

# Allworx® Call Assistant™ Software



## Answering position for small and medium businesses

Finally ... a cost-effective answering position and personal call management tool designed specifically for small businesses.

Allworx® Call Assistant™ is a PC-based answering position and personal call management tool that brings the power of enterprise features directly to small businesses.

# Comprehensive call processing for small and medium businesses

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 can be easily recorded using the Call Recording feature. Call Assistant is a fully integrated PC software tool with an intuitive software interface designed to work in combination with any Allworx VoIP phone.

## Key benefits include:

- ▶ Centralized call management
- ▶ Easy-to-use graphical user interface
- ▶ Status for every line and handset on system
- ▶ “Drag-and-drop” capability for transferring calls
- ▶ Record user’s calls and save as a WAV file
- ▶ 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
- ▶ TAPI support (bundled with Call Assistant)<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.

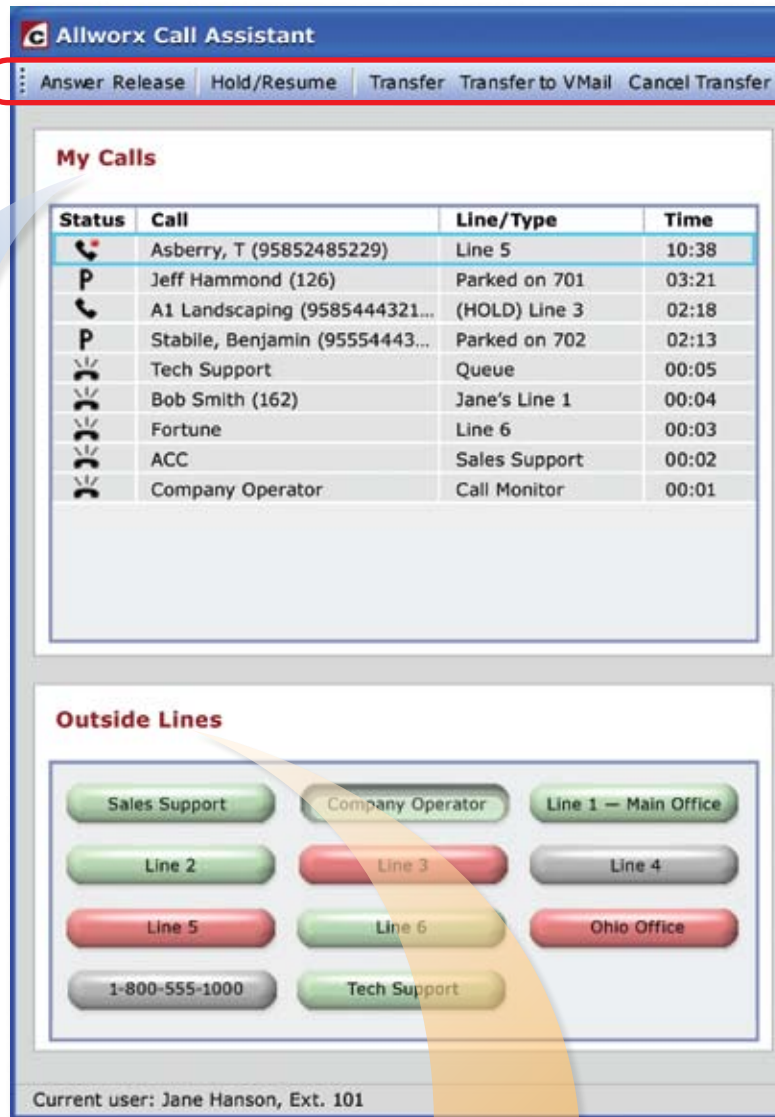
**Switchboard** shows the company directory with status indicators, as well as tabs to display status of other functions.

### My Calls

Every incoming or outgoing call associated with the 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 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<sup>1</sup>, Parked Calls, Call Monitors, and Call History. 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 task bar with buttons for 'Park', 'Intercom', 'Page', 'Start/Stop Record', 'Options', 'Help', 'Dial', 'New call', and 'Clear'. Below the task bar, the 'Switchboard' title is displayed. The main area contains a directory table with columns for 'Ext Name' and 'Ext Name'. The table lists 21 users with their extension numbers and names, color-coded by status: red for Active, green for Ringing, and gray for Inactive. Some users have additional status indicators like 'Do Not Disturb' (amber).

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 Mazzarella	163 Kathy Mitch	

## 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.



## 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.

**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.

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

**Page** – make an announcement over the paging system.

**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.

# 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).

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

## 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

## 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.

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

## 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	--

## 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.

Name	Number	Time
Sam V's Cellphone	161	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)

## System Requirements

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

Designed to work with Allworx systems.

### Footnotes

1. Sold as an Allworx option.

