



Solutions you expect. Service you deserve.

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Who is InfinityCTI, Inc.?

InfinityCTI, Inc., is a California-based Corporation located San Diego. InfinityCTI, Inc., was started in 1996 as a sole proprietorship at the encouragement of Lucent Technologies (now Avaya). For the past 11 years, InfinityCTI, Inc. has worked closely with Avaya and its Partners (such as NACR and Xeta) to provide IVR, CTI, CMS, and PBX development support and solutions.

The CEO of InfinityCTI, Inc., Frank Guthrie, has over 20 years of application development experience with the Avaya IVR. The bulk of his development expertise is based on IVR Designer, Script Builder, Dialog Designer, TAS, Oracle, Unix, ScanSoft (Now Nuance) Voice Recognition/Text-to-Speech, and web integration.

Through the years, the business has grown. InfinityCTI, Inc. has a team of experienced developers and supports both Partner clients and its own customer base. Originally, the focus had been to support clients in the San Diego area; however, the client base today has grown to nation wide. InfinityCTI, Inc.'s primary expertise is the Avaya IR and Voice Portal. The company also has a very strong development background in the Avaya PBX, CTI (Avaya Active Telephony, Contact Center Express, Spanlink's FastCall) and CMS environments as well.

A few examples of the IVR applications developed by InfinityCTI, Inc. include HR Benefit enrollment systems, Employee Time Entry Systems, Pay Per View movie ordering service, Credit Card payment services, Out Calling, Password Reset, Fax Back, Order Status, network monitoring and notification tools, web integrated applications, stock brokerage applications, mainframe password reset applications, and voice enabled directory service applications. Frank and his team also perform PBX programming (Vectoring, etc) for Call Centers, and can build call flows from the ground up, or just modify existing call flows to improve statistics.

Beyond Frank and his development team's expertise, they thrive on Customer Service. He and his team believe in building lasting customer relationships, and will go the extra steps necessary to ensure customer satisfaction.

Contact InfinityCTI, Inc. at 858-380-2400 for more information.