

Call assistant

My Calls

Status	Call	Line/Type	Time
	Asberry, T (95852485229)	Line 5	00:38
P	Jeff Hammond (120)	Parked on 701	00:21
	AI Landscaping (9585444321)	(HOLD) Line 3	02:18
P	Stabile, Benjamin (95554443)	Parked on 702	02:13
	Tech Support	Queue	00:05
	Bob Smith (162)	Jane's Line 1	00:04
	Fortune	Line 6	00:03
	ACC	Sales Support	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 Wine	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	Ruff Ingstadt
106	Stan Smead	127	Ann James	148	Arc Adams	169	Irene Wright
107	Sue Ventas	128	May Hancock	149	Leslie Jones	170	Reet 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 Jule	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	Irisclia A.	178	Anne 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	Simpette Stel...	161	Sam V's Cellphone	202	Training Room
120	Frank Adoraco...	141	Janet Stephana...	162	Bob Smith	203	Warehouse
121	Fred Bush	142	Jay Mazzarella	163	Kathy Mitch		

Outside Lines

Sales Support	Company Operator	Line 1 - Main Office
Line 2	Line 3	Line 4
Line 5	Line 6	Other Office
1-800-555-1000	Tech Support	

Current user: Jane Hanson, Ext. 101

The Allworx Call Assistant allows operators or receptionists to monitor the state of every line in the system and to efficiently 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 the Allworx VoIP phones using any of the Allworx systems.

Key Features:

- Dial direct from your desktop!
- Additional transfer capabilities!
- Expanded Views!
- Centralized call management
- "Drag & drop" capability for transferring calls
- Easy access to standard call functions
- Easy-to-use graphical user interface
- Quick and easy installation
- Seamless integration with any Allworx phone
- Support for both VoIP and traditional CO phone lines

Sold as an option:

- One time license fee
- Unlimited number of users

Call queuing

Queue	Longest Wait (mm:ss)	Average Wait (mm:ss)	Callers In Queue															
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
x4410 Account Payables	01:24	00:44	1	1														
x4411 Customer Support	00:53	00:53	1															
x4412 Order Processing	03:27	02:25	1	1	1	1	1	1										
x4413 Reservations	01:05	00:45	1	1														
x4414 Personnel	00:33	00:33	1															
x4415 Sales Team	03:10	02:15	1	1														
x4416 Technical Support	02:07	01:04	1	1	1	1	1	1	1	1								

Ideal for managing and distributing incoming calls so you can give your customers that extra added attention. Each queue can be customized to your business needs.

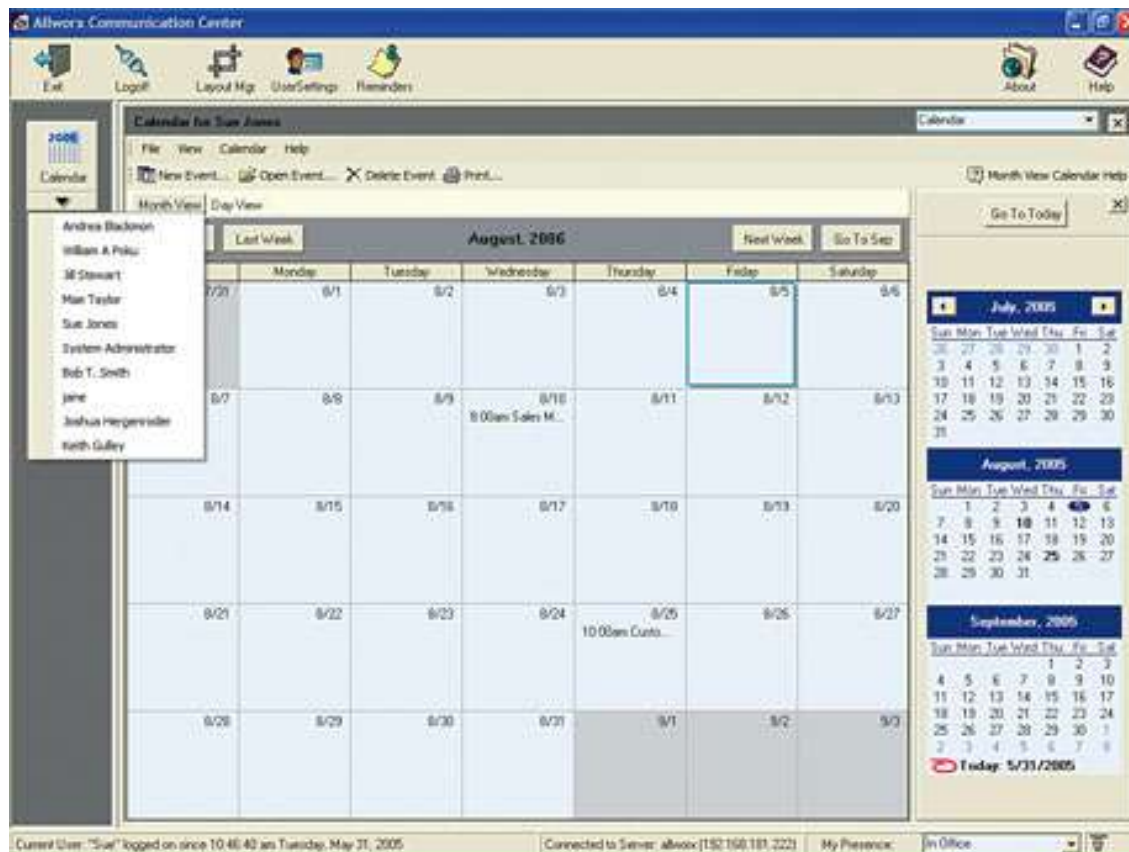
Key Features:

- With the 10x and 24x, this software allows up to 10 queues with 16 calls per queue, maximum of 32 callers across all queues
- With the 6x, this software allows up to 10 queues with 8 calls per queue, maximum 16 callers across all queues
- Individual phones can answer multiple queues
- Phones can be set to ring after a user defined number of callers or specified wait time
- Robust reporting
- Continuous PC monitoring of call queues
- Easy setup via Allworx System Admin

Sold as an option:

- One time license fee
- Unlimited number of users

Calendar



Scheduling meetings has never been easier - with a few clicks, you can have everyone's schedule right in front of you. On a personal level, the calendar function can be set to remind you of meetings or projects automatically.

Key Features:

- Group Calendar across all users
- Meeting acceptance tracking
- Popup reminders for appointments
- Automatic updates of calendars
- Recurring, private and public meetings
- Month and day calendar views

Sold as an option:

- One time license fee
- Unlimited number of users

Conference

When you're not able to be there in person, the Allworx Conference Center allows you to confidently host conference calls with remote colleagues, internal employees, customers and business partners. Take control of your communications with a fully featured conference center that allows scheduling and managing of conference calls with both internal and remote participants directly from your desktop in real-time.

Key Features:

- Full administrative view of users and conferences
- Setup conference calls 24/7
- Secure conferencing option – ID and Password protection
- Centralized scheduling and moderation of calls
- Easy-to-use graphic user interface
- Seamless integration with Allworx systems and phones
- Quick and easy installation
- Ability to create reoccurring conference calls

Sold as an option:

- One time license fee
- Unlimited number of users

Internet Call Access (ITSP)

Sold as an option, our Internet Call Access software allows you to send and receive phone calls over the Internet. This software option is needed for connecting the Allworx system to an ITSP (Internet Telephony Service Provider), site-to-site calling, and SIP Gateway.

Sold as an option:

- One time license fee
- Unlimited number of users

VPN

Sold as an option, our VPN (Virtual Private Network) software allows users to gain access to the company's network from remote locations. This software is used when you have a need access to the company's network that's behind the Allworx firewall.

A virtual private network allows users at designated remote locations to access the office intranet over a secure connection at a lower cost than leased lines or other alternatives.

The Allworx VPN can extend the reach of your secure infrastructure in these ways:

For staff members on travel: For example, when an employee is traveling and needs access to files stored on the company intranet, with Allworx VPN and a laptop, the employee can access the company files with no loss in company security.

For home office access: with Allworx VPN installed on their home computer, an employee can work at home, at his or her convenience, with full, secure access to the company intranet and files. Our Allworx VPN software incorporates the best possible technologies and leverages the architecture of the Allworx to deliver significant cost savings and business value to our small business Customers.

Sold as an option:

- One time license fee, Unlimited number of users