

# Allworx® 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
- ▶ Automatic Call Distribution
- ▶ Call Assistant™
- ▶ Conference Center™
- ▶ Dual Language Support
- ▶ Mobile Link
- ▶ TAPI TSP Driver

# Customize with advanced software options

2013

- System Software 7.5
- Reach 1.0 for iOS & Android
- Interact Professional 1.0

2014

- System Software 7.6 & 7.7
- Dual Language Support
- Interact Professional 1.1
- Reach 1.1 for iOS & Android
- Reach 1.2 for iOS
- View 1.0

2015

- System Software 8.0
- Interact Professional 2.0 & 2.1
- Reach 2.0 for iOS and Android
- Reach Link
- View 1.1
- OfficeSafe 8.0
- Allworx Migrate™

## Advanced Software Options



**View™ 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



**Interact™ 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 Connect™ & System Software 8.0

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**Connect 731**



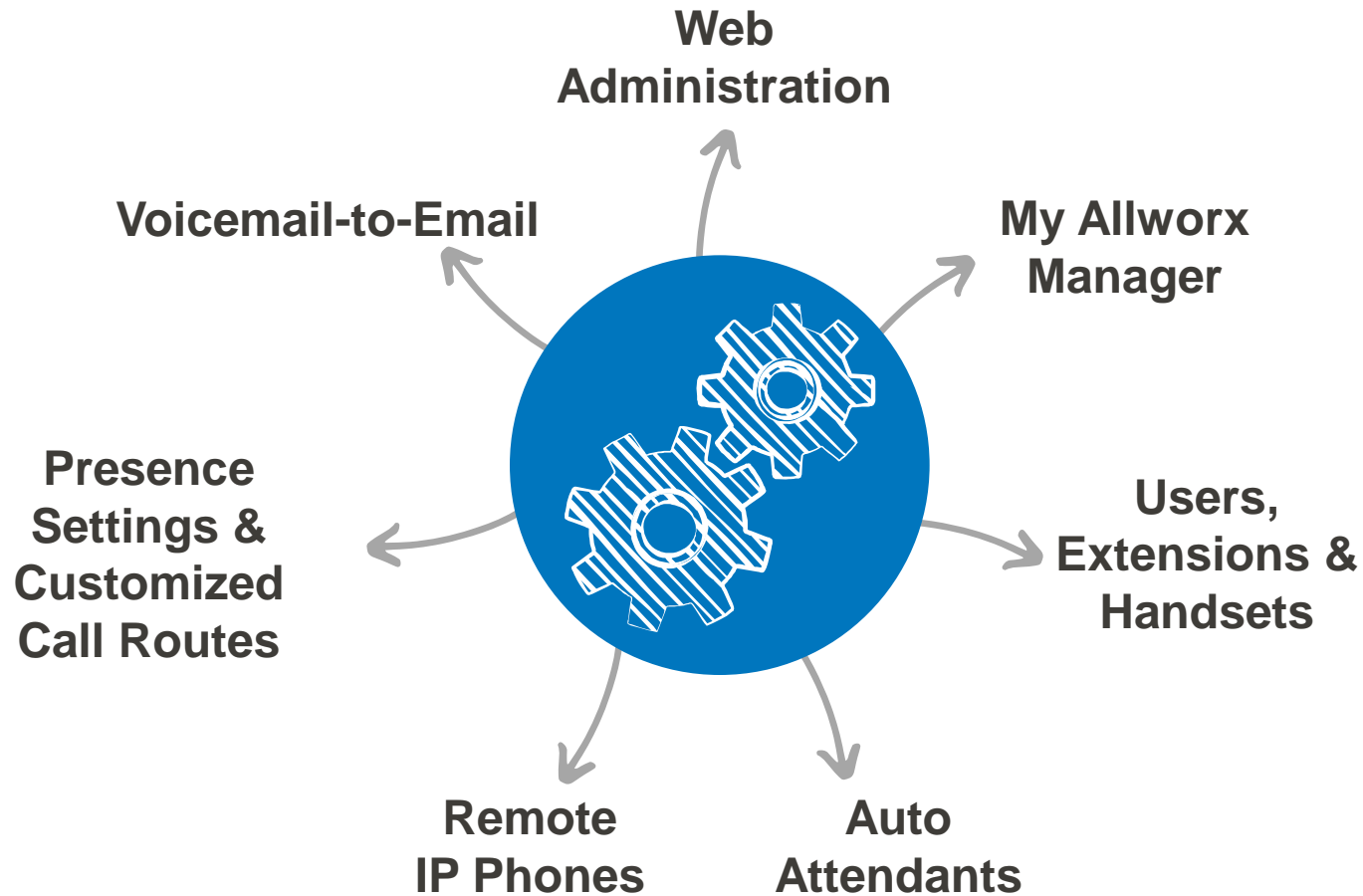
**Connect 530**  
**Connect 536**



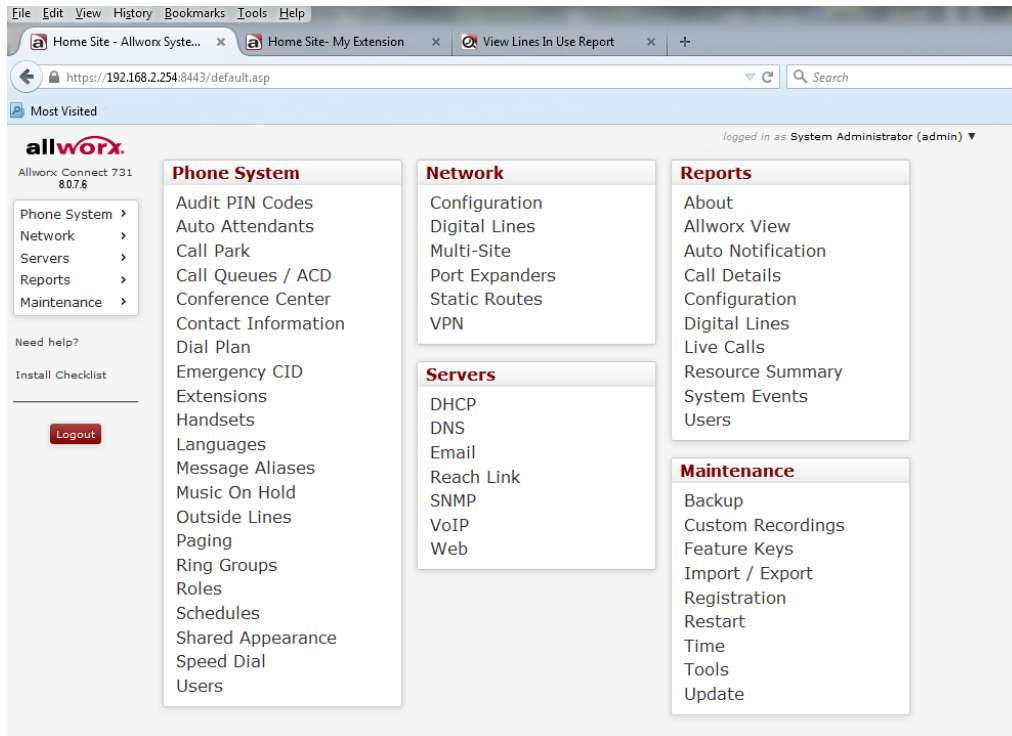
**Connect 320**  
**Connect 324**

# Standard Allworx System Features – Highlights

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



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

The screenshot displays the Allworx Manager web interface. At the top left is the Allworx logo and 'My Allworx Manager'. The user is logged in as 'Annie Ahari (AAhari)' with a 'Logout' button. A sidebar on the left lists navigation options: My Account, My Call Details, My Conferences, My Extension, My Presence, My Products, My Reach Link, Directory, Distribution Lists, Call Queues, and Phone Functions (highlighted in red). The main content area is titled 'Phone Functions Reference Card' and contains three sections:

- Voicemail Shortcuts:** A table listing shortcuts for voicemail actions.

|    |                            |    |  |
|----|----------------------------|----|--|
| *1 | REPLY to this message.     | *6 | Play the NEXT message.                     |
| *2 | FORWARD this message.      | *7 | REWIND the message 10 seconds.             |
| *3 | DELETE this message.       | *8 | FAST FORWARD the message 10 seconds.       |
| *4 | REPLAY this message.       | *9 | CALL BACK the user who left the voicemail. |
| *5 | Play the PREVIOUS message. | *# | SKIP to the end of the message.            |
- Changing Message Center Settings:** A list of settings that 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):** A note states: 'Note: Items on the phone's LCD screen ARE INDICATED LIKE THIS. Physical buttons to push are indicated like this.' Below this are instructions for:
  - LCD Contrast:** To adjust the contrast of the phone's display, press the CONFIG soft key, select PREFERENCES, then LCD SETTINGS. Use the ▲ ▼ keys to change the contrast, then press Select (✓). 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:** TO SET

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.

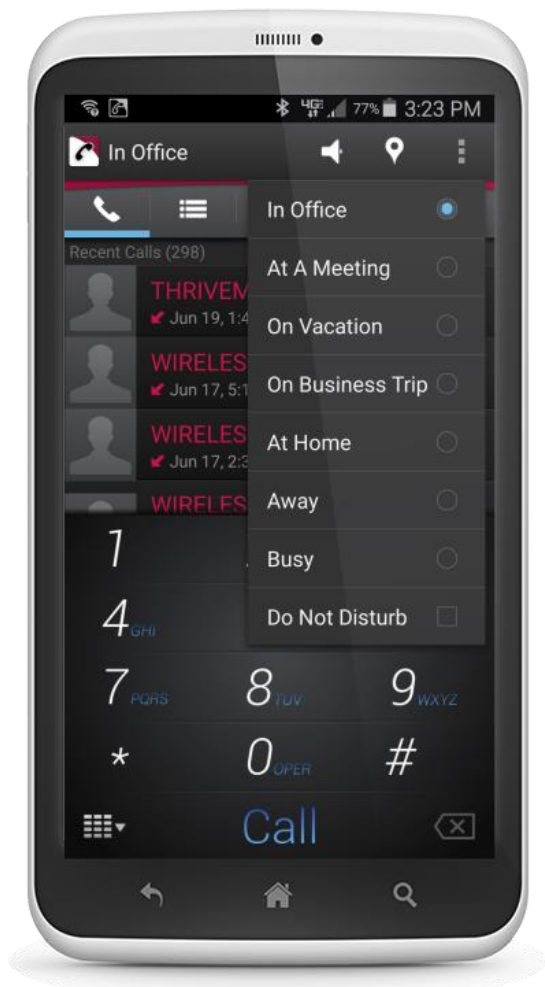
Configure Reach Link<sup>1</sup>.

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

Presence: In Office [ACTIVE] [add new Call Route](#)

**Call Route for calls from all callers:**

*First connection attempt:*  
Bianca Anderson - Samsung Galaxy Nexus 36 (Login ID:5128) for 4 rings (Single (int), Double (ext))  
Bianca Anderson - iPad Air (Login ID:5118) for 4 rings (Single (int), Double (ext))  
Bianca Anderson (Login ID:5104) for 4 rings (Single (int), Double (ext))

*Finally:*  
transfer to Voicemail for Bianca Anderson (BAnderson)

[Modify](#)

**Call Route for calls from all callers:**

**Modify Primary Route**  
 **Modify On Busy Route** (used if Primary Route connection attempt is busy)

**Call Route**

**First connection attempt** [add a destination](#) [delete this attempt](#)

|   |     |   |         |                            |
|---|-----|---|---------|----------------------------|
| Bianca Anderson - Samsung Galaxy Nexus 36 (Login ID:5128) | for | 4 | rings ( | Single (int), Double (ext) |
| Bianca Anderson - iPad Air (Login ID:5118)                | for | 4 | rings ( | Single (int), Double (ext) |
| Bianca Anderson (Login ID:5104)                           | for | 4 | rings ( | Single (int), Double (ext) |

[add another connection attempt](#)

**Finally...**

Hang up  
 Transfer to Auto Attendant: 400 - Default Auto Attendant  
 Transfer to Call Queue: Widget Sales  
 Transfer to Voicemail for user: Bianca Anderson (BAnderson)  
 Dial number: \_\_\_\_\_

[Update Call Route](#) [Start Over](#) [Cancel](#)

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 S6 (Login ID:5128) for 4 rings (Single (int), Double (ext))  
Bianca Anderson - iPad Air (Login ID:5118) for 4 rings (Single (int), Double (ext))  
Bianca Anderson (Login ID:5104) for 4 rings (Single (int), Double (ext)) [Modify](#)

*Finally:*  
transfer to Voicemail for Bianca Anderson (BAnderson)

**Call Route for calls from:**

external - Caller ID number

internal - phones owned by

**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 \*. For example:

- Enter 585-555-1212 to match calls from 585-555-1212
- Enter 585\* to match all calls from the 585 area code

**Call Route**

**First connection attempt** [add a destination](#) [delete this attempt](#)

Mary Ellis (Login ID:5103) for 4 rings (Single (int), Double (ext))

[add another connection attempt](#)

**Finally...**

Hang up

Transfer to Auto Attendant

Transfer to Call Queue

Transfer to Voicemail for user

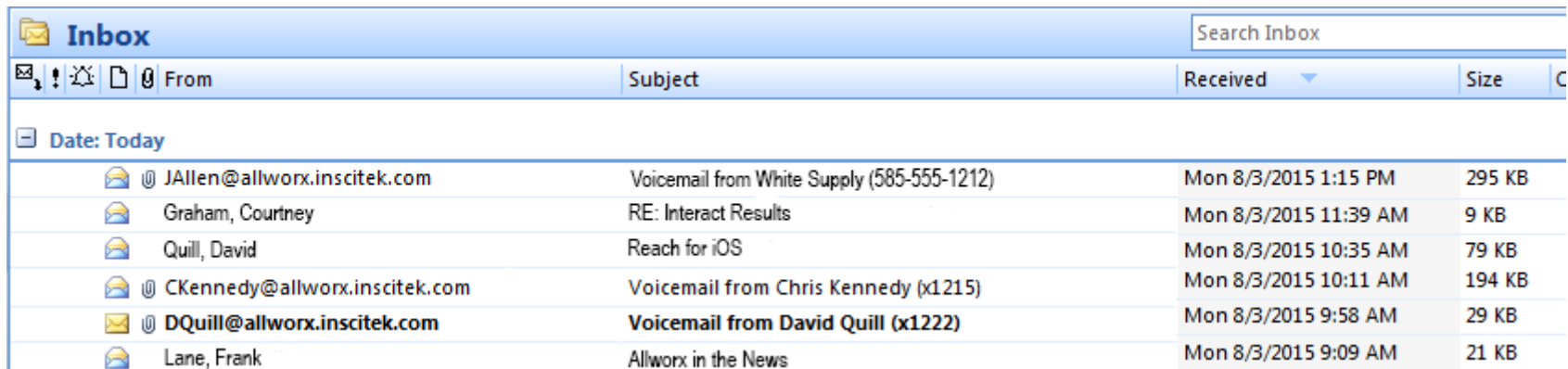
Dial number

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



The screenshot shows an email inbox interface. At the top, there is a search bar labeled "Search Inbox". Below it, the inbox header includes columns for "From", "Subject", "Received", and "Size". A "Date: Today" filter is applied. The inbox contains several messages, with voicemail messages clearly labeled in the subject line. The messages are as follows:

| From                            | Subject                                    | Received              | Size   |
|---------------------------------|--|-----------------------|--------|
| @ 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™ 2.0 and Allworx Reach Link™





# Reach brings Allworx desk phone to your mobile device. **Reach Link** keeps you connected.

## 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

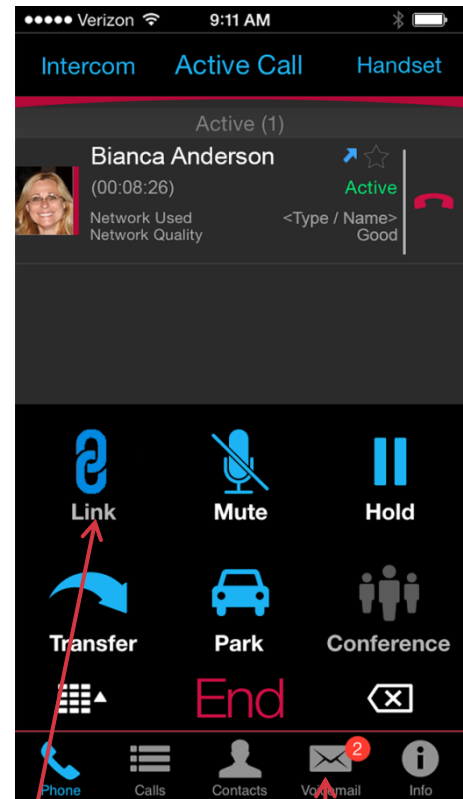
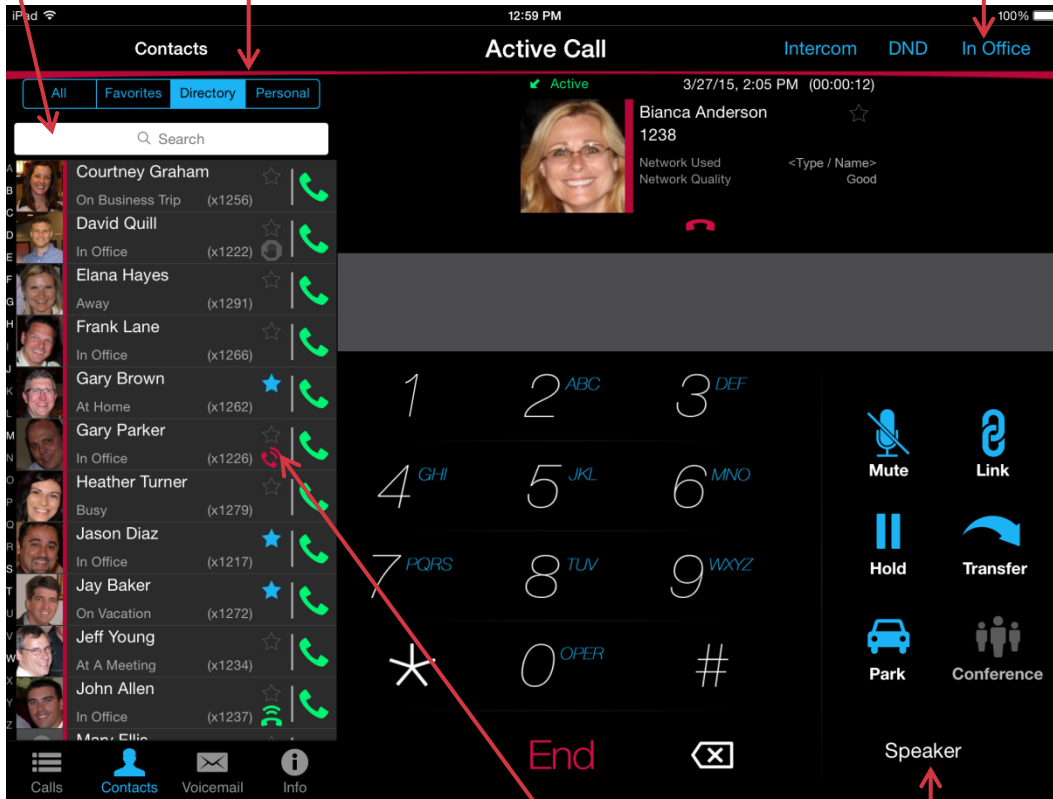
Search

Contact filters

iPad

Update presence setting

iPhone & iPod Touch



Calls tab – History, Missed, Parked, Scheduled, Conferences

System user status

Select audio route

Reach Link On Call options

Retrieve and send voicemails



# Reach for Android - Active Call screens

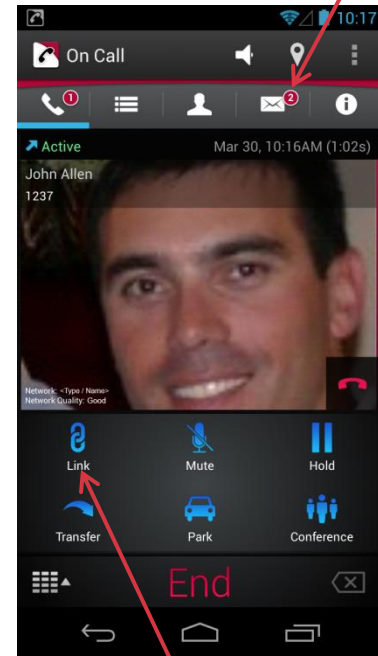
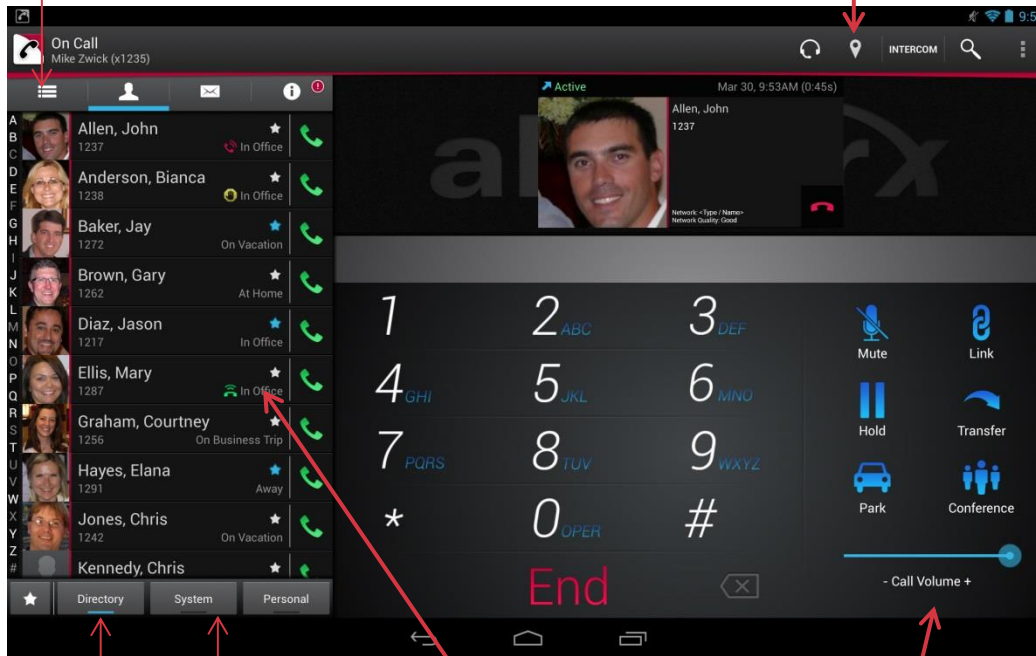
Calls tab – History, Missed, Parked, Scheduled Conferences

Tablet

Update presence setting  
Update audio route

Retrieve and send voicemails

Smartphone



Contact filters

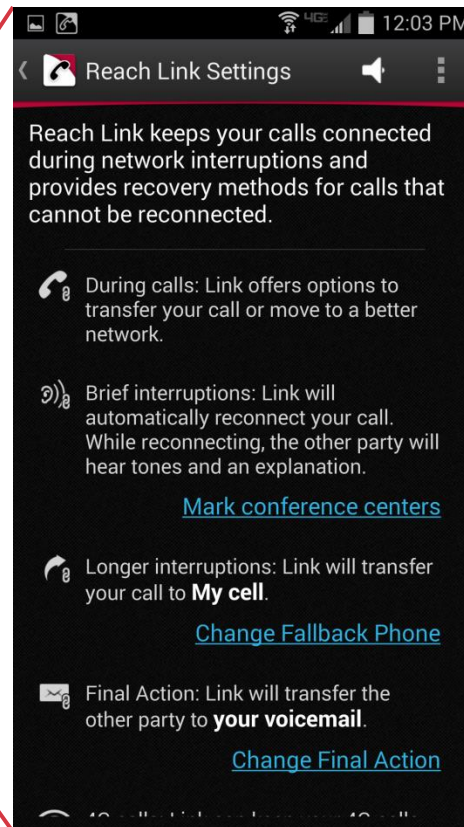
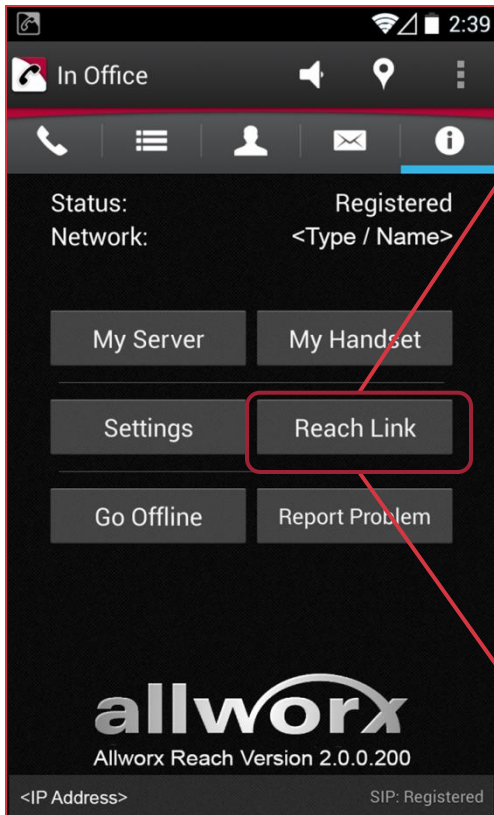
System user status and presence

Control volume

Reach Link On Call options



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



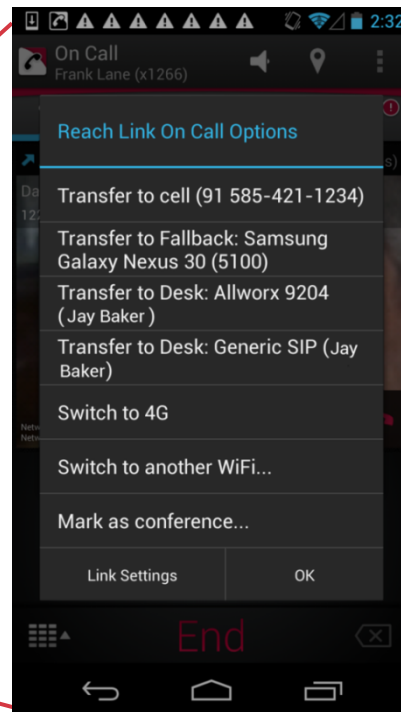
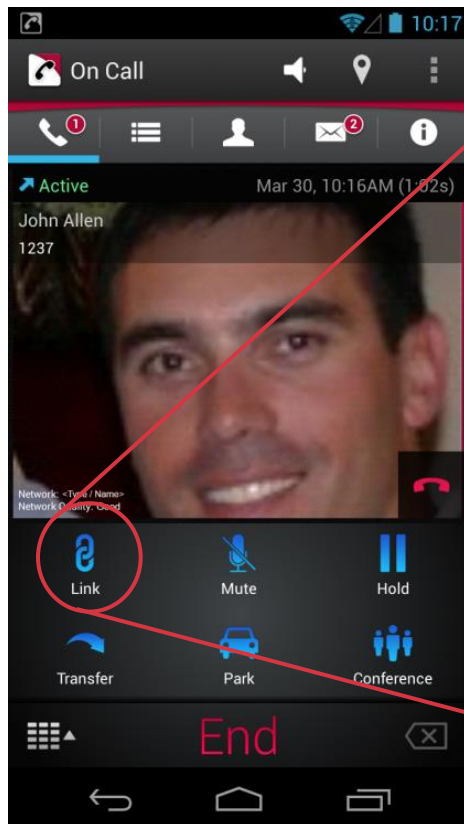
Reach Link Settings

## 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



Real-time overrides during active calls

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

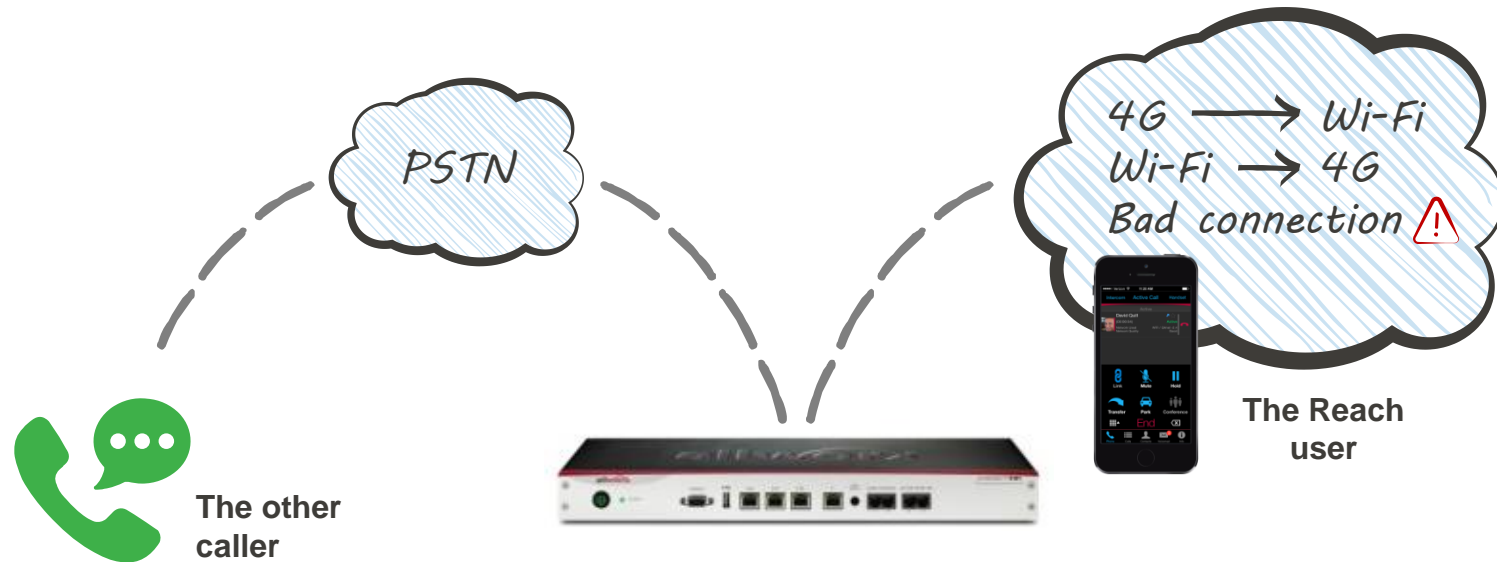
- Transfer the call to the device's cell number.
- Transfer the call to the configured Fallback Phone.
- Transfer the call to the user's Allworx handset or a generic SIP handset.
- Switch a Wi-Fi call to a 4G data network.\*
- Switch the call to another Wi-Fi network.\*
- Disable Link audio prompts.

\* Available on Android devices only





# Reach Link experience during a network interruption



## 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 auto-transferred to the Reach user's "fallback" number.

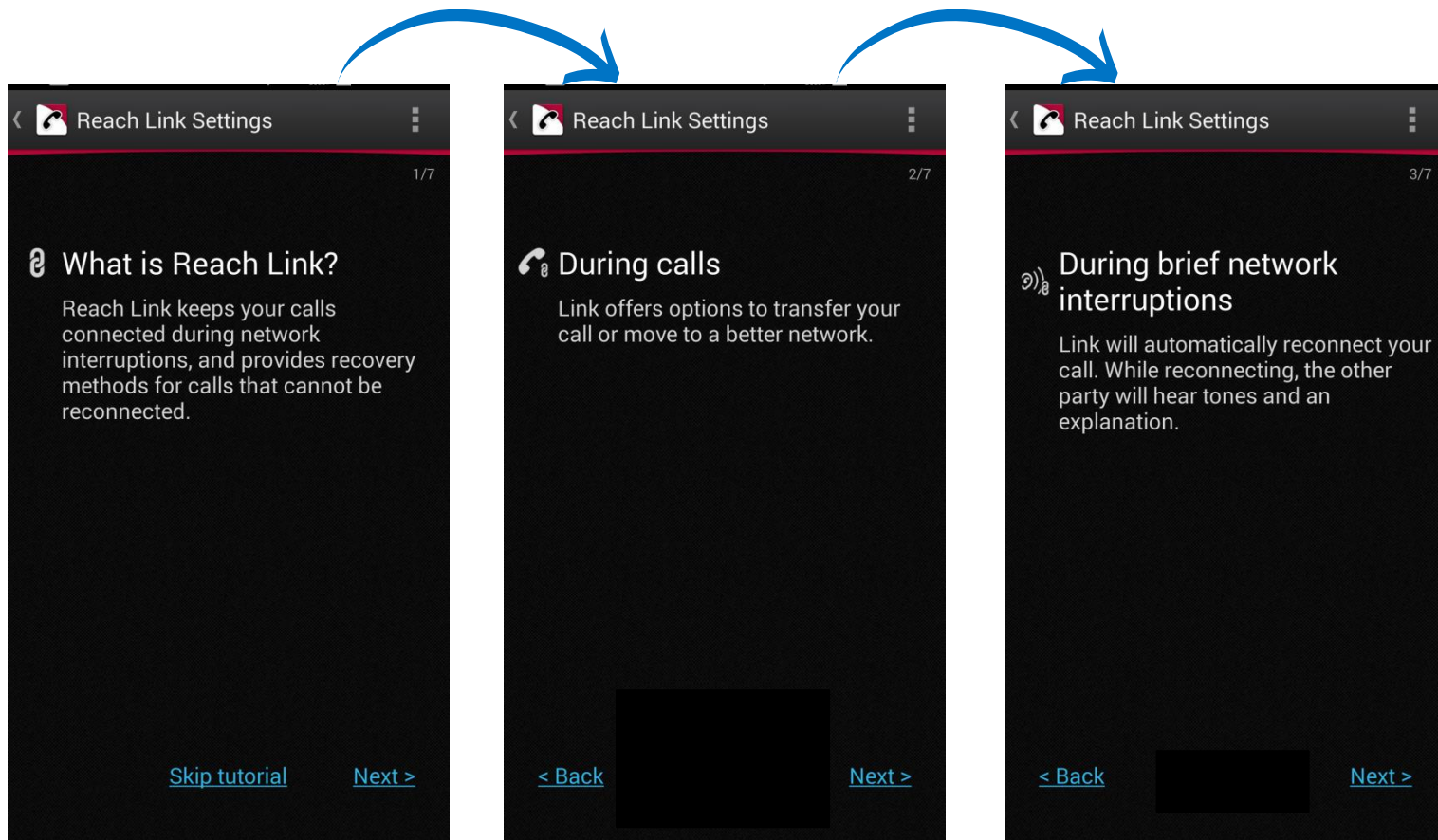
## What the Reach user experiences...

**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™ Professional 2.1





# Interact Professional is the next-gen PC-based call management solution for the Allworx handsets

- **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.

1. Requires an Allworx ACD feature key



# Interact Professional - full view

**Call History**

| Search all fields      | Time                         | Status      |
|------------------------|------------------------------|-------------|
| Mary Ellis 1287        | 7/24/2015 3:04 PM (0:00:25)  | Ended       |
| Courtney Graham 1256   | 7/24/2015 3:04 PM (0:00:31)  | Ended       |
| Mary Ellis 1287        | 7/24/2015 3:03 PM            | Missed Call |
| Courtney Graham 1256   | 7/24/2015 1:23 PM (0:08:14)  | Ended       |
| Bianca Anderson 1238   | 7/24/2015 12:44 PM (0:01:14) | Ended       |
| Conference Room 2 1230 | 7/23/2015 10:23 AM           | No Answer   |
| Bianca Anderson 1238   | 7/23/2015 10:22 AM (0:00:00) | Ended       |
| Conference Room 2 1230 | 7/23/2015 10:22 AM           | No Answer   |

**Contacts**

| Search first name      | Search first name   | Search first name       |
|------------------------|---------------------|-------------------------|
| Auto Attendant 1       | Auto Attendant 2    | Auto Attendant 3        |
| Auto Attendant 4       | Auto Attendant 5    | Auto Attendant 6        |
| Auto Attendant 7       | Auto Attendant 8    | Auto Attendant 9        |
| Bianca Anderson        | Bianca Anderson     | Call Queue 0            |
| Chris Jones            | Chris Kennedy       | Christina Vandyne       |
| Conference Center      | Conference Center 2 | Conference Room - Alpha |
| Conference Room - Beta | Courtney Graham     | Daniel Johnson          |
| David Smith            | David Quill         | Elana Hayes             |
| Frank Lane             | Gary Parker         | Heather Turner          |
| Jacob S Young          | Jamie R Young       | Jay Baker               |
| Jeff Young             | John Clark          | John Harris             |
| John Allen             | Kenneth Butler      | Key System Ring Delay   |
| Lorraine Hart          | Lou Robinson        | Mark Miller             |
| Mary Ellis             | Mike Zwick          | Misha Ford              |
| Monty Innes            | Operator            | Paging Zone 0           |

**Current Calls**

Active 0:01:44  
->Widgets, Inc. (Line 1)  
End Call Hold More

**Queue Status**

Launch Allworx View...

| Widget Sales    | Fairness - Longest Idle | Agents Logged In: 2 | Longest Wait Time: 00:00:00 | Calls in Queue: 0 |
|-----------------|-------------------------|---------------------|-----------------------------|-------------------|
| Agent           | State                   | Reason              | Duration                    | Active Queues     |
| 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 Calls in Queue: 0

**Widget Customer Service** Sequential Round Ro... Agents Logged In: 1 Longest Wait Time: 00:00:00 Calls in Queue: 0

**Agent: CKennedy**

Login/Logout... 3 On Call

**Active System Calls**

| Start Time | Duration | Originator Caller ID   | Destination Caller ID  |
|------------|----------|------------------------|------------------------|
| 2:57:25 PM | 00:01:46 | Widgets, Inc. (Line 1) | Chris Kennedy          |
| 3:19:32 PM | 00:00:37 | Mary Ellis (1287)      | Bianca Anderson (1238) |
| 3:20:03 PM | 00:00:07 | John Allen (1237)      | Courtney Graham (1256) |

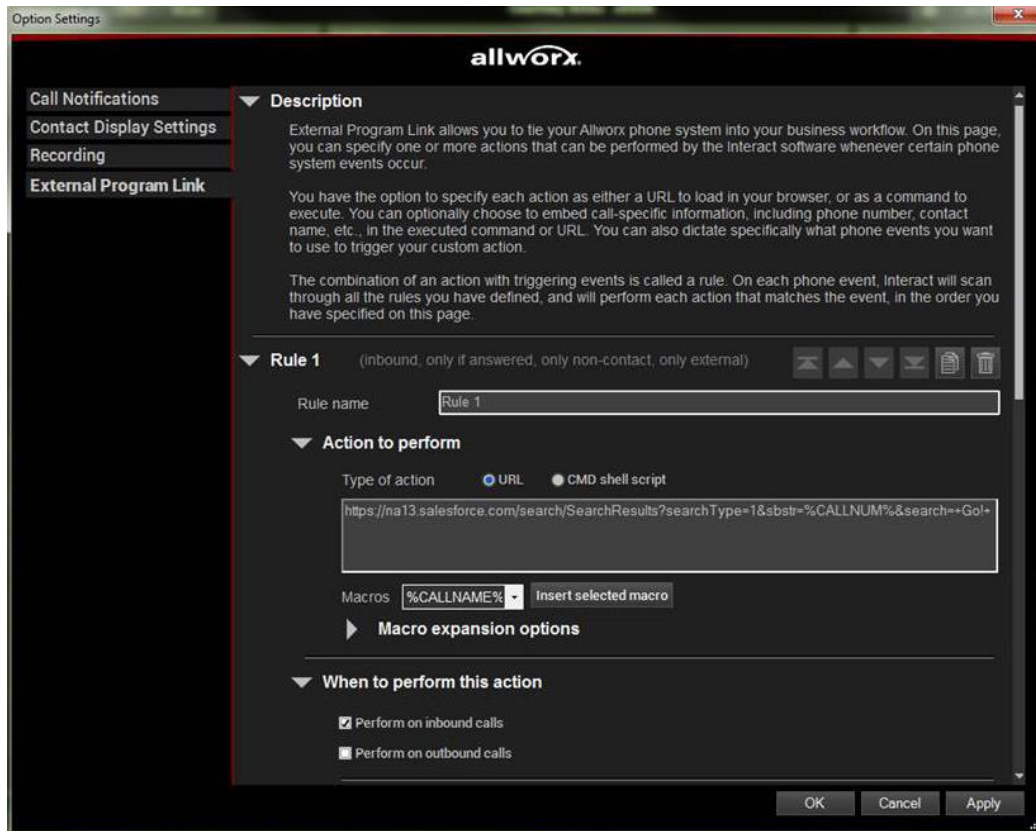
Queue Status (new)

Agent log in/out (new)

Active System Calls (new)



# Interact Professional - External Program Link



## 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

▼ Action to perform

Type of action  URL  CMD shell script

```
https://na13.salesforce.com/search/SearchResults?searchType=1&sbstr=%CALLNUM%&search=+Go+
```

Macros



## Search Results

Search    Limit to items I own

Scope: All objects | [Advanced Search](#)

[Accounts \[1\]](#) | [Contacts \[5\]](#)

### Accounts [1]

| Action               | Account Name                         | Prior/ AKA/ DBA | Account Site | Phone                          | Account Owner Alias    | Channel Manager |
|----------------------|--------------------------------------|-----------------|--------------|--------------------------------|------------------------|-----------------|
| <a href="#">Edit</a> | <a href="#">ACME Specialist Inc.</a> |                 |              | <a href="#">(731) 555-1000</a> | <a href="#">jsmith</a> | Gwen Salmon     |

### Contacts [5]

| Action               | Name                           | Account Name                         | Account Site | Phone                          | Email                              |
|----------------------|--------------------------------|--------------------------------------|--------------|--------------------------------|------------------------------------|
| <a href="#">Edit</a> | <a href="#">John Smith</a>     | <a href="#">ACME Specialist Inc.</a> |              | <a href="#">(731) 555-1000</a> | <a href="#">jsmith@acme.com</a>    |
| <a href="#">Edit</a> | <a href="#">Marty Solomon</a>  | <a href="#">ACME Specialist Inc.</a> |              | <a href="#">(731) 555-1000</a> | <a href="#">msolomon@acme.com</a>  |
| <a href="#">Edit</a> | <a href="#">Mitra Mahavira</a> | <a href="#">ACME Specialist Inc.</a> |              | <a href="#">(731) 555-1000</a> | <a href="#">mmahavira@acme.com</a> |
| <a href="#">Edit</a> | <a href="#">Ennis Kevin</a>    | <a href="#">ACME Specialist Inc.</a> |              | <a href="#">(731) 555-1000</a> | <a href="#">ekevin@acme.com</a>    |
| <a href="#">Edit</a> | <a href="#">Guo Da</a>         | <a href="#">ACME Specialist Inc.</a> |              | <a href="#">(731) 555-1000</a> | <a href="#">gda@acme.com</a>       |

# Allworx Automatic Call Distribution (ACD)

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# Intelligently manage and distribute incoming calls

## 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)



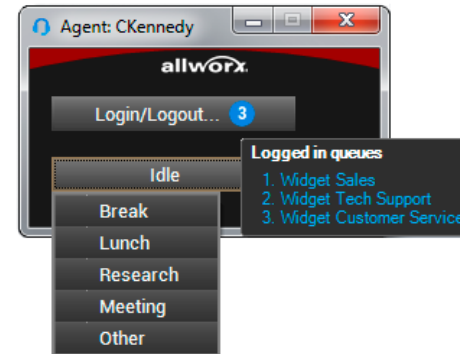
# Agents: Access queues from multiple entry points



| Queue Status         |                         |                       |                             |                   |
|----------------------|-------------------------|-----------------------|-----------------------------|-------------------|
| Tier 1               | Linear Priority         | Agents Logged In: 4   | Longest Wait Time: 00:00:00 | Calls in Queue: 0 |
| Allworx Inside Sales | Sequential Round Ro...  | 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    | Ring All                | Agents Logged In: --- | Longest Wait Time: 00:00:00 | Calls in Queue: 0 |

## 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 \* are changed the agents must log out and back in to use the new values.

**Description\*** 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** Line-In

**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\*** 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

**Last Agent in queue** Is allowed to logout of queue

**Distribute calls to busy handsets** Enabled

**Play greeting before call distribution** Disabled

**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 extension 400 - Default Auto Attendant
- ▶ **Queue is full:** Transfer to extension 400 - Default Auto Attendant
- ▶ **Caller presses 0:** Transfer to extension 400 - Default Auto Attendant

Agents [show](#)

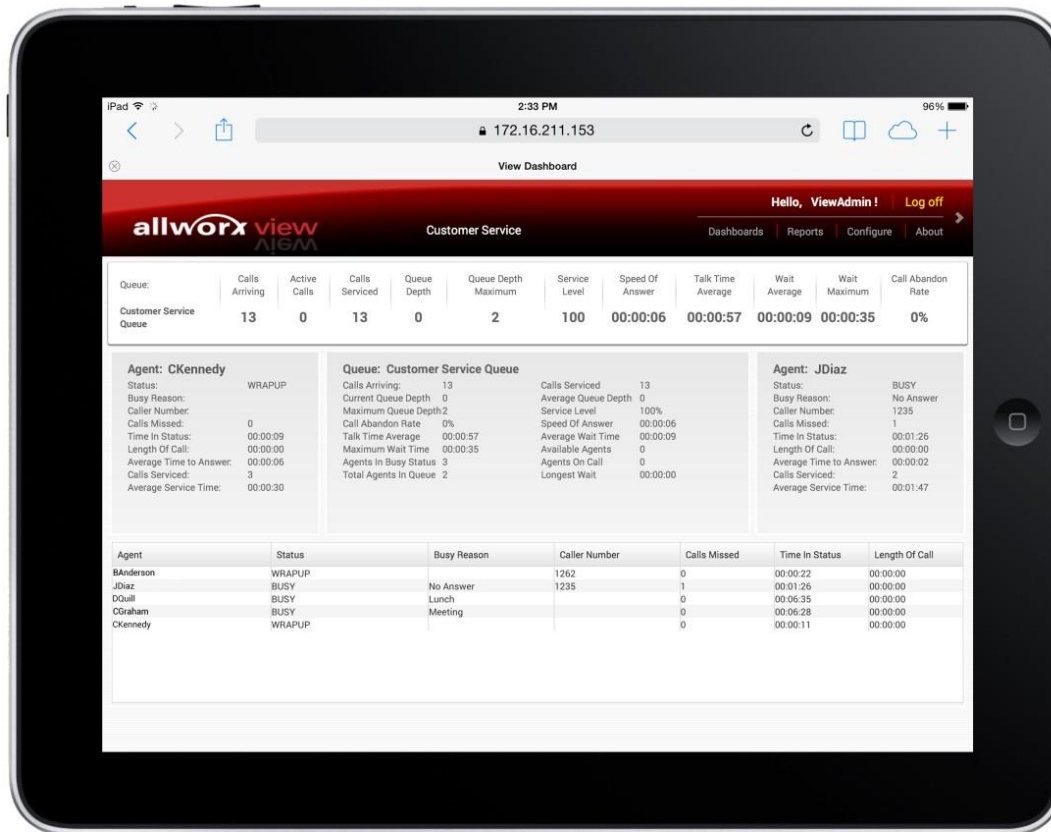
**Update** **Cancel**

## 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.

Call Queues/ACD accessed from the Web Administration site

# Allworx View™ 1.1





# Browser-based, real-time call activity dashboards and historical call reporting for Allworx systems

- **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

View Dashboard

Easy access to multiple dashboards

Hello, ViewAdmin! | Log off



Customer Service

Edit Dashboard

Dashboards

Reports

Configure

About

Manage Dashboards

Dashboard

My Dashboards

Widget Sales

Customer Service

Shared Dashboards

| Queue:                 | Calls Arriving | Active Calls | Calls Serviced | Queue Depth | Queue Maximum | Wait Average | Wait Maximum | Call Abandon Rate |
|------------------------|----------------|--------------|----------------|-------------|---------------|--------------|--------------|-------------------|
| Customer Service Queue | 13             | 0            | 13             | 0           | 2             | 0:06         | 00:00:57     | 00:00:09          |
|                        |                |              |                |             |               |              | 00:00:35     | 0%                |

Marquee

### Agent: CKennedy

Status: WRAPUP  
 Busy Reason:  
 Caller Number:  
 Calls Missed: 0  
 Time In Status: 00:00:09  
 Length Of Call: 00:00:00  
 Average Time to Answer: 00:00:06  
 Calls Serviced: 3  
 Average Service Time: 00:00:30

### Queue: Customer Service Queue

Calls Arriving: 13  
 Current Queue Depth: 0  
 Maximum Queue Depth: 2  
 Call Abandon Rate: 0%  
 Talk Time Average: 00:00:57  
 Maximum Wait Time: 00:00:35  
 Agents In Busy Status: 3  
 Total Agents In Queue: 2

Calls Serviced: 13  
 Average Queue Depth: 0  
 Service Level: 100%  
 Speed Of Answer: 00:00:06  
 Average Wait Time: 00:00:09  
 Available Agents: 0  
 Agents On Call: 0  
 Longest Wait: 00:00:00

Queue Detail

### Agent: JDiaz

Status: BUSY  
 Busy Reason: No Answer  
 Caller Number: 1235  
 Calls Missed: 1  
 Time In Status: 00:01:26  
 Length Of Call: 00:00:00  
 Average Time to Answer: 00:00:02  
 Calls Serviced: 2  
 Average Service Time: 00:01:47

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   | No Answer   | 1235          | 1            | 00:01:26       | 00:00:00       |
| DQuill    | BUSY   | Lunch       |               | 0            | 00:06:35       | 00:00:00       |
| CGraham   | BUSY   | Meeting     |               | 0            | 00:06:28       | 00:00:00       |
| CKennedy  | WRAPUP |             |               | 0            | 00:00:11       | 00:00:00       |

Agent List

Note: View ACD requires both View and ACD feature keys



# Call Detail report: Filter various call details for one user or all users



View Call Detail Report

Hello, ViewAdmin! | [Log off](#)



[Dashboards](#) | [Reports](#) | [Configure](#) | [About](#)

## Call Detail Report

Show Details ▾

Run Query

Save Query

### Query Details

Range: Today (2/24/2015 12:00 AM - 2/24/2015 11:41 AM) User: = JDiaz [Home Office]

### Query Results

Export To PDF

Export To CSV

Page 1 of 1

50 items per page

1 - 7 of 7 items

| End Time              | Terminator | Caller Name | Caller Number | Calling User | Audit PIN | DNIS Name    | Abandoned | Called User |
|-----------------------|------------|-------------|---------------|--------------|-----------|--------------|-----------|-------------|
| 2/24/2015 11:19:04 AM | callee     | Mike Zwick  | 1235          | MZwick       |           | Call Queue 1 | False     | JDiaz       |
| 2/24/2015 11:31:09 AM | callee     | Mary Ellis  | 1287          | MEllis       |           | Call Queue 1 | False     | JDiaz       |
| 2/24/2015 11:33:15 AM | callee     | Mike Zwick  | 1235          | MZwick       |           | Call Queue 1 | False     | JDiaz       |
| 2/24/2015 11:39:19 AM | caller     | Jason Diaz  | 1217          | JDiaz        |           |              | True      |             |
| 2/24/2015 11:39:37 AM | caller     | Jason Diaz  | 1217          | JDiaz        |           |              | True      |             |
| 2/24/2015 11:39:48 AM | callee     | Jason Diaz  | 1217          | JDiaz        | 11112     |              | False     |             |
| 2/24/2015 11:39:56 AM | callee     | Jason Diaz  | 1217          | JDiaz        | 11222     |              | False     |             |



# Call Totals report: See internal, outgoing, incoming and ACD calls for one user or all users

View Call Totals Reports

Hello, ViewAdmin! | [Log off](#)



[Dashboards](#) | [Reports](#) | [Configure](#) | [About](#)

## Call Totals

Show Details ▾ [Run Query](#) [Save Query](#)

### Query Details

**Range:** Today (2/24/2015 12:00 AM - 2/24/2015 11:43 AM) **User:** = JDiaz [Home Office] **Group By:** DAY

### Query Results

[Export To PDF](#) [Export To CSV](#)

Page 1 of 1 50 items per page 1 - 1 of 1 items

| Date      | Incoming | Internal | Outgoing | Total |
|-----------|----------|----------|----------|-------|
| 2/24/2015 | 0        | 3        | 4        | 7     |





# User Call Totals report: See call stats broken out by non-ACD and ACD activities for one or more users

View User Call Totals Report

allworx view NIGM Hello, ViewAdmin! | Log off

Dashboards | Reports | Configure | About

## User Call Totals

Show Details ▾ Run Query Save Query

**Query Details**

**Range:** Today (2/24/2015 12:00 AM - 2/24/2015 11:59 AM) **Users:** BAnderson[Home Office], JDiaz[Home Office], CKennedy[Home Office] **Group By:** EntireRange

**Query Results**

Export To PDF Export To CSV

Page 1 of 1 50 items per page 1 - 3 of 3 items

| User      | Incoming | Internal | Outgoing | ACD | Total | non-ACD Total... | non-ACD Aver... | ACD Total Dur... | ACD Average ... |
|-----------|----------|----------|----------|-----|-------|------------------|-----------------|------------------|-----------------|
| BAnderson | 0        | 0        | 0        | 5   | 5     | 00:00:00         | 00:00:00        | 00:02:54         | 00:00:35        |
| JDiaz     | 1        | 2        | 4        | 3   | 10    | 00:06:34         | 00:00:06        | 00:04:55         | 00:01:38        |
| CKennedy  | 0        | 0        | 0        | 3   | 3     | 00:00:00         | 00:00:00        | 00:04:18         | 00:01:26        |

Non-ACD Summary

ACD Summary



# Queue Summary report

Hello, JAllen! | [Log off](#)



[Dashboards](#) | [Reports](#) | [Configure](#) | [About](#)

## Queue Summary Report

Show Details ▾

Run Query

Save Query

### Query Details

Range: Yesterday (6/22/2015 12:00 AM - 6/23/2015 12:00 AM) Server: ORL2 Queue: Queue 1 Group By: Hour

### Query Results

Export To PDF

Export To CSV

Page 1 of 1

50 items per page

1 - 24 of 24 items

| Event Time         | Total Calls Received | Total Calls Serviced | Total Calls Abandoned | Abandon Rate | Total Calls Exit Key | Total Calls Timed Out | Total Time |
|--------------------|----------------------|----------------------|-----------------------|--------------|----------------------|-----------------------|------------|
| 6/22/2015 12:00 AM | 150                  | 120                  | 30                    | 20           | 0                    | 0                     | 7,200      |
| 6/22/2015 1:00 AM  | 150                  | 120                  | 30                    | 20           | 0                    | 0                     | 7,200      |
| 6/22/2015 2:00 AM  | 150                  | 120                  | 30                    | 20           | 0                    | 0                     | 7,200      |
| 6/22/2015 3:00 AM  | 150                  | 120                  | 30                    | 20           | 0                    | 0                     | 7,200      |
| 6/22/2015 4:00 AM  | 150                  | 120                  | 30                    | 20           | 0                    | 0                     | 7,200      |
| 6/22/2015 5:00 AM  | 150                  | 120                  | 30                    | 20           | 0                    | 0                     | 7,200      |
| 6/22/2015 6:00 AM  | 150                  | 120                  | 30                    | 20           | 0                    | 0                     | 7,200      |
| 6/22/2015 7:00 AM  | 150                  | 120                  | 30                    | 20           | 0                    | 0                     | 7,200      |
| 6/22/2015 8:00 AM  | 150                  | 120                  | 30                    | 20           | 0                    | 0                     | 7,200      |
| 6/22/2015 9:00 AM  | 150                  | 120                  | 30                    | 20           | 0                    | 0                     | 7,200      |



# Agent Summary report

## Agent Summary Report

Show Details ▾ [Run Query](#) [Save Query](#)

### Query Details

**Range:** Yesterday (6/22/2015 12:00 AM - 6/23/2015 12:00 AM) **Agent:** JSmythe , LOKeefe **Group By:** Every 30 Minutes

### Query Results

[Export To PDF](#) [Export To CSV](#)

Page 1 of 2 50 items per page 1 - 50 of 96 items

| Agent Name    | Agent Login | Queue Name | Event Time ▲       | Total Calls Se... | Total Missed ... | Average Time ... | Total Time Se... | Longest Call | Average Time ... | Total Time |
|---------------|-------------|------------|--------------------|-------------------|------------------|------------------|------------------|--------------|------------------|------------|
| Jeff Smythe   | JSmythe     | Queue 1    | 6/22/2015 12:00 AM | 15                | 0                | 34.0             | 510              | 34           | 20.0             | 300        |
| Louie O'Keefe | LOKeefe     | Queue 1    | 6/22/2015 12:00 AM | 15                | 0                | 34.0             | 510              | 34           | 20.0             | 300        |
| Jeff Smythe   | JSmythe     | Queue 1    | 6/22/2015 12:30 AM | 15                | 0                | 34.0             | 510              | 34           | 20.0             | 300        |
| Louie O'Keefe | LOKeefe     | Queue 1    | 6/22/2015 12:30 AM | 15                | 0                | 34.0             | 510              | 34           | 20.0             | 300        |
| Jeff Smythe   | JSmythe     | Queue 1    | 6/22/2015 1:00 AM  | 15                | 0                | 34.0             | 510              | 34           | 20.0             | 300        |
| Louie O'Keefe | LOKeefe     | Queue 1    | 6/22/2015 1:00 AM  | 15                | 0                | 34.0             | 510              | 34           | 20.0             | 300        |
| Jeff Smythe   | JSmythe     | Queue 1    | 6/22/2015 1:30 AM  | 15                | 0                | 34.0             | 510              | 34           | 20.0             | 300        |
| Louie O'Keefe | LOKeefe     | Queue 1    | 6/22/2015 1:30 AM  | 15                | 0                | 34.0             | 510              | 34           | 20.0             | 300        |
| Jeff Smythe   | JSmythe     | Queue 1    | 6/22/2015 2:00 AM  | 15                | 0                | 34.0             | 510              | 34           | 20.0             | 300        |
| Louie O'Keefe | LOKeefe     | Queue 1    | 6/22/2015 2:00 AM  | 15                | 0                | 34.0             | 510              | 34           | 20.0             | 300        |



# Lines In Use report

## Lines In Use Report

Show Details ▾ [Run Query](#) [Save Query](#)

### Query Details

Range: Yesterday (6/22/2015 12:00 AM - 6/23/2015 12:00 AM) Line: T1-A

Group By: Every 30 Minutes

### Query Results

[Export To PDF](#) [Export To CSV](#)

Page 1 of 1 50 items per page 1 - 48 of 48 items

| Event Time         | Average T1-A | 1      | 2      | 3      | 4       | 5       | 6       | 7       | 8       | 9       | 10      | 11 | 12 | 13 | 14 | 15 | 16 | 17 |
|--------------------|--------------|--------|--------|--------|---------|---------|---------|---------|---------|---------|---------|----|----|----|----|----|----|----|
| 6/22/2015 12:00 AM | 0.50         |        |        |        |         |         |         |         | 10.0 %  | 40.0 %  |         |    |    |    |    |    |    |    |
| 6/22/2015 12:30 AM | 8.80         | 30.0 % | 60.0 % | 90.0 % | 100.0 % | 100.0 % | 100.0 % | 100.0 % | 100.0 % | 100.0 % | 100.0 % |    |    |    |    |    |    |    |
| 6/22/2015 1:00 AM  | 4.71         |        |        |        | 20.0 %  | 50.0 %  | 20.0 %  | 80.6 %  | 100.0 % | 100.0 % | 100.0 % |    |    |    |    |    |    |    |
| 6/22/2015 1:30 AM  | 1.50         |        |        |        |         |         |         |         | 10.0 %  | 40.0 %  | 100.0 % |    |    |    |    |    |    |    |
| 6/22/2015 2:00 AM  | 8.80         | 30.0 % | 60.0 % | 90.0 % | 100.0 % | 100.0 % | 100.0 % | 100.0 % | 100.0 % | 100.0 % | 100.0 % |    |    |    |    |    |    |    |
| 6/22/2015 2:30 AM  | 4.71         |        |        |        | 20.0 %  | 50.0 %  | 20.0 %  | 80.6 %  | 100.0 % | 100.0 % | 100.0 % |    |    |    |    |    |    |    |

# Allworx Advanced Multi-Site

---





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



**Rochester**  
Jeff  
585.679.1001



**NYC**  
Dave  
212.783.1003



**Chicago**  
Sophie  
312.555.1002



**Jeff**  
ext. 1001



**Sophie**  
ext. 1002



**Dave**  
ext. 1003

## 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

## 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.

The screenshot shows the 'Modify Conference' form in the Allworx My Allworx Manager. The form is titled 'Modify Conference' and has a red header. It contains the following fields and options:

- ID:** 4083
- Description:** Weekly Sales Conference
- Password:** 9705 (1 to 10 digits)
- Moderator:** Bianca Anderson (BAnderson)
- Start Date:** 8/7/2015
- Start Time:** 1:00 PM
- Duration:** 1 hour
- Pre-join time:** 5 minutes
- Repeat every:** 7 days
- Available times:** available all day

At the bottom of the form, there are two buttons: 'Modify Conference' and 'Cancel'.

Accessing Conference Center in My Allworx Manager



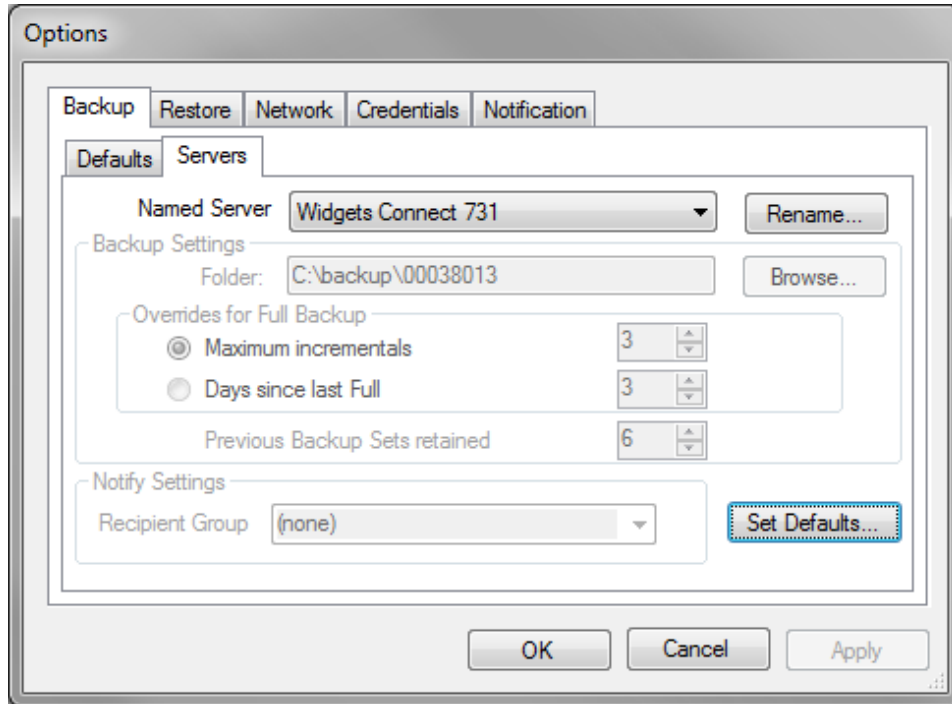
# Backup and Security

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# OfficeSafe™ – FREE backup tool for protecting all your Allworx server data and application files



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

|  | Current Value |
|--|---------------|
| Connection Timeout (secs)              | 600           |
| Maximum HTTP/HTTPS Sessions            | 16            |
| My Allworx Manager Secure Port (HTTPS) | 443           |
| Web Administration Secure Port (HTTPS) | 8443          |
| Insecure Web Access (HTTP)             | Disabled      |
| My Allworx Manager Port (HTTP)         | 80            |
| Web Administration Port (HTTP)         | 8080          |

Below the table are three expandable sections: 'Installed Certificate', 'Certificate Installation', and 'Certificate Signing Request'.

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

**SIP Registration**

|          |  |
|----------|--|
| User ID  | 5126   |
| Binding  | 5126@:   |
| Login ID | SNichols   |
| Password | TIP<br>Make a record of the new password for use with the device before leaving this page as it will not be displayed again. |

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)

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

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