Call Assistant™

Answering position for small businesses

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

Call Assistant™

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

Call Assistant allows operators, receptionists or individual users (both local or remote) to monitor the state of every line in the system and to effectively dispatch calls by answering, transferring, parking or sending to voicemail. Users can view all call activity across the system including call queues[1], parked calls, monitors, and their own call history. In addition, any call can be recorded using the Call Recording feature. Call Assistant is a fully integrated PC software tool with an intuitive software interface designed to work in combination with any Allworx VoIP phone.
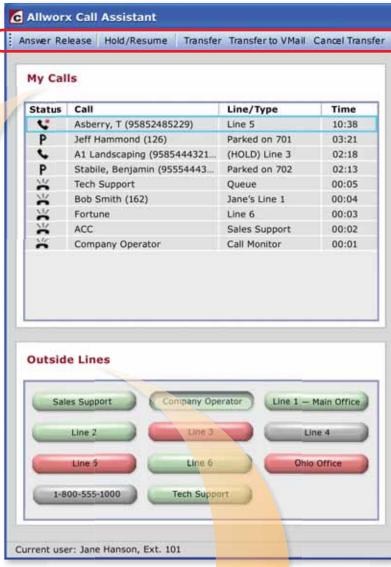
Key benefits include:

- Centralized call management
- Easy-to-use graphical user interface
- "Drag & drop" capability for transferring calls
- Record user's calls and saves as a WAV file
- Easy access to standard call functions
- Seamless integration with any Allworx phone
- Quick and easy installation
- Support for both VoIP and traditional Central Office (CO) phone lines
- TAPI support (bundled with Call Assistant™)[1,2]

How it works

The Call Assistant screen has three work areas, each of which display call information and expedite call handling.

My Calls shows all calls currently being handled at the user's extension.

Outside Lines show the status of both VoIP and CO lines.

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

My Calls

Every incoming or outgoing call associated with the user's extension appears in the My Calls area.

This area shows the status of a call (Ringing, Active, Record, On Hold, Parked, Ended), caller ID, additional information about the call (such as phone number) and elapsed time.

Many actions can be initiated on these calls, such as Answer, Release, Hold, Transfer and Park. See Task Bar for more information.

Outside Lines

All VoIP and traditional CO lines which have been designated for this user show up in the Outside Lines area.

Each line shows status through the use of color: green indicates Ringing, red indicates Active and gray indicates Inactive. Caller ID information will appear as a fly-over when user places their mouse over an Active or Ringing Outside Line button. Calls can be initiated or answered using these buttons.

management tool designed specifically for small businesses.

Switchboard

The Switchboard is a multifunctional, interactive area designed to display Directory and other system information. Clicking on the tabs will lead to screens dedicated to Auto Attendants, Call Queues[1], Parked Calls, Call Monitors, and Call History. Various actions can be initiated in the Switchboard in combination with the task bar and other work areas.

Dial Pad

allworx

1	2	3
4	5	6
7	8	9
*	0	#

Release

Park Intercom Page ▾ Start/Stop Record Options Help ▾ ⋮ Dial ▾ New call Clear

Switchboard

allworx.

Directory Auto Attend Parked Calls Queues Monitors Call History

Ext	Name	Ext	Name	Ext	Name	Ext	Name
101	Jane Hanson	122	Paul Reed Smith	143	Gary Winn	164	Toralee Jones
102	John Arrow	123	Abe Johnson	144	Winslow, Brian	165	Pat Edwards
103	Ashley Winn	124	Thomas Stevens...	145	Gordon Erickson	166	Maggie
104	Amy Robertson	125	Amber	146	Garage	167	Jane Drew
105	Ralph Caruso	126	Jeff Hammond	147	Security	168	Rolf Ingstadt
106	Stan Smead	127	Ann James	148	Ann Adams	169	Irene Wright
107	Sue Ventas	128	May Hancock	149	Leslie Jones	170	Rett Smith
108	Albert Jones	129	Paul Rowland	150	Mike Jacobs	171	Seattle Office
109	Daryl's Office	130	Ben's Office	151	Travel Office	172	London Office
110	Daryl Smith	131	Ben's Remote	152	Dick Chase	173	Panama City Off...
111	Marty Gould	132	Randy Lawler	153	Darlene Packer	174	Houston Office
112	Sam Lee	133	Virginia Campbell	154	David Joule	175	Frank Jones
113	Joe Falucci	134	Sarah's phone	155	David Wright	176	John Weathers
114	Mary T	135	Tom Snell	156	Isma Williams	177	Charlotte Camel
115	Arthur Ruby	136	Struber, Bob	157	Priscilla A	178	Anna Schmidt
116	Gene Berrins	137	Amy Barnes	158	Felicity Seal	179	Sue Sully
117	George Rasmus...	138	Nancy Clark	159	Sam V	200	Lobby
118	Chris Tone	139	George's Office	160	Sam V's Remote	201	Conference Room A
119	Rachel Ng	140	Simonette Stel...	161	Sam V's Cellphone	202	Training Room
120	Frank Adoracio...	141	Janet Stephana...	162	Bob Smith	203	Warehouse
121	Fred Bush	142	Jay Mazzarella	163	Kathy Mitch		

Task Bar (Main Menu)

All key calling functions are conveniently placed at the top of the screen and can be accessed through either mouse or keyboard commands.

Answer – pick up an incoming call.

Release – end or drop a call.

Hold/Resume – place call on hold; take off hold.

Transfer – move call to another person, extension, group, queue or location, either as a blind transfer or attended transfer.

Transfer to Vmail – send caller directly to voicemail.

Cancel Transfer – cancel a transfer in progress.

Park – place call on system hold so it can be picked up from any phone.

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

Page – make an announcement over the paging system.

Start/Stop Record – start recording a live call; stop recording.

Options – set configuration options.

Help – simple explanations of color indicators and key functions.

Dial – dials a new call or selected extention.

Clear – clears out whatever was previously selected for dialing.

Directory

The Directory displays all the Allworx system users with an extension number and a color indicating current status. As in the Outside Lines area, green indicates Ringing, red indicates Active, and gray indicates Inactive. In addition, amber indicates Do Not Disturb. Various actions can be initiated in the Directory in combination with the task bar and other work areas.

Allworx Call Assistant Switchboard Tabs

Auto Attendant

Lists all Auto Attendants so that the user can transfer calls to specific Auto Attendants to assist the caller (e.g. transfer a customer who is interested in buying a product to the sales team; the Auto Attendant "Sales Team" will have specific options and appropriate call routes in place).

Directory	Auto Attend	Parked Calls	Queues	Monitors	Call History

Ext	Description
431	Main Message
432	Sales Team
433	Customer Support
434	Order Processing
435	Manufacturing
436	Auto Attendant 6
437	Auto Attendant 7
438	Auto Attendant 8
439	Auto Attendant 9

Parked Calls

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

Directory	Auto Attend	Parked Calls	Queues	Monitors	Call History

Ext	Caller	Time on Park
701	Jeff Hammond (x126)	03:21
702	Stabile, Benjamin (555-444-3234)	02:13

Queues[1]

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	Parked Calls	Queues	Monitors	Call History

Call Queue	Longest Wait	Queue Volume
Customer Support	10:44	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16
Sales	03:05	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16
Tech Support	01:58	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16
Order Processing	01:20	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16
Queue 4	—	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16
Queue 5	—	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16
Queue 6	—	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16
Queue 7	—	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16
Queue 8	—	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16
Queue 9	—	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16

Monitors

Lists all Call Monitors including the number of callers ringing on each Monitor. User can transfer a call to a Call Monitor or answer a Call Monitor. *Call Monitors offer an easy way to enable an incoming call to directly ring a group of phones. Multiple calls to the Call Monitor wait to be answered in the order received. However, these calls benefit from a "live answer" as an alternative to making the caller wait and listen to queue announcements (e.g. Call Queues). A business might set up a Call Monitor to live-answer all incoming calls to the sales team or when multiple users can answer as the operator.*

Directory	Auto Attend	Parked Calls	Queues	Monitors	Call History

Call Monitor	Number of Calls
Company Operator	1
Sales Team Support	2
Press	0
Monitor 3	—
Monitor 4	—
Monitor 5	—
Monitor 6	—
Monitor 7	—
Monitor 8	—
Monitor 9	—

Call History

Lists all calls that have been dialed and received by user. Blue up arrow indicates outbound call and red down arrow indicates incoming call. Shows Caller ID (name and number, if available), time of call and length of call.

Directory	Auto Attend	Parked Calls	Queues	Monitors	Call History

	Name	Number	Time
↓	Sam V's Cellphone	161	07-09-07 10:44AM (0:55)
↑	Asberry, T	92485229	07-09-07 08:53AM (3:59)
↑	Ace Exterminators	94442345	07-09-07 08:51AM (No Answer)
↓	Irene Wright	169	07-09-07 08:22AM (Missed Call)
↑	A1 Landscaping	94443211	07-08-07 04:41PM (1:25)
↑	Stabile, Benjamin	915554443234	07-08-07 04:38PM (No Answer)
↑	EPC Electronics	914443344344	07-08-07 02:31PM (No Answer)
↓	Fortune	918005551111	07-08-07 01:48PM (0:05)
↓	ACC	918005551000	07-08-07 12:01PM (17:44)

System Requirements

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

1. Sold as an option.   2. Available December 1, 2007