Call Assistant™

Answering position for small businesses

allworx®
communications without compromise

Designed to work with Allworx systems.
Sold as an option.

Allworx Call Assistant

New Call • Answer Release Hold/Resume Transfer Transfer to VMail Cancel Transfer Park DSS (Intercom) Page

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
	Stable, 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

Outside Lines

1-800-555-1000   Company Operator ▴   Line 1 – Main Office
Line 2   Line 3   Line 4
Line 5   Line 6
Sales Support

Switchboard

Directory Auto Attend Queues Parked Calls Moni...

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
119...	140 Simonette Stel...	161 Sam V's Cellphone
	141 Janet Stephana...	162 Bob Smith
	142 Jay Mazzarella	163 Kathy Mitch

Ext Name
167 Jo...
168 Rolf...
169 Irene Wri...
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

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 Central Office (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 show the status of both VoIP and CO lines.

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

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.

Allworx Call Assistant

New Call ▾   Answer   Release   Hold/Resume   Transfer   Transfer to V Mail   Car

My Calls ▾

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

Outside Lines

1-800-555-1000	Company Operator	Line 1 — Main Office
Line 2	Line 3	Line 4
Line 5	Line 6	Ohio Office
Sales Support	Tech Support	

Current user: Jane Hanson, Ext. 101

Outside Lines

All VoIP and traditional CO lines which have been designated for this operator 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 Inactive. 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. Clicking on the tabs will lead to screens dedicated to Auto Attendants, Call Queues[1], 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. *Information Directory available now. Other system functionality available Q2 – Q3 2007.*

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 Call – 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.

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

Page – make an announcement over the paging system.

Help – simple explanations of color indicators and key functions.

Dial – area to enter a phone number to call.

New Call and Dial functions available Q2 2007

Directory

The Directory displays all the Allworx system users with an 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.

Allworx Call Assistant Switchboard Tabs

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 and appropriate call routes in place). *Available Q2 2007.*

| | Directory | **Auto Attend** | Queues | Parked Calls | Monitors | Active Calls | Favorites |
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. *Available Q2 2007.*

Directory	Auto Attend	**Queues**	Parked Calls	Monitors	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

Parked Calls

Lists all Parked Calls currently in the system. User can pick up any parked call. *Available Q2 2007.*

Directory	Auto Attend	Queues	**Parked Calls**	Monitors	Active Calls	Favorites

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. Available Q2 2007.*

Directory	Auto Attend	Queues	Parked Calls	**Monitors**	Active Calls	Favorites

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. *Available Q3 2007.*

Directory	Auto Attend	Queues	Parked Calls	Monitors	**Active Calls**	Favorites

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. *Available Q3 2007.*

Directory	Auto Attend	Queues	Parked Calls	Monitors	Active Calls	**Favorites**

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. Sold as an option.