## Allworx<sup>®</sup> 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
- ▶ Conference Center<sup>™</sup>
- Automatic Call Distribution
- Center™ ► Du
- Dual Language Support
- ► Call Assistant<sup>™</sup>
- Mobile Link

TAPI TSP Driver



## **Customize** with advanced software options



#### **Advanced Software Options**

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View<sup>™</sup> and View ACD – Real-time dashboards for call data and call history reports delivered via web browsers



**Reach™ & Reach Link™** – Mobile app that extends the Allworx phone system to iOS and Android devices

L	

Interact<sup>™</sup> Professional – PC-based application for call management



**OfficeSafe™** – Free PC-based application for automated backups



**ACD** – Call distribution in linear, round-robin, or longest idle modes.



Advanced Multi-Site – Connect up to 100 Allworx systems under a unified system



**Conference Center –** Schedule, modify, and monitor conference calls



**Dual Language Support** – 2 language voice prompts and phone text in English, and Castilian Spanish or French Canadian

### allworx

### Allworx Connect<sup>™</sup> & System Software 8.0



Connect 731



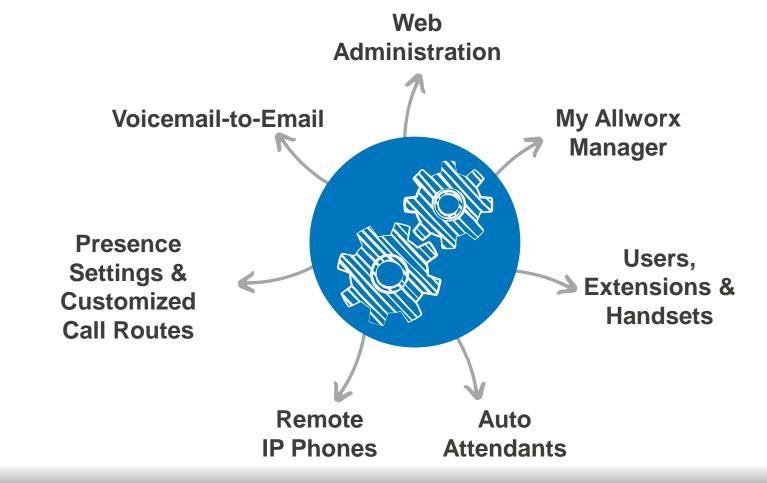
Connect 530 Connect 536



Connect 320 Connect 324



## Standard Allworx System Features – Highlights





# Web Administration: Manage Allworx systems and network settings from any web browser

🗧 🔒 https://192.168.	2.254:8443/default.asp		v C Search
Most Visited			
allworx			logged in as System Administrator (admin
worx Connect 731 8076	Phone System	Network	Reports
hone System > etwork > ervers > eports > laintenance > ed help?	Audit PIN Codes Auto Attendants Call Park Call Queues / ACD Conference Center Contact Information Dial Plan	Configuration Digital Lines Multi-Site Port Expanders Static Routes VPN	About Allworx View Auto Notification Call Details Configuration Digital Lines Live Calls
stall Checklist	Emergency CID	Servers	Resource Summary
Logout	Extensions Handsets Languages	DHCP DNS	System Events Users
	Message Aliases	Email Reach Link	Maintenance
	Music On Hold Outside Lines Paging Ring Groups Roles Schedules Shared Appearance Speed Dial Users	SNMP VoIP Web	Backup Custom Recordings Feature Keys Import / Export Registration Restart Time Tools Update

#### Easy to manage.

Manage Allworx systems from anywhere:

- Register/activate Connect servers.
- Configure network settings and telephony.
- Configure users, handsets, and extensions.
- Download and install software feature keys.
- Run server diagnostics.
- View current server resource usage.
- Assign Call Queue Supervisor roles.
- Assign Recording Manager roles.

Provide role-based access to Web Admin:

- System Administrator
- Network Administrator
- Phone Administrator
- Support Technician

#### ANYONE can use it!

 Empower customers to do simple adds/moves/changes on their own.



# My Allworx Manager: Business users can access their Allworx phone information from any web browser

Allworx Manager	Welcome, Annie Ahari (AAhari) Logout
My Account	Phone Functions Reference Card
My Call Details	Voicemail Shortcuts
My Conferences My Extension	The following shortcuts are available while listening to a voicemail message when using the Audio Message Center:
My Presence	*1 REPLY to this message. *6 Play the NEXT message.
My Products	*2 FORWARD this message. *7 REWIND the message 10 seconds.
My Reach Link Directory	*3 DELETE this message. *8 FAST FORWARD the message 10 seconds.
Distribution Lists	*4         REPLAY this message.         *9         CALL BACK the user who left the voicemail.
Call Queues Phone Functions	*5 Play the PREVIOUS message. *# SKIP to the end of the message.

#### Changing Message Center Settings

The Message Center System Settings listed below can be changed while logged into the Allworx Audio Message Center (press 4 from the Main Menu):

- Presence setting
- Name recording
- Presence greetings
- PIN
- · Whether or not your inbox should accept voicemail

#### Phone Functions for Allworx IP Phones (show analog phones)

Note: Items on the phone's LCD screen ARE INDICATED LIKE THIS. Physical buttons to push are indicated like this.

#### LCD Contrast

To adjust the contrast of the phone's display, press the CONFIG soft key, select PREFERENCES, then LCD SETTINGS. Use the  $\blacktriangle \forall$  keys to change the contrast, then press **Select** ( $\checkmark$ ). Do the same for brightness, if your phone has a backlit display.

#### Outside Line Access

- Dial 9 + phone number.
- Dial \*79 + PIN + phone number (if you have been assigned a PIN).
- Select a line appearance and dial a phone number.

#### Personal Speed Dial

## We make it easy for business users to learn about their phone features.

Access phone system information:

- My Call Details
- My Presence
- Directory
- Call Queues
- Phone Functions

Schedule, modify, and monitor conference calls<sup>1</sup>.

See eligible feature software licenses.

Configure Reach Link<sup>1</sup>.

Call Queue Supervisors can set up agents and queues, and access basic queue statistics.

Enable business users to customize call routes<sup>2</sup>.

- 1. Requires a software feature key.
- 2. Requires a user-level permission by the System Administrator.



# Seven presence settings, seven greetings, and seven customized call routes



Presence control from the Allworx Reach mobile application for Android

#### Change presence status with ease.

Every system includes 7 presence settings – each with its own greeting and call route:

- In Office
- At a Meeting
- On Vacation
- On Business Trip
- At Home
- Away
- Busy

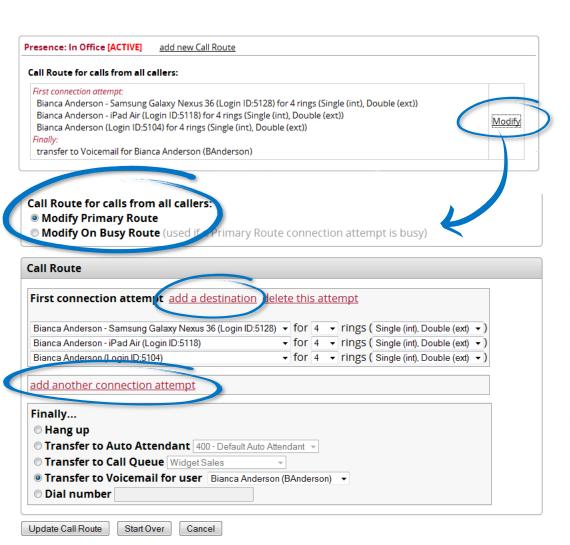
Changing presence instantly changes your greeting and call route.

Update presence from multiple access points:

- Allworx desk phone
- Allworx Interact Professional
- Allworx Reach
- My Allworx Manager



## Customize call routes for each presence setting



Customized call routes mean unlimited flexibility.

Users can be given permissions to modify their own call routes.

New incoming calls can be routed differently if the line is busy.

Add a destination: New incoming calls can ring multiple handsets, Reach devices, internal extensions, outside numbers ("Follow Me" calling), and Hot Desk handsets – all at the same time.

Add another connection attempt: If the call is not answered by the first connection attempt, you can add another attempt to route the incoming call to another destination(s).



## Add an unlimited number of customized call routes

Presence: In Office [ACTIVE] add new Call Route	
Call Route for calls from all callers:	
First connection attempt: Bianca Anderson - Samsung Galaxy Nexus 16 (Login ID:5128) for 4 rings (Single (int), Double (ext)) Bianca Anderson - iPad Air (Login ID:5118) or 4 rings (Single (int), Double (ext)) Bianca Anderson (Login ID:5104) for 4 ring (Single (int), Double (ext)) Finally: transfer to Voicemail for Bianca Anderson (BAnderson)	Modify
Call Route for calls from:	
TIP	
External calls are filtered using the number supplied by Caller ID. To filter a specific phone number, enter the number. To filter a range of numbers, enter the prefix followed by *. Fo example:	r
<ul> <li>Enter 585-555-1212 to match calls from 585-555-1212</li> <li>Enter 585* to match all calls from the 585 area code</li> </ul>	
Call Route	
First connection attempt add a destination delete this attempt	

Mary Ellis (Login ID:5103)

add another connection attempt

Finally...

Hang up

- C Transfer to Auto Attendant 400 Default Auto Attendant 👻
- Transfer to Call Queue Widget Sales
- Transfer to Voicemail for user Bianca Anderson (BAnderson)

Dial number

#### And there's more...

Create an *unlimited number of* customized call routes for incoming calls based on:

- Specific outside phone numbers
- Specific area codes
- Specific internal extensions



## Access voicemail from your inbox

🔄 Inbox		Search Inbox	
역 1 년 년 From	Subject	Received 🔍	Size C
Date: Today			
📄 🔘 JAllen@allworx.inscitek.com	Voicemail from White Supply (585-555-1212)	Mon 8/3/2015 1:15 PM	295 KB
🖂 Graham, Courtney	RE: Interact Results	Mon 8/3/2015 11:39 AM	9 KB
🖂 Quill, David	Reach for iOS	Mon 8/3/2015 10:35 AM	79 KB
@ CKennedy@allworx.inscitek.com	Voicemail from Chris Kennedy (x1215)	Mon 8/3/2015 10:11 AM	194 KB
DQuill@allworx.inscitek.com	Voicemail from David Quill (x1222)	Mon 8/3/2015 9:58 AM	29 KB
🖂 🛛 Lane, Frank	Allworx in the News	Mon 8/3/2015 9:09 AM	21 KB

- Access voicemail messages as WAV file attachments right from your inbox.
- (Optional) Get SMS text alerts when new voicemails are received. The alert includes the Allworx
  username associated with the voicemail inbox, date and time, length of the recorded message, and
  caller ID name and number (if available).
- (Optional) Set up a **voicemail escalation path** which will send automatic text or email alerts at a preset time interval to additional users until the voicemail messages are retrieved.



### Allworx Reach<sup>™</sup> 2.0 and Allworx Reach Link<sup>™</sup>

100%	\$ 100%			12:59 PM		Pad 🕈
ome				Active Call		Contacts
		8 PM (00:00:13)	2/4/15, 12:5	Active		All Favorites Directory Personal
			David Quill			
		WFI / QAnitt -2.4	1222 Network Used	00		Q, Search
			Network Quality	IN- Sol		In Office (x1236)
				Link - An		In Office (x1238)
						🔗 Baker, Jay 🖌 🛔
						💇 in Office (x1272)
						Brown, Gary In Office (x1262)
						In Office (x1262)
-			ODEF	2 ^80		In Office (x1217)
	0		3	2		Ellis, Mary 👘 👔
	9	Č.				In Office (x1287) Straham, Courtney
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						On A Business Trip (x1291)
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						Nichols, Shawn
	ker	Speal	$\overline{\mathbf{x}}$	End		😑 👤 🖬 🙃







#### Reach for iOS and Android

- Place, receive, transfer calls.
- Make easy 3-way calls.
- See call history, missed calls, parked calls, and scheduled calls.
- Access both system and personal contact directories.
- See presence and status for all Allworx system users.
- Check voicemail.
- Change presence settings.
- One free license included with every system. Sold in one, five or 10 user license packs.

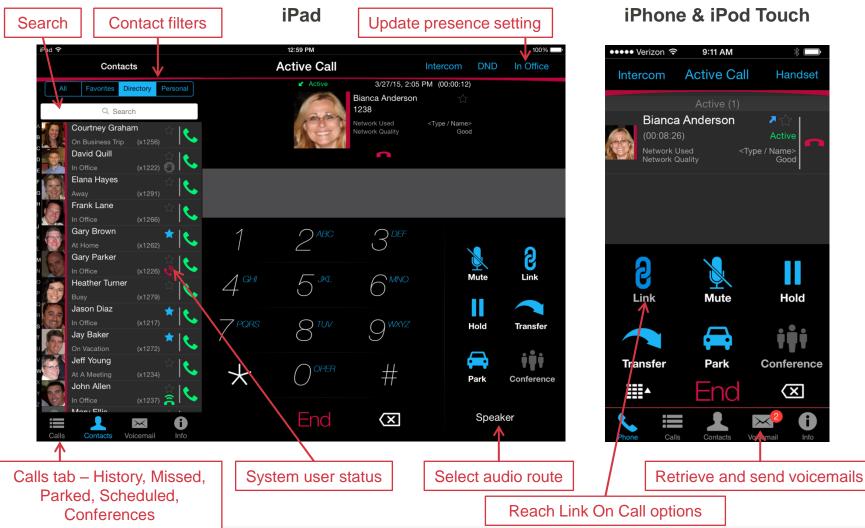
#### **Reach Link**

- Automatically keeps active calls connected as the mobile data network changes.
- Manual option to keep active 4G calls on 4G when you enter a Wi-Fi zone.
- **Real-time overrides** provide one-touch options to manage call quality during active calls
- Sold as a server-wide license.
- Only available for the Connect series.





## Reach for iOS - Active Call screens



#### iPhone & iPod Touch

Handset

Good

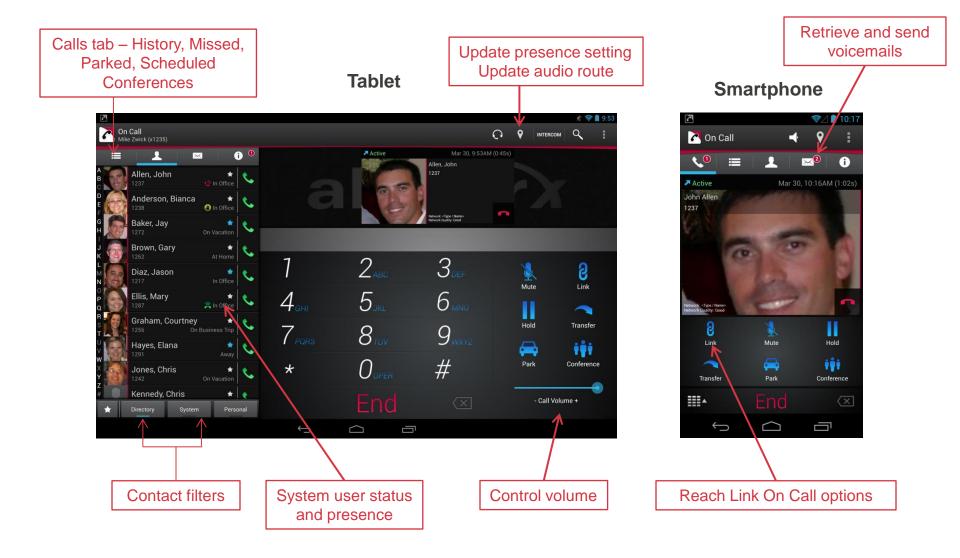
Hold

 $\langle X \rangle$ 





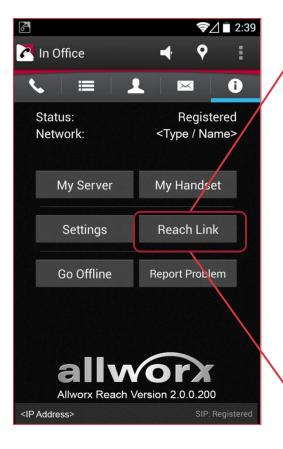
## Reach for Android - Active Call screens

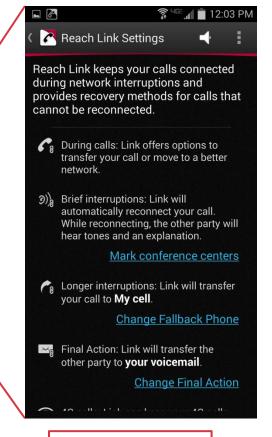






## Reach Link - Control how your device operates when mobile data network changes during an active call





**Reach Link Settings** 

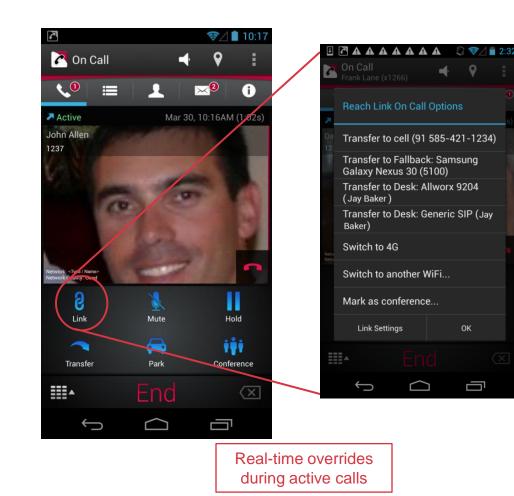
#### Preconfigure Reach Link settings:

- Select a Fallback phone (e.g., cell number) in case a call is not reconnected.
- Configure a Final Action to allow a disconnected caller to leave a voicemail.
- Choose to keep a 4G call on the cellular network if you enter a Wi-Fi zone.
- Disable the audio prompts if Reach Link reconnects while you are on a conference call.
- Manually disable Reach Link on the device when needed.





# Reach Link - One-touch options to manage call quality during active calls in real time



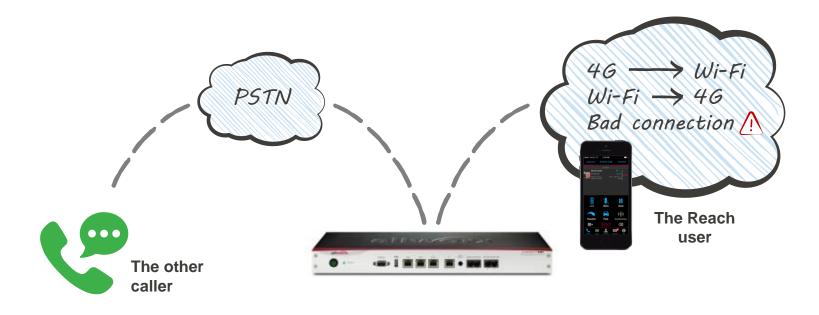
#### During an active call, you may...

- Transfer the call to the device's cell number.
- Transfer the call to the configured Fallback Phone.
- Transfer the call to the user's Allworx handset or a generic SIP handset.
- Switch a Wi-Fi call to a 4G data network.\*
- Switch the call to another Wi-Fi network.\*
- Disable Link audio prompts.

\* Available on Android devices only







#### What the other caller experiences...

**Step 1:** The caller hears a brief down-tone as the connection is interrupted. Then the call resumes.

**Step 2:** For a longer interruption, the caller hears a short greeting "*The connection to your party has been lost. Please remain on the line while we attempt to restore the connection.*" Then the call resumes.

**Step 3:** If the call is still not connected, the caller is autotransferred to the Reach user's "fallback" number.

#### What the Reach user experiences...

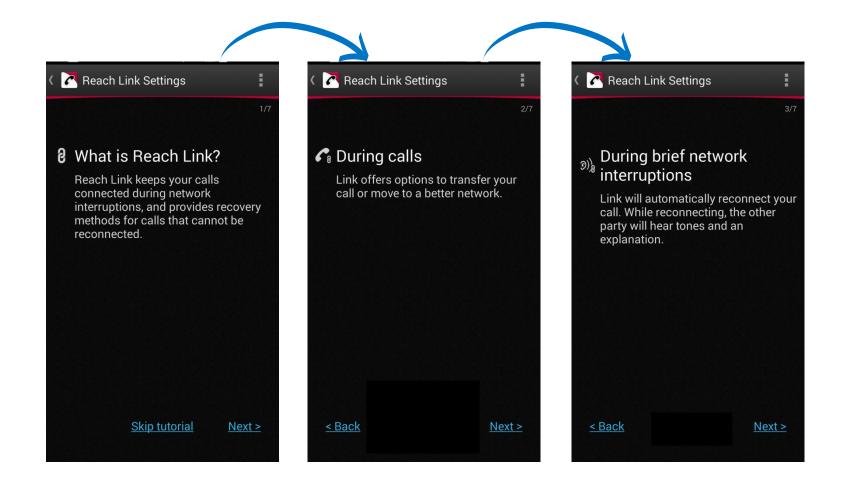
**Step 1:** The Reach user hears a brief down-tone as the connection is interrupted and then sees a visual cue "Reconnecting" on their Reach app.

**Step 2:** The Reach user Hears a brief up-tone as the call is resumed.





## Reach Link offers a built-in user tutorial





### Allworx Interact<sup>™</sup> Professional 2.1

		Chris Kennedy x1215		In Office	
Call History .	Contacts	*	Parked Calls 9 ×		9 × 🛙
Search all fields 🔍 •	Favorites Directory	System Personal	Jason Diaz	Courtney Graham	0.15
Jason Diaz	Search first name		1217 Retrieve	Courtney Graham	1
2/11/2015 2:17 PM (0:00:10) Ended	Bianca Anderson				
ALLWORX CORP	· Chris Jones	and the owner water of the		End Call Resume	
2/4/2015 7:29 PM Mased Cal Mary Ellis	Chris Kennedy	No. of Concession, name		David Quill	
1207	Christina Vandyne	and the second		1222	
2/4/2015 11:19 AM (0:00:19) Ended Courtney Graham	Courtney Graham				
1256 2/4/2015 8/96 AM (0:00:02) Ended	Daniel Johnson	and the owner water w		Answer Ignore	
Call Queue 1	<ul> <li>David Smith</li> </ul>				
1040 2/4/2015 E 05 AM (0.01:11) Ended -	Elena Haves				
Queue Status	1 Cicila naves			JL	
Queue 0 Linear Priority		-	Calls in Queue: 0 Longest Wait	Time: 00:00:00 Agents Logged in: 0	<b>1</b>
Queue 1     Sequential Round Ro					Ė.
Agent State	Reason Duration	Active Queues	Calls in Queue : 0 Longest Wait	Time: 00:00:00 Agents Logged In: 2	
	No Answer 00.04.46	Active Queues			4
Jason Diaz Idle	00.04.46				
Queue 2 Sequential Round Ro			Calls in Queue: 0 Longest Wait	Time: 00:00:00 Agents Logged In: 1	÷.
outside Lines					
Widgets Inc.					
Active System Calls					• *
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			and the state	A PARTY	
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- Enhance productivity: Used by customer reps, sales professionals, receptionists, or anyone who prefers the ease of PC-based call management while leveraging the high voice quality of the Allworx handset.
- **Configure UI by pinning active windows:** Pin windows for dial pad, call history, contacts, current calls, parked calls, and outside lines; or slide-to-hide them when not in use.
- Search directories: Access both Allworx system users and Outlook contacts.
- See presence and status for all Allworx system users.
- Handle calls with ease: One-click transfer, one-click dialing, and easy 3-way calling.
- Enjoy flexible call recording options: Record individual calls with one easy click or record all calls automatically.
- Enable third-party integration: Use External Program Link to open other web applications.
- Access the Allworx ACD agent features<sup>1</sup>: Agents can log in, log out or update their busy status, and also access the Queue Status window to see the queue performance.
- Includes one free license with every system. Sold in one, five or 10 user license packs.



<sup>1.</sup> Requires an Allworx ACD feature key



## Interact Professional - full view

	Allworx Interact				_		
	Default Line - DND Mute		Chris Kennedy x12	15		11	In Office 🔹 奠
	Call History	× Contacts			×	Current Calls	₽ ×
	Search all fields	🔍 🗸 Favorites	Directory	System F	Personal	Active	0:01:44
	Mary Ellis	> Search	first name				
	7/24/2015 3:04 PM (0:00:25) End	led Auto Attendant 1	Auto Attendant 2	ି Auto Attendant 3		->Widgets, Inc. (	(Line 1)
	Courtney Graham	🖌 🔓 Auto Attendant 4				End Call He	old More -
	7/24/2015 3:04 PM (0:00:31) End	ied 🛛 🗄 Auto Attendant 7	Auto Attendant 8	ି Auto Attendant 9			old More -
	Mary Ellis 1287	🖌 🔓 Bianca Anderson	n Bianca Anderson				
	7/24/2015 3:03 PM Missed 0	Call 🔄 🗠 Chris Jones	📥 🔄 Chris Kennedy				
	Courtney Graham	🖌 🗍 🔓 Conference Cen	ter Conference Center				
	7/24/2015 1:23 PM (0:08:14) End	ed Conference Roo					Ē
	Bianca Anderson	David Smith	☆ David Quill	☆ Elana Hayes	C I		
	7/24/2015 12:44 PM (0:01:14) End	ed Frank Lane	Gary Parker	ini 🖸 Heather Turner			
	Conference Room 2	Jacob S Young	o Jamie R Young	් Jay Baker	Ťa		
	7/23/2015 10:23 AM No Answ		ہ۔ i⊣i ≙ John Clark	୍ଧ John Harris			
	Bianca Anderson	John Allen	☆ Kenneth Butler	ି Key System Ring	Delay		
	7/23/2015 10:22 AM (0:00:00) End	ed Schorraine Hart	☆ Lou Robinson	☆ Mark Miller			
	Conference Room 2	Mary Ellis	△ Mike Zwick				
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	Queue Status						₽ ×
Queue Status (new)						Launch	Allworx View
	▼ Widget Sales Fairness - Longest	tidle		Agents Logged In: 2	Longest Wait Time:	: 00·00·00 C	alls in Queue: 0
	Agent   State	Reason	Duration Active Queues	Agento Eogged III. 2	Longest Mart Hine.		
	Bianca Anderson Idle		00:03:50				
	Chris Kennedy On Call	On Call	00:01:41 Widget Sales				
	Widget Tech Support Linear Priority			Agents Logged In: 2	Longest Wait Time:	: 00:00:00 C	alls in Queue : 0
	Widget Customer Service Sequential Round	Ro		Agents Logged In: 1	Longest Wait Time:	: 00:00:00 C	alls in Queue: 0
	Agent: CKennedy						₽ ×
Agent log in/out (new)	Login/Logout 3 On Call	•					
5 5 ( /							
	Active System Calls						<del>4</del> ×
Active System	Start Time   Duration   Originator Caller ID	Destination C	aller ID				
	2:57:25 PM 00:01:46 Widgets, Inc. (Line 1)	Chris Kennedy					
Calls (new)	3:19:32 PM 00:00:37 Mary Ellis (1287) 3:20:03 PM 00:00:07 John Allen (1237)	Bianca Anders Courtney Grah					
	0.20.03 Pim 00.00.07 John Allen (1237)	Courtney Gran	am (1200)				





## Interact Professional - External Program Link

Contact Display Settings Recording External Program Link External Program Link allows you to tie your Allworx phone system into your business workflow. On this page you can specify one or more actions that can be performed by the interact software whenever certain phor system events occur. You have the option to specify each action as either a URL to load in your browser, or as a command to execute. You can optionally choose to embed call-specific information, including phone number, contact name, etc., in the executed command or URL. You can also dictate specifically what phone events you wan to use to trigger your custom action. The combination of an action with triggering events is called a rule. On each phone event, in the order you have specified on this page.  Rule 1 (inbound, only if answered, only non-contact, only external) Rule name Rule 1  Action to perform Type of action URL  OUBL  CMD shell script		allworx						
Recording         External Program Link         You have the option to specify each action as either a URL to load in your browser, or as a command to execute. You can optionally choose to embed call-specific information, including phone number, contact name, etc., in the executed command or URL. You can also dictate specifically what phone events you wan to use to frigger your custom action.         The combination of an action with triggering events is called a rule. On each phone event, interact will scar through all the rules you have defined, and will perform each action that matches the event, in the order yo have specified on this page.         Image: Rule 1       (inbound, only if answered, only non-contact, only external)         Rule name       Rule 1         Image: Rule 1       Image: CMD shell script         Integring insert selected macro       Macros         Macros       %CALLINAME%       Insert selected macro         Macros       %CALLINAME%       Insert selected macro         When to perform this action       When to perform this action	Call Notifications	V Description						
External Program Link       system events occur.         You have the option to specify each action as either a URL to load in your browser, or as a command to execute. You can optionally choose to embed call-specific information, including phone number, contact name, etc., in the executed command or URL. You can also dictate specifically what phone events you wan to use to trigger your custom action.         The combination of an action with triggering events is called a rule. On each phone event, interact will scar through all the rules you have defined, and will perform each action that matches the event, in the order you have specified on this page.         Image: Rule 1       (inbound, only if answered, only non-contact, only external)         Image: Rule 1       Image: Rule 1         Image: Rule 1       Image: Rule 1 <td>Contact Display Settings</td> <td>External Program Link allows you to the your Allworx phone system into your business workflow. On this page,</td>	Contact Display Settings	External Program Link allows you to the your Allworx phone system into your business workflow. On this page,						
External Program Link       You have the option to specify each action as either a URL to load in your browser, or as a command to name, etc., in the executed command or URL. You can also dictate specifically what phone events you want to use to trigger your custom action.         The combination of an action with triggering events is called a rule. On each phone event, in the order you have befined, and will perform each action that matches the event, in the order you have specified on this page.         Rule 1       (inbound, only if answered, only non-contact, only external)         Rule name       Rule 1         Macros       @CALLINAME% Insert selected macro         Macros       %CALLINAME% Insert selected macro         Macros       %CALLINAME% Insert selected macro         When to perform this action       When to perform this action	Recording							
Rule name       Rule 1         ✓ Action to perform         Type of action       O URL       CMD shell script         https://na13.salesforce.com/search/SearchResults?searchType=1&sbstr=%CALLNUM%&search=+Gol-         Macros       %CALLNAME%       Insert selected macro         Macro expansion options         ✓ When to perform this action	External Program Link	execute. You can optionally choose to embed call-specific information, including phone number, contact name, etc., in the executed command or URL. You can also dictate specifically what phone events you want to use to trigger your custom action. The combination of an action with triggering events is called a rule. On each phone event, interact will scan through all the rules you have defined, and will perform each action that matches the event, in the order you						
✓ Action to perform  Type of action ● URL ● CMD shell script https://na13.salesforce.com/search/SearchResults?searchType=1&sbstr=%CALLNUM%&search=+Gol- Macros %CALLNAME% Insert selected macro Macro expansion options ✓ When to perform this action		🔻 Rule 1 (inbound, only if answered, only non-contact, only external) 🛛 🛣 💌 🔄 🗃 🛅						
Type of action       URL       CMD shell script         https://na13.salesforce.com/search/SearchResults?searchType=1&sbstr=%CALLNUM%&search=+Gol-         Macros       %CALLNAME%       Insert selected macro         Macro expansion options         When to perform this action		Rule name Rule 1						
✓ When to perform this action		Type of action O URL OCMD shell script          https://na13.salesforce.com/search/SearchResults?searchType=1&sbstr=%CALLNUM%&search=+Gol+         Macros       %CALLNAME%						
		Macro expansion options						
2 Perform on inbound calls		✓ When to perform this action						
		Perform on inbound calls						
Perform on outbound calls		Perform on outbound calls						
OK Cancel Apr								

#### How External Program Link works:

Passes through key caller information to open up another third-party web application (e.g., CRM). Caller information look-up includes:

- Phone number
- Name
- Company
- DNIS number
- DNIS name

Setting up a new rule is super easy. No coding skills needed.





## Example: How Allworx uses the External Program Link to integrate with salesforce CRM

	Tune of	action	URL O	CMD shell sc	rint				
	Type of								
	https://n	a13.salesforce.	com/search/	SearchResu	ts?searchTy	pe=1&s	bstr=%CALL	NUM%&s	earch=+Gol+
		241			-	_	_	_	
	Macros	%CALLNUM9	% 🔸 Inser	t selected ma	cro				
	1								
Sear	rch Results	salesforce	e						
earch	(731) 555-1000		5	earch	t to items I own				
				- Banad					
		and the second se							
	Scope: All objects   Adva	anced Search							
Accoun	Scope: All objects   Adva ta [1]   Contexts [5]	anced Search							
		anced Search							
Ac	ta (1)   Centacts (5) counts [1]		rior/ AKA/ DRA	Account Sil	e Phone		Account Own	er Alias	Channel Mananer
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## Allworx Automatic Call Distribution (ACD)







#### Four styles of call distribution

- Linear priority Distributes calls based on a prioritized list of agents set by the supervisor.
- Round-robin Distributes calls in a circular manner.
- Longest idle Distributes calls to agents who are idle for the longest time.
- Ring all Rings all agents in a queue simultaneously.

#### 10 defined queues with configurable depth

- Connect 731 Supports up to 60 calls per queue for a maximum of 60 calls across all queues.
- Connect 536 & 530 Support up to 30 calls per queue for a maximum of 30 calls across all queues.
- Connect 324 & 320 Do not support the ACD feature key.

#### Key queue features

- Custom greeting for the initial queue entrance
- · Custom periodic status messages while the callers wait in the queue
- Programmable function keys (PFKs) on the agent phones for easy visual indicators
- Supervisor call barging enabled with a PFK on the supervisor phone
- Queue prioritization for when the agents are working more than one queue
- Customizable call routes based on various queue conditions (e.g., maximum wait time, queue is full)





## Agents: Access queues from multiple entry points



Queue Status Tier 1 Linear Priority Agents Logged In: 4 Longest Wait Time: 00.00.00 Calls in Queue: 0 Sequential Round Ro... Allworx Inside Sales Agents Logged In: 2 Longest Wait Time: 00:00:00 Calls in Queue: 0 Apex Fairness - Longest Idle Agents Logged In: 4 Longest Wait Time: 00:00:00 Calls in Queue: 0 Operator - Backup Calls in Queue: 0 **Ring All** Agents Logged In : ----Longest Wait Time: 00:00:00



#### **Programmable Function Keys**

- ACD Appearance PFK enables
   agents to log in, log out, or update
   busy status.
- Queue Alarm PFK turns yellow first, then red after callers have exceeded a specified wait time and/or a specified number of callers in the queue.

#### Integrated ACD agent features in Interact Professional

- Stay on top of your queue stats including the number of agents logged in, longest wait time, and number of calls in queue.
- Agents can log in, log out, or update busy status





## Supervisors: Update queue settings on the fly

Call Queue / ACD					
NOTE If fields marked with <sup>*</sup> are changed the agents n	nust log out and back in to use the new values.				
 Description <sup>*</sup>	Widget Tech Support				
Distribution Mode	ACD: Linear Priority -				
Replay Status Message	60 (30 to 600 seconds, 0 = no status)				
Maximum Wait	1800 (1 to 7200 seconds, 0 = wait forever)				
When queue answers call	Play queue prompts 🔹				
Maximum Queue Depth	16 (1 to 60 callers)				
Queue Depth Yellow Alarm Threshold	16 (1 to Maximum Queue Depth, 0 = no alarm)				
Queue Depth Red Alarm Threshold	16 (1 to Maximum Queue Depth, 0 = no alarm)				
Wait Time Yellow Alarm Threshold	600 (0 to 7200 seconds)				
Wait Time Red Alarm Threshold	600 (0 to 7200 seconds)				
Hold Music Selection					
Maximum Rings before agent is set to unavailable	4 (1 to 100 rings)				
Wrap-up Time*	60 (0 to 3600 seconds)				
When no agents are logged in $^{st}$	Force callers to leave queue immediately -				
When calls are received with all agents busy	Allow callers to enter queue				
When all agents are in No Answer state	Allow callers to wait in queue -				
·	Is allowed to logout of queue				
Distribute calls to busy handsets					
Play greeting before call distribution					
Queue Priority	0 🗸				
When caller leaves queue due to  Maximum wait time expired: Transfer to extension 400 - Default Auto Attendant					
No agents logged in/available: Transfer to	o extension 400 - Default Auto Attendant				
► Queue is full: Transfer to extension 400 - De	efault Auto Attendant				
► Caller presses 0: Transfer to extension 400	- Default Auto Attendant				
Agents show					

Call Queues/ACD accessed from the Web Administration site

#### Update queue settings from any web browser – via Web Admin and/or My Allworx Manager

- Assign a queue name.
- Choose call distribution methods.
- Change queue greetings and status update messages.
- Add, remove, and sort agents for each queue.
- Set up call routes based on various queue conditions (e.g., maximum wait time, queue is full).
- Set queue depth, wrap-up time period, maximum rings, and maximum wait time.
- View and reset queue stats.
- View and reset agent stats.



### Allworx View<sup>™</sup> 1.1

Mello, ViewAdmini         Log of Dashboards         Mello, ViewAdmini         Log of Dashboards         Mello, ViewAdmini         Log of Dashboards         Mello, ViewAdmini         Log of Account           Customer Service         Dashboards         Reports         Configure         Account         Call Account         Account<	Pad � ≎ < > [1]	1					<sup>33 рм</sup> 6.211.153			C	Φ	96% -
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- **Two flavors:** View (CDR only) and View ACD (CDR plus queue and agent monitoring).
- Multi-site support: Tracks call data across single or multiple Allworx systems.<sup>1</sup>
- **Real-time dashboards for queues & agents:** Provide user-configurable displays of live information on calls, queues, and agents. Show system alarms for threshold limits.
- Historical call reports: Provide aggregated call data in easily-digestible formats with customizable filters. Reports include Call Detail, Call Totals, User Call Totals, Lines in Use, Queue Summary, and Agent Summary. Exportable to PDF or CSV. Can be saved for future, shared, or auto-scheduled for email distribution.
- **Permission control:** Dashboards and historical reports can be limited to display only the information allowed for each user's permission level (e.g., agent, supervisor, sys admin).
- Access from anywhere: Optimized for all modern web- and mobile browsers.
- Server-wide license: Provide access to all your supervisors and agents as needed.
- **Requirements:** Runs on a Windows Server 2008R2 or higher, and requires System Software 7.7.5.5 or higher. View ACD requires both View and ACD feature keys.

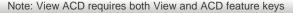
1. To track calls across multiple sites, the servers need to be configured using Allworx Advanced Multi-Site and each Allworx server requires a View / View ACD software key(s).



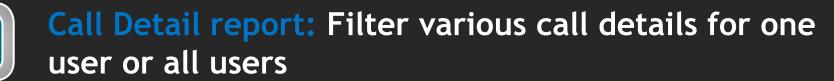


## User-configurable dashboard for Agents and Queues

Easy access to multiple dashboards  $\otimes$ View Dashboard Hello, ViewAdmin! Log off allworx view **Customer Service** Edit Dashboard Dashboards Reports Configure About Manage Dashboards Calls Active Calls Queue Queue Wait Call Abandon Wait My Dashboards Dashboard Queue: Arriving Serviced Depth Calls Maxin verage Maximum Rate Widget Sales **Customer Service** 0:06 12 0 13 0 00:00:57 00:00:09 00:00:35 0% Queue **Customer Service** Marquee Shared Dashboards Agent: CKennedy Queue: Customer Service Queue Agent: JDiaz Status: WRAPUP Calls Arriving: 13 **Calls Serviced** 13 Status: BUSY Average Queue Depth Busy Reason: Current Queue Depth 0 0 Busy Reason: No Answer Caller Number: Maximum Queue Depth 2 Service Level Caller Number: 1235 100% Calls Missed: 0 Call Abandon Rate 0% Speed Of Answer 00:00:06 Calls Missed: 1 Time In Status: 00:00:09 Talk Time Average 00:00:57 Average Wait Time 00:00:09 Time In Status: 00:01:26 Length Of Call: Maximum Wait Time 00:00:35 Available Agents Length Of Call: 00:00:00 00:00:00 0 0 Average Time to Answer: 00:00:06 Agents In Busy Status 3 Agents On Call Average Time to Answer: 00:00:02 Calls Serviced: 3 Total Agents In Queue 2 Longest Wait 00:00:00 Calls Serviced: 2 Average Service Time: 00:00:30 Average Service Time: 00:01:47 Queue Detail Agent Summary Agent Status **Busy Reason** Caller Number Calls Missed Time In Status Length Of Call BAnderson WRAPUP 1262 0 00:00:22 00:00:00 JDiaz BUSY 1235 00:01:26 00:00:00 No Answer DQuill BUSY 0 00:00:00 Lunch 00:06:35 0 CGraham BUSY Meeting 00:06:28 00:00:00 CKennedy WRAPUP 0 00:00:11 00:00:00 Agent List



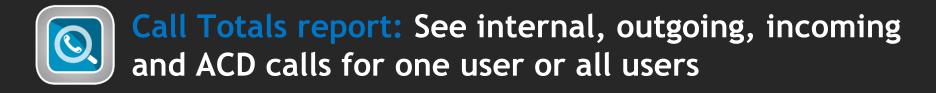




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			60.0	90.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0							
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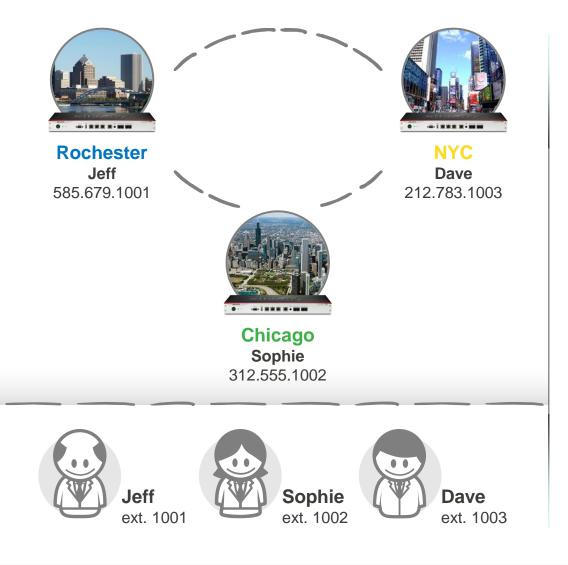
## Allworx Advanced Multi-Site







# Unify all locations for ease-of-use and improved employee collaboration



#### Connect up to 100 Allworx sites.

- Global directory
- Extension dialing across all sites
- Global voicemail forward voicemail to anyone in the system
- Seamless call transfer and call park
   across all sites
- Shared Auto Attendants
- Shared presence setting
- Access to remote site trunks for rerouting external calls
- Distributed architecture If one site loses connectivity, other sites can continue to operate as normal



### **Allworx Conference Center**







# Allworx Conference Center – A cost-effective voice conferencing solution for SMBs

Allworx Manager		Welcome
My Account	Modify Conference	
My Call Details	<b>ID:</b> 4083	
My Conferences	Description Weekly Sales Conference	
My Extension	Password 9705 (1 to 10 digits) Moderator Bianca Anderson (BAnderson)	
My Presence	Start Date 8/7/2015 Available times	
My Products	Start Time 1 • 00 • PM • available all day	
My Reach Link	Duration 1 hour	
Directory	Pre-join time 5 minutes Repeat every 7  days	
Distribution Lists		
Call Queues	Modify Conference Cancel	
Phone Functions		

Accessing Conference Center in My Allworx Manager

Easy. Secure. Cost effective.

- **Centralized management**: Schedule, modify, and monitor conference calls from My Allworx Manager.
- **Secure**: Protected with a unique conference call ID and password.
- **Cost effective**: One-time server license.
- Connect 731 supports:
  - 4 conference bridges for a maximum of 30 concurrent participants.
- Connect 536, 530, 324, and 320 support:
  - 1 conference bridge for a maximum of 8 concurrent participants.



## Backup and Security







# OfficeSafe<sup>™</sup> — FREE backup tool for protecting all your Allworx server data and application files

ptions		
Backup Restore Ne	twork Credentials Notification	1
Defaults Servers		
Named Server	Widgets Connect 731	Rename
Backup Settings Folder:	C:\backup\00038013	Browse
Overrides for Ful	l Backup n incrementals	3
Days sin	ce last Full	3
Previous	Backup Sets retained	6
Notify Settings	none)	Set Defaults
L	ОК	Cancel Apply

Backup Admin Tool

#### System requirements:

- OfficeSafe 8.0 is required to support Allworx servers running System Software 8.0.
- Runs on Windows 7 Professional (32/64-bit), Windows Server 2003 Enterprise SP2 (64-bit), Windows Server 2008 R2, Windows Server 2012, and Windows Server 2012 R2.

## Back up an unlimited number of Allworx servers

- It's FREE No software key needed
- Back up an unlimited number of Allworx servers – up to 10 servers transmitting data simultaneously
- Adjustable settings After the first initial backup, choose to back up all server data or only the changed data for expediency
- **Convenient** For managing multiple Allworx servers, schedule backups of each server independently at a time most convenient for each site
- **Easy monitoring** View the activity log for real-time progress and/or set up automatic email notifications





# Built-in security features to ensure industry best practices

•

llworx Connect	731	Web Server modify	
hone System	•		Current Value
letwork	>	Connection Timeout (secs)	600
ervers	>	Maximum HTTP/HTTPS Sessions	16
eports	>	My Allworx Manager Secure Port (HTTPS)	443
laintenance	>	Web Administration Secure Port (HTTPS)	8443
		Insecure Web Access (HTTP)	Disabled
ed help?		My Allworx Manager Port (HTTP)	80
stall Checklist		Web Administration Port (HTTP)	8080
_		► Installed Certificate	
Logout		Certificate Installation	
		Certificate Signing Request	

Manage web access security from the Web Admin Page, Servers > Web Server

SIP Regist	ration
User ID	5126
Binding	5126@:
Login ID	SNichols
Password	<pre>#*d4<h^=`.^w !@#="" +="" -="" 012="" 12="" a="" abc="" again.<="" as="" be="" before="" device="" displayed="" for="" it="" leaving="" make="" new="" not="" of="" page="" password="" pre="" record="" the="" this="" tip="" use="" will="" with=""></h^=`.^w></pre>

Manage auto password creation for generic SIP handsets from the Web Admin page, Phone System > Handsets > Modify Handset or Phone System > Handsets > add new handset.

- Enhanced access security: HTTPS is enabled when accessing the web-based Allworx Web Admin page and My Allworx Manager<sup>1</sup>
  - Automatic password creation: The Allworx system auto-creates complex passwords for Allworx IP phones, generic SIP handsets, and Px Port Expanders
- **Strong passwords:** Administrators *can* require users to use complex passwords
- SPI Firewall and PPTP VPN: Included with all Allworx servers
- Automatic blocking of unregistered SIP devices:
   Only SIP devices set up by the administrators are
   allowed to connect to Allworx servers
- **Prevention of phone hijacking**: Allworx IP phones are only allowed to respond to Allworx servers

1. Available only for the Connect family.



## Product warranty & software upgrade plans





## Product warranty & software upgrade plans

The standard coverage: For Allworx end-user customers, a one-year hardware warranty and a 90-day software upgrade are included with any Allworx server, Px 6/2 Expander, and Allworx IP phones. Limited lifetime warranty is provided for all Allworx PowerFlex switches. The standard product warranty period begins at the time of the product installation and/or activation.

#### Extended coverage options for Allworx servers:

- 4-year extended hardware warranty & software upgrade<sup>1</sup> best deal!
- 1 year anytime hardware & software<sup>2</sup> (anytime purchase)
- 4-year extended hardware warranty<sup>1</sup>
- 1 year software upgrade (anytime purchase)
- Extended coverage for Allworx IP phones: 4-year extended hardware warranty<sup>1</sup>
- Extended coverage options for Allworx Px 6/2 Expander:
  - 4-year extended hardware warranty<sup>1</sup>
  - 1-year extended hardware warranty<sup>2</sup> (anytime purchase)



<sup>1.</sup> Must be purchased within 90 days of the hardware installation/activation.

<sup>2.</sup> A 30-day blackout period from the warranty purchase date is enforced before new warranty claims can be submitted.