

# Allworx View™

Brings clarity to your Allworx system



Allworx View is a business intelligence tool that offers comprehensive data and reporting for one or more Allworx phone systems.

View™ enables managers and supervisors to monitor call activity for all users (including call center agents), display real-time activity, and create comprehensive historical reports, which gives you the power to control your telecom expenses. In short, View gives you the analytics required to manage complex telecom needs and supports fact-based decisions for the staffing requirements of today.

**Allworx View** collects information from all networked Allworx servers using the same unified intelligent data sharing that has made Allworx the most popular IP-PBX in the marketplace. This powerful application runs quietly in the background, collects and analyzes call data, and offers easy-to-understand dashboards and reports.

**Allworx View ACD** includes everything in Allworx View, and adds real-time Automatic Call Distribution (ACD) queue and agent information using custom dashboards, and a robust collection of widgets to any browser enabled device. The options are limited only by your imagination.

## Allworx View Features and Benefits

Allworx View provides continual collection and logging of all call detail records — incoming, outgoing, and internal. In addition, Allworx View provides the global collection of call detail records when each interconnected Allworx server in a multi-site configuration is enabled within the application. This enables View to display data and provide consolidated reports on all calls across all servers, including the tracking of an individual user's calls across multiple Allworx servers. Users can view and customize live dashboards on demand and generate predefined and custom reports on demand or on a scheduled basis. Reports generated may be saved for exclusive use, shared with others, or exported in several formats.

*Continued on reverse*

Start Time	Call Duration	End Time	Scope	Terminator	Source Device	Caller Name	Caller Number	User	DNIS Name	DNIS Number
9/2/2014 12:09:59 PM	102	9/2/2014 12:11:41 PM	incoming	callee	Chan:36	WIRELESS CALLER	18594313181		via DID	5854315500
9/2/2014 12:09:59 PM	187	9/2/2014 12:13:06 PM	incoming	caller	Chan:33	NUUN,ETOAN	17614082203		via DID	5854315500
9/2/2014 12:10:07 PM	30	9/2/2014 12:10:37 PM	outgoing	system	MAC:00-0E-FF-83-9B-D8	Matt Lancelot	5574	MLancelot		915085630042
9/2/2014 12:10:12 PM	31	9/2/2014 12:10:43 PM	incoming	system	Chan:31	EFADDU	15855131466		585-431-6850	6850
9/2/2014 12:10:27 PM	87	9/2/2014 12:11:54 PM	outgoing	caller	MAC:00-0E-FF-83-9B-F2	Mary D'Artagnan	5582	MDArtagnan		97315530
9/2/2014 12:10:41 PM	6	9/2/2014 12:10:47 PM	internal	caller	MAC:00-0E-FF-87-BC-14	Jeff Holy	5519	jQuery	Jeffrey P Hawkeye	5564
9/2/2014 12:10:53 PM	7	9/2/2014 12:11:00 PM	internal	caller	MAC:00-0E-FF-87-BC-14	Jeff Holy	5519	jQuery	Chuck Raphael	5523

# Allworx View™ ACD

Allworx View ACD adds real-time Automatic Call Distribution monitoring and analytics to the call reporting capabilities of Allworx View. With Allworx View ACD, you can display every queue and agent from a single server or a configuration of interconnected Allworx servers. Real-time, definable threshold alarms maximize the effectiveness of the queues and agents call handling productivity.

Allworx View ACD provides customizable dashboards to provide at-a-glance status for supervisors and agents, and displays them using any web browser. With configurable alarms, supervisors and agents recognize and react to high call volume situations, minimize abandoned calls, and eliminate customer frustration. Performance metrics and reports support organizational improvement initiatives.

## Allworx View ACD Features and Benefits

Allworx View ACD provides additional features beyond historical call detail records. View ACD can provide full support for monitoring queues and agents from single or multiple locations using the same dashboard, or different dashboards.

View ACD offers a scrollable Message/Marquee header along with relevant information in three customizable sections for agent, queue, or active call statistics. Each section displays as many widgets as needed, enables scrolling, and adjusts to match the display device. On a single dashboard, you can display information about any sites, queues, or agents — all on a single screen.

In an Allworx Multi-site environment, you can blend sites with View and View ACD to meet your specific needs and budgets. All sites benefit from consolidated call data reporting, and those sites with ACD have the added View ACD features.

State	Start Time	Caller	Calling Number	Recipient	Recipient Number	Scope
ACTIVE	07:30:09 AM	Courtney Steel	5557	PRI-2 - 01	19182349747	outgoing
ACTIVE	07:29:20 AM	Gary Bubba	5573	PRI-2 - 04	15858520450	outgoing
ACTIVE	07:29:16 AM	DUNNOAT David	18746382841	Mary D'Artagnan	5582	incoming
ACTIVE	07:27:17 AM	WIRELESS CALLER	18594313181	Marc Lightray	*5112	incoming
ACTIVE	07:23:22 AM	TTO XENNAG VDKN	15207836916	Edward Goodguy	*5618	incoming

  

Agent	Status	Busy Reason	Caller Number	Calls Missed	Time In Stat...	Length Of C...	Average Tim...	Calls Servic...	Average Ser...
CSteel	IDLE			0	00:00:10	00:00:00	00:00:03	3	00:01:17
EGoodguy	ONCALL		15207836916	0	00:06:29	00:06:29	00:00:18	5	00:04:51
eGrayson	BUSY	Meeting		0	00:19:19	00:00:00	00:00:00	0	00:00:00
HRaven	IDLE			0	00:21:04	00:00:00	00:00:12	1	00:02:08
MDArtagnan	BUSY	Other		0	00:11:32	00:00:00	00:00:02	2	00:01:27
MLancelot	IDLE			0	00:08:32	00:00:00	00:00:02	1	00:01:22
MLightray	ONCALL		18594313181	0	00:02:10	00:02:10	00:00:15	6	00:10:06
PMiracle	IDLE			0	00:01:29	00:00:00	00:00:12	1	00:21:51
SNova	IDLE			1	00:00:20	00:00:00	00:00:11	2	00:20:33
SWildcat	LOGGEDOUT			0	00:00:33	00:00:00	00:00:00	0	00:00:00
WSuperman	IDLE			0	00:03:05	00:00:00	00:00:06	3	00:11:54

Allworx View ACD Dashboard

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