

# Allworx® Software Features



## Advanced options for improved communications.

Allworx provides a wide range of software feature options to help your business increase its productivity, efficiency and customer response.

Supercharge your phone system with these **advanced software features**:

- ▶ Advanced Multi-Site
- ▶ Automatic Call Distribution
- ▶ Call Assistant™
- ▶ Conference Center™
- ▶ Dual Language Support
- ▶ Mobile Link
- ▶ TAPI TSP Driver

# Allworx® Automatic Call Distribution

Allworx Automatic Call Distribution is a robust call center solution, allowing you to distribute queued calls in linear priority, round robin, longest idle and ring all styles — a different style for each and every call center need!

With Automatic Call Distribution, you can instantly manage all the important configurations of each call queue while also tracking an array of beneficial queue statistics on the performance of both individual agents and each individual queue.

## Diverse distribution methods

Allworx Automatic Call Distribution supports three different ACD style call distribution methods, as well as one traditional style call distribution method.

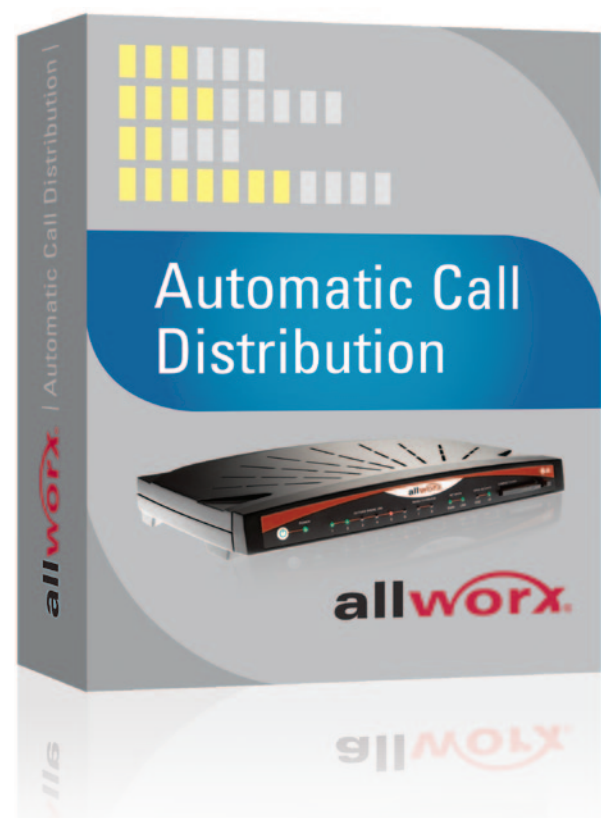
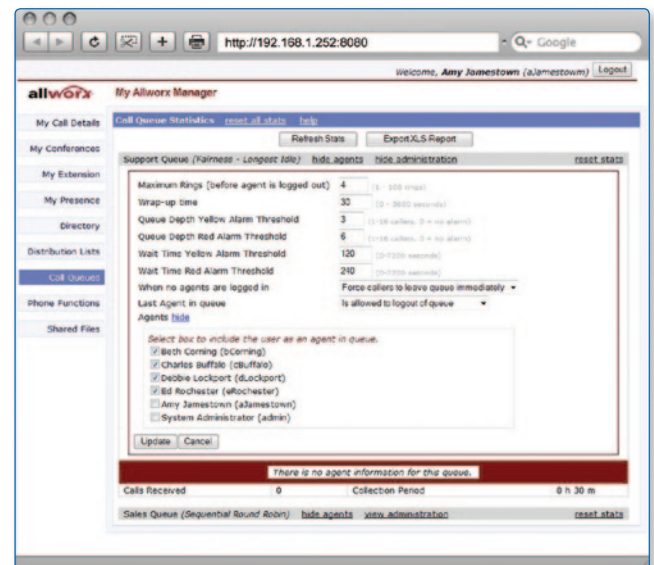
### ACD distribution methods

- ▶ **Linear priority** — Also known as Favorite Agent, distributes calls based on a strict linear ordered priority as determined by the queue administrator. As each call comes in, it is distributed to the first user on the list who is logged in and available.
- ▶ **Round robin** — Distributes calls in a circular manner to each logged in user so that the same quantity of calls is distributed to each. If the next agent that is scheduled to service a call is already busy when their turn comes up, their place on the list will be adjusted downward so that it is the first one attempted for the next available call. This mode is popular for queues which require distributing equal numbers of calls to salespersons.
- ▶ **Longest idle** — Distributes calls in a fashion that assures all logged in users spend approximately the same amount of time on the phone. This mode is popular for service and support queues where all agents have the same capability set and it is desired that the workload is shared evenly among all agents in the queue.

### Traditional distribution method

- ▶ **Ring all** — Rings all stations logged into a queue simultaneously if there are any callers pending in the queue.

### ACD Admin screen



## Flexible queuing options

Automatic Call Distribution supports up to 10 queues with 16 calls per queue and 32 calls across all queues at any time when using an Allworx 48x or 10 queues of 8 calls per queue and 16 calls across all queues at any time when using an Allworx 6x.

- ▶ **Visual indicators** – Allworx phones indicate the status of the queue line through variations in the color and blinking of Programmable Function Keys.
- ▶ **Custom greetings** – Record your own custom initial and recurring greeting for each queue.
- ▶ **Wait notification** – Callers in queue will hear relaxing system hold music (customer provided) or a custom message played at programmed intervals.
- ▶ **Descriptive queue names** – Assign each queue a descriptive name to appear whenever drop down menus are available, or to identify which queue is ringing on your phone, making answering correctly a breeze.
- ▶ **Programmable function keys** – As an agent, Allworx phones can be set so that specific keys light up to represent specific call queues, making it easy to identify which queues they are servicing. For maximum flexibility, users can also use these keys to log in and log out of their assigned queues.
- ▶ **Alert settings** – As a supervisor, each phone can be set to respond to queue conditions differently with yellow and red alerts, as well as an alert tone, after callers have exceeded a user-specified time period. Calls can be directed to managers or co-workers if the wait time becomes too long, or too many calls are in queue at any given time.

## Call queue statistics

Track detailed statistics on the performance of individual agents as well as on each call queue within the system. Statistics can be monitored in real time, after the fact, or exported into Microsoft Excel. This ability to track statistics allows you to identify unique calling trends within your call center and thus better manage your call distribution and tracking.

### ▶ Per queue statistics

- Total agent time
- Total call time
- Call efficiency
- Average time to service
- Collection period
- Received
- Serviced
- Abandoned (short)
- Abandoned (long)
- Abandoned (total)
- Exit key pressed
- Timed out
- Call volume
- Total wait time
- Longest answer time
- Maximum calls in queue
- Average hold time before abandoned

### ▶ Per agent statistics<sup>2</sup>

- Average call time
- Serviced calls
- Missed calls
- Total service time
- Average service time
- Average answer time
- Longest answer time
- Total time logged into queue
- Load factor

## Dynamic management

All queues within the system are overseen by an administrator while each individual queue is managed dynamically by a defined supervisor through a user-friendly software interface. Settings are configurable on a per queue basis. They include, but are not limited to, the following:

- ▶ Choose between three ACD distribution methods, including linear priority, round robin and longest idle, or the traditional ring all distribution method.
- ▶ Assign each queue a descriptive name.
- ▶ Add, remove and sort agents eligible for a queue.
- ▶ Set the number of seconds between which status update messages are played for callers waiting in a queue.
- ▶ Determine whether a call is routed to another queue, sent to an Auto Attendant, sent to a specific extension, or sent to a specific Voicemail Box once it reaches the maximum queue wait time.
- ▶ View, export or reset the tracking statistics for each agent associated with each ACD-enabled queue.

## Supervisor Management screen

| Support Queue (Fairness - Longest Idle)  | hide agents | view administration                | reset stats |
|--|-------------|------------------------------------|-------------|
| <b>cCorning (Busy)</b> <small>agent status</small> <small>login</small>        |             |                                    |             |
| Total Serviced   |             | 3                                  |             |
| Average Service Time   | 24 s        | Total Service Time                 | 1 m 42 s    |
| Average Answer Time  | 3 s         | Longest Answer Time                | 6 s         |
| Total Missed   | 0           | Total Logged In Time               | 3 m 44 s    |
| Load Factor  | 85%         |                                    |             |
| <b>cRockmore (Logged Out)</b> <small>agent status</small> <small>login</small> |             |                                    |             |
| Total Serviced   |             | 3                                  |             |
| Average Service Time   | 1 m 50 s    | Total Service Time                 | 5 m 31 s    |
| Average Answer Time  | 7 s         | Longest Answer Time                | 11 s        |
| Total Missed   | 0           | Total Logged In Time               | 20 m 34 s   |
| Load Factor  | 34%         |                                    |             |
| <b>cRockmore (Logged Out)</b> <small>agent status</small> <small>login</small> |             |                                    |             |
| Total Serviced   |             | 4                                  |             |
| Average Service Time   | 1 m 3 s     | Total Service Time                 | 4 m 19 s    |
| Average Answer Time  | 7 s         | Longest Answer Time                | 14 s        |
| Total Missed   | 0           | Total Logged In Time               | 23 m 25 s   |
| Load Factor  | 39%         |                                    |             |
| <b>cBuffalo (Idle)</b> <small>agent status</small> <small>login</small>        |             |                                    |             |
| Total Serviced   |             | 6                                  |             |
| Average Service Time   | 1 m 35 s    | Total Service Time                 | 9 m 35 s    |
| Average Answer Time  | 6 s         | Longest Answer Time                | 12 s        |
| Total Missed   | 0           | Total Logged In Time               | 27 m 20 s   |
| Load Factor  | 45%         |                                    |             |
| Calls Received   | 22          | Collection Period                  | 27 m 20 s   |
| Average Time to Service  | 1 m 17 s    | Calls Serviced                     | 18          |
| Abandoned (short)  | 1           | Abandoned (long)                   | 2           |
| Exit Key Pressed   | 1           | Timed Out                          | 0           |
| Total Wait Time  | 18 m 24 s   | Longest Wait Time                  | 2 m 48 s    |
| Maximum Calls in Queue   | 3           | Average Hold Time before abandoned | 46 s        |
| Call Volume (calls per hour)   | 1.98        | Total Agent Time                   | 23 m 7 s    |
| Total Call Time  | 43 m 31 s   | Call Efficiency                    | 123%        |
| Average Agent Time   | 1 m 17 s    | Average Call Time                  | 2 m 18 s    |



# Allworx® Call Assistant™

Call Assistant is a PC-based answering position and personal call management tool that brings the power of enterprise call processing directly to your business.

Call Assistant allows operators, receptionists or individual users (both local or remote) to monitor the state of every line and every handset in an elegant and easy-to-use application. Every user on an Allworx system can effectively process calls by answering, transferring, parking or sending to voicemail. Users can view all call activity across the system including every call queue<sup>1</sup>, parked calls, monitors, and their own call history. In addition, any current call on a Call Assistant user's phone can be easily recorded using the Call Recording feature. Call Assistant is a fully integrated, Windows-based PC software tool with an intuitive interface designed to work in combination with any Allworx IP phone.

## Key benefits

- ▶ Comprehensive call management and call processing
- ▶ Easy-to-use graphical user interface
- ▶ Status for every line and handset on system(s)
- ▶ "Drag-and-drop" capability for transferring calls
- ▶ Record user's calls and save as a WAV file
- ▶ Easy access to all standard call functions
- ▶ Monitor active system calls with Active Calls tab
- ▶ Seamless integration with any Allworx phone
- ▶ Quick and easy installation
- ▶ Visibility of SIP trunks, digital, and traditional Central Office (CO) phone lines
- ▶ TAPI (supported separately with Call Assistant license)<sup>1</sup>

## How it works

The Call Assistant screen has three work areas, each of which display call information and expedite call handling.

**My Calls** shows all calls currently being handled at the user's extension.

**Outside Lines** show the status of both VoIP and CO lines.

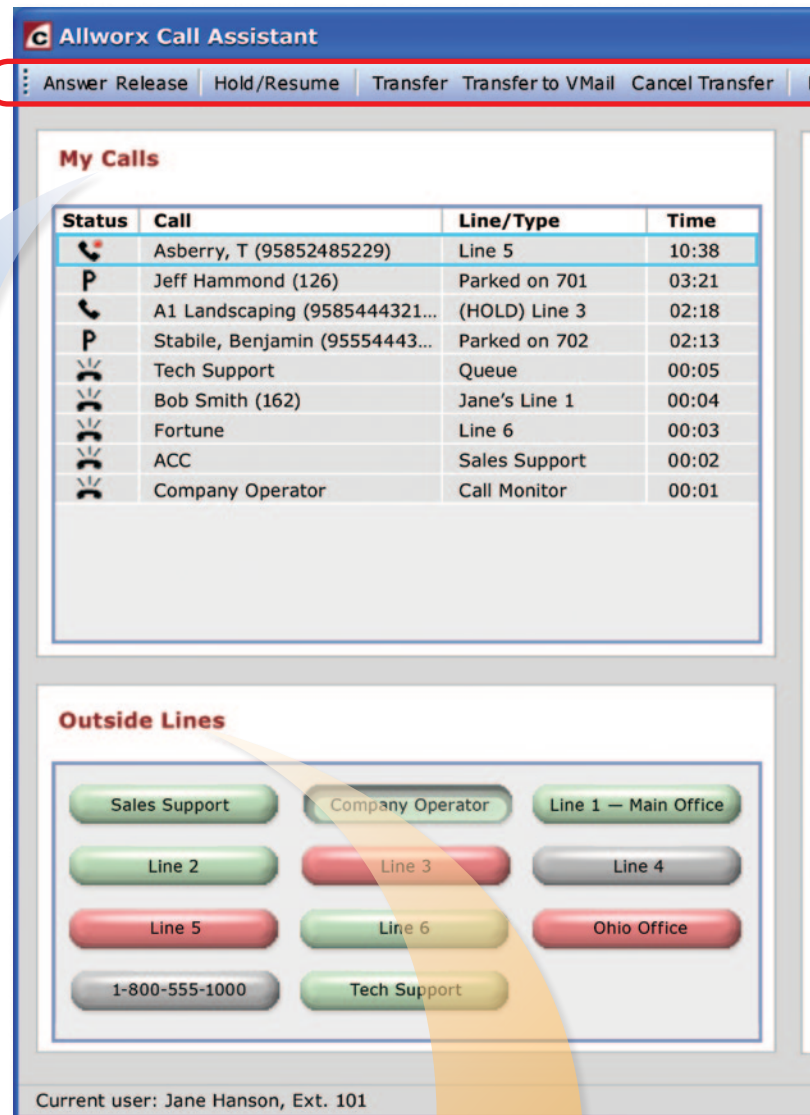
**Switchboard** shows every users' handsets with status indicators, as well as tabs to display status of other functions.

### My Calls

Every incoming or outgoing call associated with the user's extension appears in the My Calls area.

This area shows the status of a call (Ringing, Active, Record, On Hold, Parked, Ended), caller ID, additional information about the call (such as phone number) and elapsed time.

Many actions can be initiated on these calls, such as Record, Answer, Release, Hold, Transfer and Park. See Task Bar for more information.



### Outside Lines

All VoIP and traditional CO lines which have been designated for this user show up in the Outside Lines area.

Each line shows status through the use of color: green indicates Ringing, red indicates Active and gray indicates Idle. Caller ID information will appear as a fly-over when user places their mouse over an Active or Ringing Outside Line button. Calls can be initiated or answered using these buttons.

## Switchboard

The Switchboard is a multifunctional, interactive area designed to display Directory and other system information. Selecting only the tabs you want to view will lead to screens dedicated to Auto Attendants, Call Queues, Parked Calls, Call Monitors, Call History, Active Calls, and a customizable Favorites tab.

**Switchboard**

allworx

| Ext | Name              | Ext | Name              | Ext | Name              | Ext | Name               |
|-----|-------------------|-----|-------------------|-----|-------------------|-----|--------------------|
| 101 | Jane Hanson       | 122 | Paul Reed Smith   | 143 | Gary Winn         | 164 | Toralee Jones      |
| 102 | John Arrow        | 123 | Abe Johnson       | 144 | Winslow, Brian    | 165 | Pat Edwards        |
| 103 | Ashley Winn       | 124 | Thomas Stevens... | 145 | Gordon Erickson   | 166 | Maggie             |
| 104 | Amy Robertson     | 125 | Amber             | 146 | Garage            | 167 | Jane Drew          |
| 105 | Ralph Caruso      | 126 | Jeff Hammond      | 147 | Security          | 168 | Rolf Ingstadt      |
| 106 | Stan Smead        | 127 | Ann James         | 148 | Ann Adams         | 169 | Irene Wright       |
| 107 | Sue Ventas        | 128 | May Hancock       | 149 | Leslie Jones      | 170 | Rett Smith         |
| 108 | Albert Jones      | 129 | Paul Rowland      | 150 | Mike Jacobs       | 171 | Seattle Office     |
| 109 | Daryl's Office    | 130 | Ben's Office      | 151 | Travel Office     | 172 | London Office      |
| 110 | Daryl Smith       | 131 | Ben's Remote      | 152 | Dick Chase        | 173 | Panama City Off... |
| 111 | Marty Gould       | 132 | Randy Lawler      | 153 | Darlene Packer    | 174 | Houston Office     |
| 112 | Sam Lee           | 133 | Virginia Campbell | 154 | David Joule       | 175 | Frank Jones        |
| 113 | Joe Falucci       | 134 | Sarah's phone     | 155 | David Wright      | 176 | John Weathers      |
| 114 | Mary T            | 135 | Tom Snell         | 156 | Isma Williams     | 177 | Charlotte Camel    |
| 115 | Arthur Ruby       | 136 | Struber, Bob      | 157 | Priscilla A       | 178 | Anna Schmidt       |
| 116 | Gene Berrins      | 137 | Amy Barnes        | 158 | Felicity Seal     | 179 | Sue Sully          |
| 117 | George Rasmus...  | 138 | Nancy Clark       | 159 | Sam V             | 200 | Lobby              |
| 118 | Chris Tone        | 139 | George's Office   | 160 | Sam V's Remote    | 201 | Conference Room A  |
| 119 | Rachel Ng         | 140 | Simonette Stel... | 161 | Sam V's Cellphone | 202 | Training Room      |
| 120 | Frank Adoracio... | 141 | Janet Stephana... | 162 | Bob Smith         | 203 | Warehouse          |
| 121 | Fred Bush         | 142 | Jay Mazarella     | 163 | Kathy Mitch       |     |                    |



## Task Bar (Main Menu)

All key calling functions are conveniently placed at the top of the screen and can be accessed through mouse commands.

**Answer** – pick up an incoming call.

**Release** – end a call.

**Hold/Resume** – place call on hold; take off hold.

**Transfer** – move call to another person, extension, group, queue or location, either as a blind transfer or attended transfer.

**Transfer to Vmail** – send caller directly to any user's voicemail.

**Cancel Transfer** – cancel a transfer in progress.

**Park** – place call on system hold so it can be picked up from any phone.

**Intercom** – Intercom (Direct Station Selection – DSS) allows for direct access to another phone/extension.

**Page** – make an announcement over the overhead paging system or one of the Allworx paging zones.

**Start/Stop Record** – start recording a live call; stop recording.

**Options** – set configuration options.

**Help** – simple explanations of color indicators and key functions.

**Dial** – dials a new call or selected extension.

**Clear** – clears out whatever was previously selected for dialing.

## Directory

The Directory displays all of the Allworx system users and extension numbers, each with easily identifiable colors indicating current status. As in the Outside Lines area, green indicates Ringing, red indicates Active, and gray indicates Idle. In addition, amber indicates Do Not Disturb. Various actions can be initiated in the Directory in combination with the task bar and other work areas. For example, answer any ringing handset with a simple click of your mouse.

## Allworx Call Assistant™ Switchboard Tabs

### Parked Calls

Lists all Parked Calls currently in the system. User can pick up any parked call.

| Directory | Auto Attend                      | Parked Calls | Queues | Monitors | Call History | Active Calls | Favorites |
|-----------|----------------------------------|--------------|--------|----------|--------------|--------------|-----------|
| Ext       | Caller                           | Time on Park |        |          |              |              |           |
| 701       | Jeff Hammond (x126)              | 03:21        |        |          |              |              |           |
| 702       | Stabile, Benjamin (555-444-3234) | 02:13        |        |          |              |              |           |

### Queues<sup>1</sup>

Lists all Call Queues, including Longest Wait Time and Queue Volume. User can either transfer a call to a specific queue or answer a queue.

| Directory        | Auto Attend | Parked Calls | Queues       |   |   |   | Monitors |   |   |   | Call History |    |    |    | Active Calls |    |    |    | Favorites |  |  |  |
|------------------|-------------|--------------|--------------|---|---|---|----------|---|---|---|--------------|----|----|----|--------------|----|----|----|-----------|--|--|--|
| Call Queue       |             | Longest Wait | Queue Volume |   |   |   |          |   |   |   |              |    |    |    |              |    |    |    |           |  |  |  |
| Customer Support |             | 10:44        | 1            | 2 | 3 | 4 | 5        | 6 | 7 | 8 | 9            | 10 | 11 | 12 | 13           | 14 | 15 | 16 |           |  |  |  |
| Sales            |             | 03:05        | 1            | 2 | 3 | 4 | 5        | 6 | 7 | 8 | 9            | 10 | 11 | 12 | 13           | 14 | 15 | 16 |           |  |  |  |
| Tech Support     |             | 01:58        | 1            | 2 | 3 | 4 | 5        | 6 | 7 | 8 | 9            | 10 | 11 | 12 | 13           | 14 | 15 | 16 |           |  |  |  |
| Order Processing |             | 01:20        | 1            | 2 | 3 | 4 | 5        | 6 | 7 | 8 | 9            | 10 | 11 | 12 | 13           | 14 | 15 | 16 |           |  |  |  |
| Queue 4          |             | —            | 1            | 2 | 3 | 4 | 5        | 6 | 7 | 8 | 9            | 10 | 11 | 12 | 13           | 14 | 15 | 16 |           |  |  |  |
| Queue 5          |             | —            | 1            | 2 | 3 | 4 | 5        | 6 | 7 | 8 | 9            | 10 | 11 | 12 | 13           | 14 | 15 | 16 |           |  |  |  |
| Queue 6          |             | —            | 1            | 2 | 3 | 4 | 5        | 6 | 7 | 8 | 9            | 10 | 11 | 12 | 13           | 14 | 15 | 16 |           |  |  |  |
| Queue 7          |             | —            | 1            | 2 | 3 | 4 | 5        | 6 | 7 | 8 | 9            | 10 | 11 | 12 | 13           | 14 | 15 | 16 |           |  |  |  |
| Queue 8          |             | —            | 1            | 2 | 3 | 4 | 5        | 6 | 7 | 8 | 9            | 10 | 11 | 12 | 13           | 14 | 15 | 16 |           |  |  |  |
| Queue 9          |             | —            | 1            | 2 | 3 | 4 | 5        | 6 | 7 | 8 | 9            | 10 | 11 | 12 | 13           | 14 | 15 | 16 |           |  |  |  |

### Call History

Lists all calls that have been dialed and received by user. Blue up arrow indicates outbound call and red down arrow indicates incoming call. Shows Caller ID (name and number, if available), time of call and length of call. Calls can be placed from Call History entries if the number is available.

| Directory | Auto Attend       | Parked Calls | Queues   | Monitors | Call History  | Active Calls | Favorites |
|-----------|-------------------|--------------|----------|----------|---------------|--------------|-----------|
|           | Name              | Number       | Time     |          |               |              |           |
| ↑         | Sam V's Cellphone | 914444433433 | 07-09-07 | 10:44AM  | (0:55)        |              |           |
| ↓         | Asberry, T        | 92485229     | 07-09-07 | 08:53AM  | (3:59)        |              |           |
| ↑         | Ace Exterminators | 94442345     | 07-09-07 | 08:51AM  | (No Answer)   |              |           |
| ↓         | Irene Wright      | 169          | 07-09-07 | 08:22AM  | (Missed Call) |              |           |
| ↑         | A1 Landscaping    | 94443211     | 07-08-07 | 04:41PM  | (1:25)        |              |           |
| ↓         | Stabile, Benjamin | 915554443234 | 07-08-07 | 04:38PM  | (No Answer)   |              |           |
| ↑         | EPC Electronics   | 914443344344 | 07-08-07 | 02:31PM  | (No Answer)   |              |           |
| ↓         | Fortune           | 918005551111 | 07-08-07 | 01:48PM  | (0:05)        |              |           |
| ↑         | ACC               | 918005551000 | 07-08-07 | 12:01PM  | (17:44)       |              |           |

### Active Calls

Lists all Active Calls currently in the system. The system administrator can limit users' ability to view details of calls.

| Directory   | Auto Attend | Parked Calls                     | Queues | Monitors                | Call History | Active Calls | Favorites |
|-------------|-------------|----------------------------------|--------|-------------------------|--------------|--------------|-----------|
| Start Time  | Duration    | Originating Caller               |        | Destination Caller ID   |              |              |           |
| 12:46:02 PM | 19:46       | Sam V's Cellphone (444-443-3433) |        | Joe Falucci (113)       |              |              |           |
| 12:55:07 PM | 09:20       | Asberry, T (585-865-9441)        |        | Jane Hanson (101)       |              |              |           |
| 12:59:11 PM | 06:50       | Ace Exterminators (585-444-2345) |        | Virginia Campbell (133) |              |              |           |
| 01:01:45 PM | 03:56       | Irene Wright (169)               |        | Ohio Office             |              |              |           |
| 01:03:27 PM | 02:01       | A1 Landscaping (585-444-3211)    |        | Sam Lee (112)           |              |              |           |
| 01:03:16 PM | 01:47       | Stabile, Benjamin (555-444-3234) |        | Priscilla A (157)       |              |              |           |
| 01:05:33 PM | 00:04       | EPC Electronics (444-334-4344)   |        | Warehouse (203)         |              |              |           |
| 01:05:03 PM | 00:04       | Fortune                          |        | Amy Robertson (104)     |              |              |           |
| 01:05:22 PM | 00:04       | ACC                              |        | Amy Barnes (137)        |              |              |           |

### Monitors *(not shown)*

Lists all Call Monitors including the number of callers ringing on each Monitor. User can transfer a call to a Call Monitor or answer a Call Monitor.

### Auto Attendant *(not shown)*

Lists all Auto Attendants so that the user can transfer calls to specific Auto Attendants to assist the caller (e.g., transfer a customer who is interested in buying a product to the sales team; the Auto Attendant "Sales Team" will have specific options and appropriate call routes in place).

### Favorites *(not shown)*

Choose which extensions to display as well as add external frequently used numbers. User can also display handsets within a particular department.

## System Requirements

Allworx Call Assistant is designed to work with Allworx Phone Systems. Call Assistant requires a Windows XP or Windows Vista operating system, an Allworx Phone System, and an Allworx IP Phone.



# Allworx® Conference Center™

When you're not able to be there in person, the optional Allworx Conference Center software allows you to confidently host conference calls with remote colleagues, internal employees, customers and business partners.

Take control of your communications with a fully featured conference center that allows real-time scheduling and managing of conference calls with both internal and remote participants directly from your desktop via an easy-to-use web portal.

## Key features

- ▶ Full administrative view of users and conferences
- ▶ Set up conference calls 24/7
- ▶ Secure conferencing — ID and Password protection
- ▶ Centralized scheduling and moderation of calls
- ▶ Easy-to-use graphical user interface
- ▶ No software installation required
- ▶ Seamless integration with Allworx systems
- ▶ Ability to create recurring conference calls
- ▶ Sold as an option
- ▶ One time license fee for an unlimited number of users



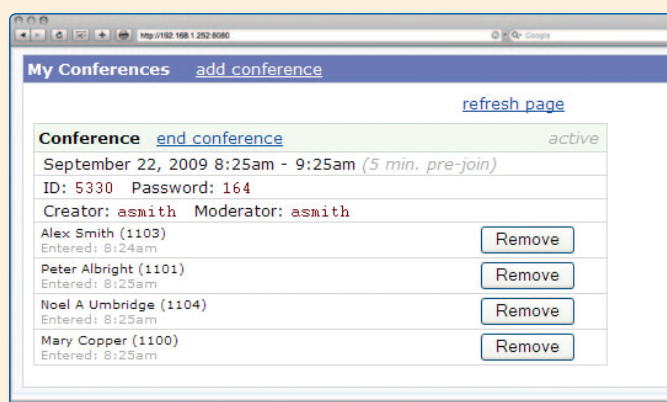
## Conference Center capability by system

| Allworx System | Conference Center(s) | Seats/Conference | 3-way Conference |
|----------------|----------------------|------------------|------------------|
| 48x            | 4                    | 30               | Standard         |
| 6x             | 1                    | 8                | Standard         |

## Administrator and Moderator comparison

| Conference Center Function                                | Administrator | Moderator |
|---|---------------|-----------|
| Ability to remove participants                            | •             | •         |
| Ability to set up new conference calls                    | •             | •         |
| Access conference interface via dedicated Allworx website | •             | •         |
| Authorize users to create new conference calls            | •             |           |
| Modify existing conferences                               | •             | •         |
| Secure ID and Password                                    | •             | •         |
| View all system-wide conference calls                     | •             |           |
| View caller ID of attendants                              | •             | •         |
| View time remaining until next call                       |               | •         |

## In-progress Conference Call screen



# Allworx® Advanced Multi-Site



Unrivaled in scope and simplicity, this exciting capability takes the inherent advantages of a distributed environment and embeds a completely seamless call processing experience. With Advanced Multi-Site there is true unification across all sites. For the user who has offices at more than one site, you can now use your phones as if the offices were all at the same site.

## Key features

- ▶ Global call routes include handsets at other sites
- ▶ Unified voicemail system across all sites
- ▶ Access trunks from any site
- ▶ Additional Auto Attendant flexibility
- ▶ Monitor handsets from other sites
- ▶ Global directory across all sites
- ▶ Any inbound call can be transferred to any user
- ▶ Real-time monitoring with failover

# Allworx® Mobile Link\* *(now available for iOS and Android)*

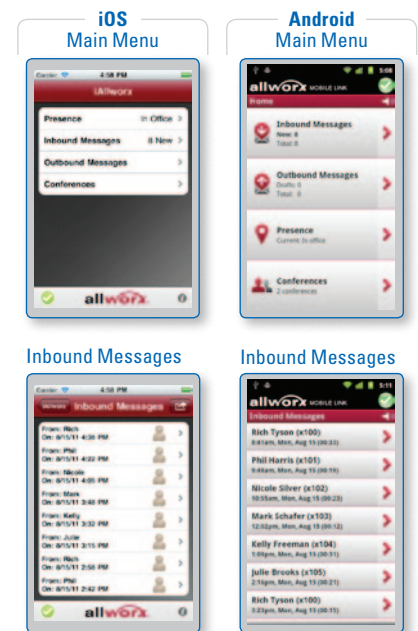


iAllworx and Mobile Link for Android give you access to your Allworx phone, so you can listen to or send voicemails, change presence settings, or view conference calls. You can enhance your personal productivity with these new tools.

## Key features

- ▶ View and change presence settings
- ▶ Manage, send, reply and forward voicemails†
- ▶ View your scheduled conference calls
- ▶ Access a directory of all users

\* Support up to 32 simultaneous IMAP connections  
† Includes all users in advanced multi-site



# Allworx® Dual Language Support



Your business doesn't stop at the border — now Allworx will actively help boost your international or multicultural presence.

## Key features

- ▶ Provide voice prompts in two of three offered languages: English, Castilian Spanish and French Canadian.
- ▶ Configure system based on employees' and customers' preferred languages.

### Footnotes

1. Sold as an Allworx option.
2. Per agent statistics are only available for agents in queues utilizing an ACD distribution method.

