## allworx

# **Interact**<sup>™</sup> – Telephone Calling Made Easy



Leverage the power of your PC to manage your phone calls and increase productivity

#### Interact

**Allworx Interact**, a free application available to any Allworx user, improves efficiency by offering an easy way to identify an incoming

caller from your PC screen and allows you to answer calls without having to look at the phone.

|  | Allworx Interact<br>Ringing<br>Allworx Corp | p. (94213850   | ))        | ×  |         |
|--|---|--|-----------|--|---------|
| orx user,<br>ncoming                                 | Widgets Inc. (58                            | 355551047)   | Answer    | Ignore   |         |
| Allworx Intera<br>Active<br>Allworx C<br>Widgets Inc | act<br>Corp. (94213850<br>. (5855551047)    | promotion of the local division of the local | X<br>Hold | Allworx Interact po<br>banners for Ringing<br>(above) and Active | , Phone |

### **Interact Professional**

**Allworx Interact Professional**, a per-user licensed application, enhances productivity by giving users total control of their handsets from their PC screen. A complete list of users from the Allworx Server directory, combined with Microsoft Outlook contacts, empowers each user with almost unlimited information and rapid one-click dialing.

The integrated search function gives you quick access and a competitive edge. You can build a combined favorites list for the people you call most often. Once found, a single click is all it takes to place a call.

If desired, any inbound call can automatically search other applications for additional information about the caller before you answer the call. The history of every call placed, received, or missed can also be searched for easy callback. While on a call, simply select the Record button, and the audio will be stored until you choose to pause or end the recording.



The ability to see who is on the phone along with their current presence status — combined with the ability to record any call — makes Interact Professional an invaluable tool.

| Default Line - DND Mute      |             | Chris Kennedy x12       |                   |          | Line Contraction   | Office - |
|------------------------------|-------------|-------------------------|-------------------|----------|--|----------|
| Call History                 | ×           | Contacts                |                   | ×        | Current Calls  | 4 ×      |
| Search                       | ۹. •        | Favorites Dire          | ectory System     | Personal | ALLWORX CORI   | 0:00:33  |
| David Quill                  | ۷           | Search                  |                   |          | 915854213850   |          |
| 5/20/2014 11:29 AM           | Missed Call | Auto Attendant 1        | Auto Attendant 2  |          | ->Widgets Inc.   |          |
| David Quill                  | ۷           | Auto Attendant 3        | Auto Attendant 4  |          | End Call Resume  |          |
| 5/19/2014 12:43 PM (0:00:58) | Ended       | Auto Attendant 5        | Auto Attendant 6  |          | Active   | 0:00:36  |
| Bianca Anderson<br>1238      | ۷           | Auto Attendant 7        | Auto Attendant 8  |          | Jason Diaz   | 0.00.30  |
| V19/2014 11:26 AM            | Missed Call | Auto Attendant 9        | + Bianca Anderson |          | 1217   |          |
| lason Diaz                   | ~           | Chris Jones             | Chris Kennedy     | -        | Contraction of the local division of the loc |          |
| /19/2014 11:26 AM            | No Answer   | Christina Vandyne       | o Conference      |          | End Call Hold  | More -   |
| Jason Diaz<br>1217           | Ľ           | Confrence 2             | Courtney Graham   | Ža,      |  |          |
| 5/19/2014 11:24 AM (0:00:15) | Ended       | ○ Daniel Johnson        |                   |          |  |          |
| Jason Diaz<br>1217           | ~           | David Quill             | Elena Hayes       | 8        |  |          |
| 5/19/2014 11:24 AM (0:00:03) | Ended       | S Frank Lane            | 🚓 🗄 Gary Brown    |          |  |          |
|                              |             | Heather Turner          | ି Jason Diaz      |          |  |          |
|                              |             | o Jay Baker             | Int o Jeff Parker | L.       |  |          |
|                              |             | Seff Young              |                   |          |  |          |
|                              |             |                         | o John Allen      |          |  |          |
|                              |             | & Key System Ring Delay |                   |          |  |          |
|                              |             | o Mark Miller           | o Mary Ellis      |          |  |          |
|                              |             | Mike Zwick              | △ Misha Ford      |          |  |          |
|                              |             | a Marchan A             | C. Manifest d     |          |  |          |

Allworx Interact Professional main screen with all windows docked. Each window can be moved out of the Interact screen and placed wherever you like for use when other applications are active.

## **Professional Control**

With **Interact Professional** you have control over your Allworx phone in an intuitive and almost limitless way. Every Allworx user and Microsoft Outlook contact can be searched effortlessly. You can sort call history any way you desire: by date, name or number. From any search result, a call is placed with the simple click of your mouse, simplifying calling, reducing dialing errors and speeding up connections. Need to record important calls? It's a single click of the call recording button at the top, and recorded calls can be stored anywhere. Connecting with your co-workers has never been easier. You can see the phone and presence status of any Allworx user before you call them, even across other Allworx connected sites. Multiple windows can be positioned anywhere on your screen to enhance your productivity, such as the display for current calls, parked calls, or the dial pad. From a large contact display that offers five different densities of contact information to small, compact call handling windows, you can re-size and move windows as needed, customizing Interact Professional to meet your specific needs.

Allworx Interact Professional windows (clockwise from top left): Call History, Dialpad, Contacts and External Application set up.

| allwo                        | ATA.         |
|------------------------------|--------------|
|                              | <b>Q</b> , + |
| Bianca Anderson              | <b>1</b>     |
| 5/20/2014 11:33 AM (0:00:49) | Ended        |
| David Quill                  | ¥.           |
| 5/20/2014 11:31 AM (0:00:09) | Ended        |
| Bianca Anderson              | ¥.           |
| 5/20/2014 11:31 AM (0:00:42) | Ended        |
| David Quill                  |              |
| 5/20/2014 11:29 AM           | Missed Call  |
| David Quill                  | ¥.           |
| 5/19/2014 12:43 PM (0:00:58) | Ended        |
| Bianca Anderson<br>1238      | ×            |
| 5/19/2014 11:26 AM           | Missed Call  |
| Jason Diaz                   | ×.           |
| 5/19/2014 11:26 AM           | No Answer    |
| Jason Diaz<br>1217           | ¥.           |
| 5/19/2014 11:24 AM (0:00:15) | Ended        |
| Jason Diaz                   | *            |
| 5/19/2014 11:24 AM (0:00:03) | Ended        |





Need more information about your caller? With the External Program Link you can do a URL search or run an application command script to access your selected application or database. First point to the search engine or application. Select what you want to search on: caller name, number, company, or any combination. Choose when you want it to search. The result? A wealth of extra information that will be available on every call.

|   | allworx  |  |  |  |  |
|---|--|--|--|--|--|
| Call Notifications<br>Contact Display Settings<br>Recording | External Program Link allows you to tie your Allworx phone system into your<br>business workflow. On this page, you can specify an action that can be<br>performed by the Interact software whenever certain phone system events<br>occur.   |  |  |  |  |
| External Program Link                                       | You have the option to specify the action as either a URL to load in your<br>browser, or as a command to execute. You can optionally choose to embed<br>call-specific information, including phone number, contact name, etc., in the<br>executed command. You can also dictate specifically what phone events<br>you want to use to trigger your custom action. |  |  |  |  |
|   | Command to execute Macros %CALLNUM%  Insert https://www.google.com/#q=%CALLNAME%   |  |  |  |  |
|   | Type of command OURL CMD shell   |  |  |  |  |

www.allworx.com

From information to control, Interact Professional has what you need to make your Allworx phone work for you. Call us at 1-866-ALLWORX and we'll help you select the right solution for your business.



1-866-ALLWORX

Execute on inbound calls
Execute on outbound calls

Only execute if a call is answered Only execute if a caller is not in the contact list

Do not execute for internal calls