



# Allworx® Interact™ Professional & Interact Sync™

## A Smart PC Companion for the Allworx Handset

Using Allworx Interact Professional means boosting workforce productivity. Interact Professional is the ultimate call control dashboard, combining the ease of a PC-based interface with the high voice quality of the Allworx IP phone. Even better, Allworx Interact Sync integrates Allworx with Microsoft Skype for Business (formerly Lync), Outlook, and web browsers for a smooth one-click communication flow.

### Allworx Interact Professional Highlights

- ✓ Customize as you see fit – add separate windows for Dial Pad, Call History, Contacts, Current Calls, Parked Calls, and Outside Lines; or hide them when not in use.
- ✓ Enjoy one-click dialing, hold, transfer, park, and more.
- ✓ Make easy three-way calls.
- ✓ Search across Allworx system users and extensions, and your MS Outlook contacts.
- ✓ Quickly scan your colleagues' presence and status to see who's busy or available.
- ✓ Record individual calls or record all calls automatically.
- ✓ Automatically pop open third-party web applications (e.g., Salesforce.com) with incoming calls.
- ✓ Enable call center agents to log in/out of their queues, update their busy status, and quickly scan the queue status.<sup>1</sup>

*Interact Professional is available for Windows operating systems. One single user Interact Professional license is included with every Allworx system so you can try it for free. Additional licenses can be purchased in one, five or 10 user license packs.*



### Allworx Interact Sync Highlights

- ✓ Intelligently sync presence and status across Skype for Business (Lync), Outlook, and Allworx; and automatically update the Allworx call routes.
- ✓ Make one-click calls right from Skype for Business and Outlook using Allworx.
- ✓ Make one-click calls right from websites on Google Chrome™ and Mozilla Firefox® browsers using Allworx.

*Interact Sync is sold separately as a system-wide license. Interact Sync requires Interact Professional 2.3 or higher and Allworx System Software 8.0.8.6 or higher. It supports Skype for Business 2016/2015, Lync 2013, Outlook 2016/2013/2010, Office 365, Windows 10/8/7, Chrome 41.0.2272 or higher, and Firefox 38 or higher.*

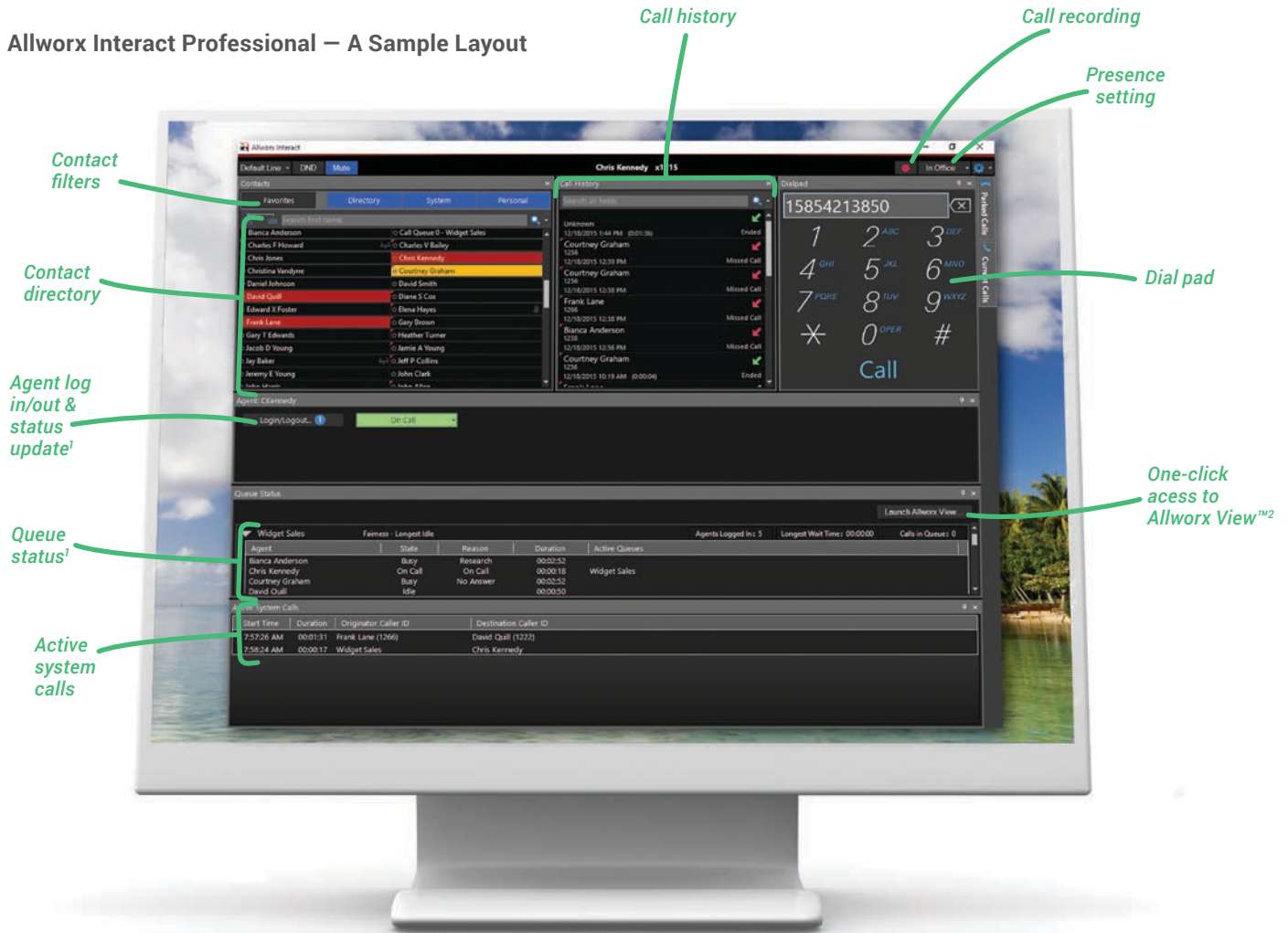
### Popular Uses



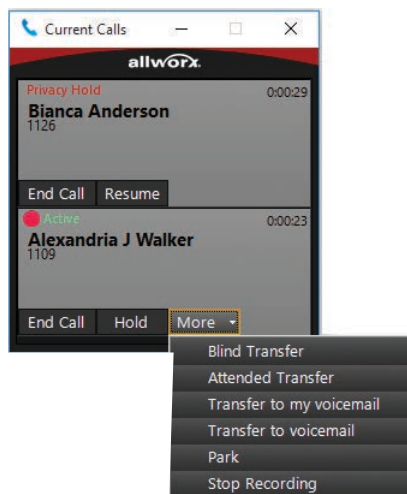
- Front-desk service staff and receptionists.
- Call center agents who are using Allworx Automatic Call Distribution (ACD).
- Sales professionals who depend on outbound or inbound calls to drive revenue.
- Anyone who relies on Microsoft productivity tools to manage their day-to-day workflow.

<sup>1</sup> Requires a separate Allworx Automatic Call Distribution (ACD) software license key.  
<sup>2</sup> As of June 2016.

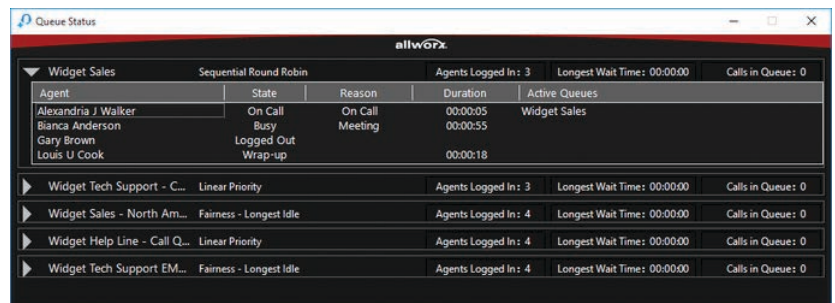
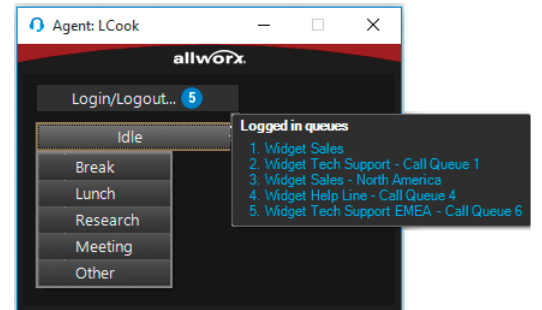
## Allworx Interact Professional – A Sample Layout



Enjoy easy, one-click call handling.



Agents can log in/out, update their busy status, and quickly scan the queue status.



1. Requires a separate Allworx Automatic Call Distribution (ACD) software license key.  
2. Requires a separate Allworx View and/or View ACD license key(s).