

For Immediate Release



Callfinity Partners with Left Bank Solutions to Expand Contact Center Systems with Advanced Workforce Management

Pittsford, NY and Los Angeles, CA, November 27, 2007 -- Callfinity Inc, a premier provider of contact center technology, and Left Bank Solutions, Inc., a leader in Workforce Optimization Solutions for small and medium-sized contact centers, announced today that Callfinity has chosen Left Bank's Monet Workforce Management System™ as their certified and approved WFM solution to meet the forecasting and scheduling needs of existing and prospective customers.

Charles Ciarlo, President and CEO of Left Bank, commented, "We're excited and pleased that Callfinity has chosen the Monet WFM solution. This partnership furthers our continuing commitment to provide our partners the very best workforce management solution offering to their customers. Monet WFM™ allows premier call center technology providers like Callfinity to easily embed and integrate Monet WFM with their existing solutions"

Callfinity's suite of products includes a multimodal ACD platform for queuing and routing inbound telephone calls, chat sessions, emails, and faxes to call center agents; a modular IVR system for automated assistance and web services support; a voice and screen recording system for quality management and training; a complete CRM system designed for use in contact centers; and an automated outbound dialer module with predictive, progressive, and automatic dialing capabilities. All of Callfinity's products include web-based real-time dashboards, reports, and full integration with existing contact centers' technology. The Callfinity modular suite is available as both an on-premise system and as a hosted service.

"We're excited to introduce the Monet workforce management solution to our customer base," said Jeff Valentine, President & CEO of Callfinity. "Now, Callfinity clients can choose Left Bank as their pre-integrated, best of breed scheduling and workforce management system when implementing any or all modules in our call center suite."

Both Left Bank and Callfinity plan to launch a joint-effort marketing campaign informing their respective customers about the announcement starting immediately.

ABOUT CALLFINITY®

Callfinity provides telecommunications software and systems to enterprises and service providers. Over 200 customers, such as British Telecommunications, John Hancock Funds, and the Massachusetts General Hospital, use Callfinity's on-premise equipment and hosted services for call recording, IVR, and other specialized uses in four countries around the world. For more information about Callfinity, please visit Callfinity's web site, www.callfinity.com, or contact Marcy Sepp at (877) 897-2962 or +1 585 278-1940. Callfinity is a registered trademark of Callfinity, Inc.

ABOUT LEFT BANK SOLUTIONS™

Left Bank Solutions™ is a global provider of workforce optimization solutions for small- and medium-sized contact centers. Left Bank Solutions enables businesses to leverage their workforce investments by providing efficient deployment of critical resources and effective

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management of personnel. Results include significant increases in customer service levels and business profitability.

The integrated workforce optimization solutions offered by Left Bank Solutions provide customers with powerful workforce optimization systems that enable immediate and measurable gains in customer service levels and a dramatic reduction of contact center costs.

For more information about Left Bank Solutions, Inc., please call Valerie Tashjian at (310) 207-6800, ext 208 or email: vtashjian@leftbanksolutions.com