

# 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	167 J...
105 Ralph Caruso	126 Jeff Hammond	147 Security	168 Rolf I...
106 Stan Smead	127 Ann James	148 Ann Adams	169 Irene Wr...
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	140 Simonette Stel...	161 Sam V's Cellphone	202 Training Room
	141 Janet Stephana...	162 Bob Smith	203 Warehouse
	142 Jay Mazzarella	163 Kathy Mitch	

**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 functions<sup>1</sup>.

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

Current user: Jane Hanson, Ext. 101

### 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.<sup>1</sup> Calls can be initiated<sup>1</sup> 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 information<sup>1</sup>. Clicking on the tabs will lead to screens dedicated to Auto Attendants, Call Queues<sup>2</sup>, 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
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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 Call<sup>1</sup>** – 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.

**Dial<sup>1</sup>** – 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 Tabs<sup>1</sup>

## 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).

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.

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.

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.*

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.

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.

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. Functionality available Q1 2007.