methodology for continuous improvement. TeleFinity specialist consultants assist clients in building business processes and formulating KPIs to monitor them. TeleFinity Solutions cover the do & check elements, leaving the plan & act to individual company processes.

Implementation

With thousands of successfully installed solutions, we strive to insure a personalized implementation that exceeds your expectations. We will work hand in hand with you in order to understand your exact needs and implement the most effective solution to meet them. After installation we will train your users to use the tools with excellence.

Support

You are the heart of our business. We will make sure that you get our full attention and support to run your systems, through a specialist team that receives calls 24/7.

Training

To ensure you receive the maximum benefit from our solutions we will organize customized training for you, led by our professional team of experts.

Professional Services

CISCO
Available in the
Cisco
Marketplace

CISCO Compatible

CISCO
Preferred
Solution
Partner

Microsoft
Dynamics™CRM
Partner

AASTRA®
A2p2 Qualified Member

2011
TMC INTERNET TELEPHONY
PRODUCT
OF THE YEAR

PRODUCT
CUSTOMER INTER@CTION
Solutions
2011
OF THE YEAR

Customer Testimonials

"

Based on the rapid developments in the information technology field, and urban growth in Jeddah city, it has been difficult for the Central Jeddah Municipality to keep up with the requirements of society through existing platforms. This prompted us to initiate the Call Center project, where Jeddah Municipality IT department examined the market for specialist companies in the Call Center field, and finally selected TeleFinity Company. Key decision factors were TeleFinity Systems' global reach, their unique combination of stability, and flexibility, and support for Arabic Language.

Since system installation in Jeddah Municipality 940, we have not been losing any calls as in the past also the data base provides rich information, which has helped to improve performance, for example reducing call duration, and filtering calls on demand.

Through the TeleFinity Call Center system, the 940 Call Center has enabled new features like Voice Recognition, for which Jeddah Municipality is considered the pioneer in Saudi Arabia.

TeleFinity System is uniquely highly flexible, which insulates the project against challenges and difficulties.

The most important factors leading to success in Jeddah Municipality 940, has been the TeleFinity employee team, who are characterized by their professionalism in dealing with clients and their permanent presence on site.

We can definitely describe this experience with TeleFinity Company as a success story. Following our experience with TeleFinity, we recommend that both governmental and private sectors work with TeleFinity to achieve their own success stories.

"

أمانة جدة | **Jeddah Municipality**
Ibrahim Al-Saggaf

> His Royal Majesty King Abdullah the Second should be very proud of a company like TeleFinity, as it is a true example of a made-in-Jordan company.
>
> I really praise the efforts made by TeleFinity Company in the IT & Telecom field, where TeleFinity has been able to demonstrate its abilities both in Jordan and abroad, and differentiate the excellence of their services above their counterparts in the field.
>
> I compliment TeleFinity Company in being able in a short time to become a model for Jordanian companies in the market. And I will always emphasize that TeleFinity Company is the honor of Jordanian companies in the world.

HE Akel Biltaji
Mayor of Amman

> We have dealt with TeleFinity's Recording System LogFinity for more than eight years now and in that time we never encountered any major issue. The system is very stable, support is fast and the sales & marketing team is accommodating.
>
> Certainly, the TeleFinity Recording System is one the best recorders available not only because its application is user friendly, but of course because it is open for customization.

Saudi France bank
Roel Genson
Senior System Administrator

> When choosing a vendor one should be very careful; the vendor should understand that every company has its own philosophy. TeleFinity understood that the Customer Service department is the most important entity in any business, as I was looking for a state of the art Contact Center solution to help me offer excellent customer service.
>
> TeleFinity is in-house built technology that is easy to adopt and cost-effective. They understood my requirements and offered the right solution, and I found out that their Contact Center solution was easy to use, and flexible -which made it easy for my staff to adapt to.
>
> We in the customer service industry search for perfection and our rule is "Customers are always right". TeleFinity's customer service and technical support was exceptional; they made it easy for us to adapt to the new system and trained us to use it to perfection.
>
> I would say that my experience with TeleFinity was excellent, and I am in the process of choosing them for my next venture. I would recommend them to all businesses who work in the Customer Service Industry.

TravelMiles™
Omar Jahameh
CEO TravelMiles

"

After intensive research and study on the best companies in the Call Recording field, we decided that TeleFinity Company is the best company to deal with. They have an excellent reputation, and their solutions are distinguished by ease of implementation and ease of use. As Advanced Technology cares about customer satisfaction and customer success, we decided to deal with TeleFinity Company as they provide the services we need, and they have Sales and Technical teams with high skill levels.

"

ad tech | **Ad-Tech**
Khalid Al-Adwan
Sales Manager

"

Our biggest problem was to find a suitable company specializing in customer service and telecom solutions, as we in Pioneers Academy have a huge diversity of work. We searched the market until we found TeleFinity. They have expertise in this field, and are a great team to work with. TeleFinity solutions provide detailed reports, which help us in providing the quality we need in our work. TeleFinity solutions also help us to connect our branches across the world together.

I highly recommend to dealing with TeleFinity Company.

"

Pioneers Academy
Mohammad Affouri
General Manager

Our Clients

Advanced Dental Care Center

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ASP
Abu Shumookh Projects
Telecom Division
Advancing a Connected World

Jawad Sultan Technologies L.L.C

Techno craft Private Ltd.

Souccar for Electronic Industires LLC.
Member of Riad Nassib Souccar and Sons Complex
Leads The Way

posta plus

مستشفى طيبة Taiba Hospital
Care & Cure رعاية وشفاء

بيت التمويل الكويتي Kuwait Finance House

وزارة المواصلات
Ministry Of Communications

الوطني NBK

بترونت PetroNet

BAHWANCYBERTEK

مركز دار البراء الطبي Dar Al Baraa Medical Center

Behbehani Group
Behbehani Motors Company

AMFCO INTERNATIONAL

المجموعة الأهلية للتأمين AHLEIA INSURANCE GROUP-AIG

QNB
Together Forward

Domino's Pizza

ENVOY
GENERAL TRADING & CONTRACTING CO. W.L.L. KUWAIT

alBaraka البركة

ATCOM
Technology & Communications

HYPERTECH

سولحارتي للتأمين

aabar PROPERTIES

ادنوك ADNOC

عرب لينك ARAB LINK حسن الضيافة صنعتنا Hospitality is our Heritage

ProTeleCo
Smart Telephony Solutions

GBM

Barjeel بارجيل عنوان الثقة
Driven by Trust
Equities - Derivatives - Mutual Funds - Commodities
BARJEEL GEOJIT SECURITIES (L.L.C.)

BARCLAYS

BRAINNOX
INVESTMENT & MANAGEMENT GROUP

مركز إدارة النفايات - أبوظبي
The Center of Waste Management - Abu Dhabi

FFA Dubai Ltd.
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Pehla
PREMIUM ASIAN ENTERTAINMENT

the package tour operator
HOLIDAY FACTORY

GIC
الشركة العالمية الكبرى Grand International Company

BRIDGE THE GAP

TELEFINITY