Advanced Multi-Site

Unrivaled in scope and simplicity, this exciting capability takes the inherent advantages of a distributed environment and embeds a completely seamless call processing experience. With Advanced Multi-Site there is true unification across all sites. For the user who has offices at more than one site, you can now communicate as if the offices were all at the same site.

Support for Multiple Locations

Allworx's Advanced Multi-Site enables your staff members to be more available to other staff, management and customers, enabling decisions to be made more quickly and impacting your bottom line. High call volumes — to sales, order entry and/or customer service — need special handling to maintain customer satisfaction. Allworx addresses all of your issues, makes the latest advances in communications available to you, and achieves business benefits for your organization:

- ▶ Maximize communications efficiency
- ▶ Increase personnel availability
- ▶ Enable personnel across multiple locations to work together

Key features

- ▶ Connect up to 100 servers and 1,000 users plus 1,000 extensions
- ▶ Dial anyone regardless of their physical location
- ▶ Global directory across all sites
- ▶ Unified voicemail across all sites

- ▶ Monitor handsets from other sites
- ▶ Global call routes include handsets at other sites
- ▶ Access local trunks from any site
- ▶ Added Auto Attendant flexibility
- ▶ Real-time monitoring with failover

Advanced Multi-Site screen

Unique Primary and Branch site selection

Using a unique connectivity methodology, any Allworx server is licensed with either a Primary or Branch key. Every Advanced Multi-Site implementation requires a minimum of one primary site. As a primary site, the Allworx server can accept up to 99 other new sites into the network. Primary sites can also be designated as the primary controller, and multiple primary servers means that any other primary server can be designated as the primary controller should the need arise. A branch server is designed for smaller remote offices and is more cost effective. It has all the functionality of a primary server with the exception of being designated as a primary controller and allows fewer mapped handsets.

The advantages of a distributed architecture

With Allworx, you leverage the inherent strength of distributed architecture. Any server that loses connectivity affects that site only. Operations at all other sites are unaffected. When service is restored, the server automatically reconnects and resumes full connectivity.

Unified as one

With all sites connected, outside callers can easily reach any employee. Auto Attendants can be shared as needs arise, and the Automated Attendant directory can locate any user from any other site. Callers can be transferred among sites, and a parked call can be retrieved from any site after paging that site, if needed. Voicemails can be transferred to any user across any site. Any user can retrieve voicemails from any handset, including a visual indicator when a message is in the message center from any remote location.

See who is on the phone — anywhere

Managing up to 1,000 users' status updates can be daunting — but not with Allworx.

The need for handset status updates is not created equally, and with Allworx you decide which user's status is important. All foreign handsets are mapped into the system on a "need to see" basis. Primary sites can map other servers' handsets up to the number of licensed users, and Branch sites are limited to seeing 10 other handsets from other sites. Administrators can easily see which handsets are currently mapped into the current site.

When used in conjunction with Call Assistant™, all users from all sites are listed and can be sorted, making all locations appear as one.

Implementation is easy

Multiple sites are simpler to set up with Allworx than with any other system currently in the market. It is next to impossible to create duplicate users, and the server automatically resolves all conflicts.

The first time a Branch site connects to the Primary site, the administrator accepts or refuses the site. Authenticated Branch sites automatically learn of all other Branch sites from the Primary site. The servers automatically download and maintain a replicated copy of the handsets, user extensions, system extensions and recorded name prompts, and any changes are automatically transmitted to the other sites.

It's that easy.

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

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