Call Assistant™

Call Assistant is a PC-based answering position and personal call management tool that brings the power of enterprise call processing directly to your business.

Call Assistant allows operators, receptionists or individual users (both local or remote) to monitor the state of every line and every handset in an elegant and easy-to-use application.

Every user on an Allworx system can effectively process calls by answering, transferring, parking or sending to voicemail. Users can view all call activity across the system including call queues*, parked calls, call monitors, and their own call history. In addition, any current call on a Call Assistant user's phone can be recorded using the Call Recording feature.

Call Assistant is a fully integrated, Windows-based PC software tool with an intuitive interface designed to work in combination with any Allworx IP phone.

Key benefits

- ▶ Comprehensive call management and call processing
- ▶ Easy-to-use graphical user interface
- ▶ Status for every line and handset on system(s)
- ▶ "Drag-and-drop" capability for transferring calls
- ▶ Record user's calls and save as a WAV file
- ▶ Easy access to all standard call functions
- ▶ Monitor active system calls with Active Calls tab
- ▶ Visibility of SIP trunks, digital, and Central Office phone lines
- ▶ Microsoft TAPI enabled for all users with Call Assistant license

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.

Switchboard shows all users' handsets with status indicators, as well as tabs to display status of other functions.

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

Call Assistant main screen

Task Bar (Main Menu) — All key calling functions are conveniently placed at the top of the screen and can be accessed through mouse commands, including Answer, Release, Hold/Resume, Transfer, Transfer to Vmail, Cancel Transfer, Park, Intercom, Page, Start/Stop Record, Options, Help, and Dial.

1 My Calls — displays every incoming or outgoing call associated with the user's extension. This area shows the status of a call, caller ID, additional information about the call, and elapsed time. Actions can be initiated on these calls, such as Record, Answer, Release, Hold, Transfer and Park.

2 Switchboard — multifunctional, interactive area designed to display Directory and other system information. Tab selection leads to screens dedicated to Auto Attendants, Call Queues*, Parked Calls, Call Monitors, Call History, Active Calls, and a customizable Favorites tab.

3 Outside Lines — shows all VoIP and traditional CO lines designated for this user. Each line shows status through use of color. Caller ID information appears as a fly-over when the mouse is placed over an Active or Ringing Outside Line button. Calls can be initiated or answered using these buttons.

4 Directory — displays all Allworx system users and extension numbers, each with colors indicating current status. Various actions can be initiated in combination with the task bar and other work areas. For example, answer any ringing handset with a simple click of your mouse.

Call Assistant™ Switchboard Tabs

▶ **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	Active Calls	Favorites

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

▶ **Queues*** – Lists all ACD 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	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

▶ **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. Calls can be placed from Call History entries if the number is available.

Directory	Auto Attend	Parked Calls	Queues	Monitors	**Call History**	Active Calls	Favorites

Name	Number	Time
Sam V's Cellphone	914444433433	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)

▶ **Active Calls** – Lists all Active Calls currently in the system. The system administrator can limit users' ability to view details of calls.

Directory	Auto Attend	Parked Calls	Queues	Monitors	Call History	**Active Calls**	Favorites

Start Time	Duration	Originating Caller	Destination Caller ID
12:46:02 PM	19:46	Sam V's Cellphone (444-443-3433)	Joe Falucci (113)
12:55:07 PM	09:20	Asberry, T (585-865-9441)	Jane Hanson (101)
12:59:11 PM	06:50	Ace Exterminators (585-444-2345)	Virginia Campbell (133)
01:01:45 PM	03:56	Ilene Wright (169)	Ohio Office
01:03:27 PM	02:01	A1 Landscaping (585-444-3211)	Sam Lee (112)
01:03:16 PM	01:47	Stabile, Benjamin (555-444-3234)	Priscilla A (157)
01:05:33 PM	00:04	EPC Electronics (444-334-4344)	Warehouse (203)
01:05:03 PM	00:04	Fortune	Amy Robertson (104)
01:05:22 PM	00:04	ACC	Amy Barnes (137)

▶ **Monitors** (not shown) – 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.

▶ **Favorites** (not shown) – Choose which extensions to display as well as add external frequently used numbers. User can also display handsets within a particular department.

▶ **Auto Attendant** (not shown) – Lists all Auto Attendants so 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).

System Requirements

Allworx Call Assistant is designed to work with Allworx Phone Systems. Call Assistant requires a Windows XP, Windows Vista, Windows 7 or Windows 8 operating system, an Allworx Phone System, and an Allworx IP Phone.

* ACD available as an Allworx option.

Call us at **1-866-ALLWORX** and we'll help you select the right solution for your business.

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