

Call Assistant™

Answering position
for small businesses

My Calls

| Status | Call | Line/Type | Time |
|--------|----------------------------------|----------------|-------|
| | Asberry, T (585-865-9441) | Line 5 | 10:38 |
| | Jeff Hammond (x126) | Parked on 701 | 03:21 |
| | A1 Landscaping (585-444-32...) | (HOLD) Line 3 | 02:18 |
| | Stabile, Benjamin (555-444-3...) | Parked on 702 | 02:13 |
| | Tech Support | Queue | 00:05 |
| | Bob Smith (x162) | Jane's Line 1 | 00:04 |
| | Fortune | Line 6 | 00:03 |
| | ACC | 1-800-555-1000 | 00:02 |
| | Company Operator | Call Monitor | 00:01 |

Switchboard

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

Outside Lines

1-800-555-1000 Company Operator Line 1 - Main Office

Line 2 Line 3 Line 4

Line 5 Line 6



Designed to work
with Allworx systems

Call Assistant™

Allworx® Call Assistant™ is a PC-based answering position which brings the power of enterprise attendant consoles directly to small businesses.

Call Assistant allows operators or receptionists to monitor the state of every line in the system and to effectively dispatch calls by answering, transferring, parking or sending to voicemail. Call Assistant is a fully integrated PC software tool which makes the operator's tasks easy and efficient. This intuitive software is designed to work in combination with any Allworx VoIP phone using Allworx systems.

Key benefits include:

- Centralized call management
- Easy-to-use graphical user interface
- “Drag & drop” capability for transferring calls
- Easy access to standard call functions
- Seamless integration with any Allworx phone
- Quick and easy installation
- Support for both VoIP and traditional CO phone lines

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 operator's extension.

Outside Lines shows the status of selected incoming lines (both VoIP and CO).

Switchboard shows the company directory with status indicators, as well as tabs to display status of other functions¹.

| Status | Call | Line/Type | Time |
|--------|----------------------------------|----------------|-------|
| | Asberry, T (585-865-9441) | Line 5 | 10:38 |
| P | Jeff Hammond (x126) | Parked on 701 | 03:21 |
| | A1 Landscaping (585-444-32...) | (HOLD) Line 3 | 02:18 |
| P | Stabile, Benjamin (555-444-3...) | Parked on 702 | 02:13 |
| | Tech Support | Queue | 00:05 |
| | Bob Smith (x162) | Jane's Line 1 | 00:04 |
| | Fortune | Line 6 | 00:03 |
| | ACC | 1-800-555-1000 | 00:02 |
| | Company Operator | Call Monitor | 00:01 |

My Calls

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

This area shows the status of a call (Ringing, Active, 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 Answer, Release, Hold, Transfer and Park. See Task Bar for more information.

Outside Lines

All incoming lines which have been designated for this operator show up in the Outside Lines area, including both VOIP and traditional CO lines.

Each line shows status through the use of color: green indicates Ringing, red indicates Active and gray indicates Inactive. Caller ID information will appear as a fly-over when user places their mouse over an Active or Ringing Outside Line button.¹ Calls can be initiated¹ or answered using these buttons.

specifically for small businesses with high call volume!

Switchboard

The Switchboard is a multifunctional, interactive area designed to display Directory and other system information¹. Clicking on the tabs will lead to screens dedicated to Auto Attendants, Call Queues², Parked Calls, Call Monitors, Active Calls, and Favorites. Various actions can be initiated in the Switchboard in combination with the task bar and other work areas.

The screenshot shows the Allworx Switchboard interface. At the top, there is a menu bar with options: Cancel Transfer, Park, DSS (Intercom), Page, Help, and Dial. Below the menu bar is the Switchboard title and the Allworx logo. The main area contains a grid of tabs: Directory, Auto Attend, Queues, Parked Calls, Monitors, Active Calls, and Favorites. The Directory tab is selected, displaying a table of users with their extension numbers and names, color-coded by status.

| 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 Write | 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 Mazzarella | 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 either mouse or keyboard commands.

New Call¹ – make a call.

Answer – pick up an incoming call.

Release – end or drop 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 voicemail.

Cancel Transfer – cancel a transfer in progress.

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

Page – make an announcement over the paging system.

Help – simple explanations of color indicators and key functions.

Dial¹ – area to enter a phone number to call.

Directory

The Directory displays all users currently on the Allworx system with extension number and a color indicating current status. As in the Outside Lines area, green indicates Ringing, red indicates Active, and gray indicates Inactive. 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.

System Requirements

Allworx Call Assistant requires Windows™ 2000 or Windows XP operating system, an Allworx phone, and an Allworx phone system.

1. Functionality available Q1 2007.
2. Sold as an option.

Allworx Call Assistant Switchboard Tabs¹

Auto Attendant

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, phones assigned, and appropriate call routes in place).

| Ext | Description |
|-----|------------------|
| 431 | Main Message |
| 432 | Sales Team |
| 433 | Customer Support |
| 434 | Order Processing |
| 435 | Manufacturing |
| 436 | Auto Attendant 6 |
| 437 | Auto Attendant 7 |
| 438 | Auto Attendant 8 |
| 439 | Auto Attendant 9 |

Queues

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.

| 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 |

Parked Calls

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

| Ext | Caller | Time on Park |
|-----|----------------------------------|--------------|
| 701 | Jeff Hammond (x126) | 03:21 |
| 702 | Stabile, Benjamin (555-444-3234) | 02:13 |

Monitors

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. *Call Monitors offer an easy way to enable an incoming call to directly ring a group of phones. Multiple calls to the Call Monitor wait to be answered in the order received. However, these calls benefit from a "live answer" as an alternative to making the caller wait and listen to queue announcements (e.g. Call Queues). A business might set up a Call Monitor to live-answer all incoming calls to the sales team or when multiple users can answer as the operator.*

| Call Monitor | Number of Calls |
|--------------------|-----------------|
| Company Operator | 1 |
| Sales Team Support | 2 |
| Press | 0 |
| Monitor 3 | — |
| Monitor 4 | — |
| Monitor 5 | — |
| Monitor 6 | — |
| Monitor 7 | — |
| Monitor 8 | — |
| Monitor 9 | — |

Active Calls

Lists all current incoming and outgoing calls across the Allworx system.

| Start Time | Duration | From | To |
|------------|----------|----------------------------------|--------------------------|
| 12:46 pm | 19:46 | Sam V's Cellphone (x161) | Joe Falucci (x113) |
| 12:55 pm | 09:20 | Asberry, T (585-865-9441) | Jane Hanson (x101) |
| 12:59 pm | 06:50 | Ace Exterminators (585-444-2345) | Virginia Campbell (x133) |
| 01:01 pm | 03:56 | Ilene Wright (x169) | Ohio Office |
| 01:03 pm | 02:01 | A1 Landscaping (585-444-3211) | Sam Lee (x112) |
| 01:03 pm | 01:47 | Stabile, Benjamin (555-444-3234) | Priscilla A (x157) |
| 01:05 pm | 00:04 | EPC Electronics (444-334-4344) | Warehouse (x203) |
| 01:05 pm | 00:04 | Fortune | Amy Robertson (x104) |
| 01:05 pm | 00:04 | ACC | Amy Barnes (x137) |

Favorites

Provides an area to display commonly used internal or external numbers and speed dials. User can see the current status of internal extensions and call any internal or external number.

| Ext/Number | Description |
|----------------|---------------------|
| 1-555-456-3345 | Home |
| 1-585-444-3211 | A1 Landscaping |
| 1-585-865-9441 | Asberry, T |
| 1-800-550-5969 | Credit Verification |
| 105 | Ralph Caruso |
| 162 | Bob Smith |
| 176 | John Weathers |

1. Functionality available Q1 2007.