



# ReGen: Allworx Interact Professional

## Popular Use Cases

This service is perfect for front-desk staff and receptionists, call center agents, and sales professionals who depend on outbound or inbound calls.

## Customize as You See Fit

You can add windows for Dial Pad, Call History, Contacts, Current Calls, Parked Calls, and Outside Lines; or hide them when not in use.

## Handle Calls With One-Click

This service is very simple to use and offers things such as one-click actions for dialing, holding, transferring, and parking calls.

## See Who's Available

You will be able to access both Allworx system users and Outlook contacts and see the presence and status for all Allworx system users.

## Select Call Recording Options

There is also an option to record calls if need be. Simply click to record individual calls or have all calls recorded automatically.

## Integrate with Third-Party Apps

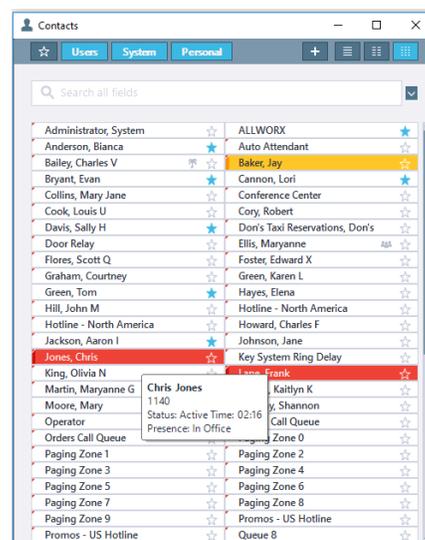
There are also options for use with third party applications. External Program Link opens other web applications (e.g., CRM (customer relationship management )) with incoming calls so you don't have to.

## Boost Agent Productivity

Agents can log in, log out, or update their busy status. They can also easily see their queue performance from the Queue Status window.

## About ReGen

ReGenerating Solutions (ReGen) has been providing technology solutions and services since 1983. ReGen is dedicated to offering quality technology solutions including Hardware and Network Design, Data Backup and Recovery, Dark Web Monitoring, Phishing Simulation Training, Phone systems as well as HelpDesk services.



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