ReGen: Standard Allworx Features

Secure (HTTPS) Web Administration

With Allworx, you don't need to be a rocket scientist to manage the system.
You can manage Allworx systems from anywhere via secure web access, configure system and user settings, download and install software keys, and assign administrative privileges using four role-based user access levels.

My Allworx Manager

Give all your employees an easy way to learn about their Allworx phone system. With the system you can easily access call details, directory, phone features, and many more. You can also schedule, modify, and monitor conference calls and see eligible advanced software license keys for your handset.
For supervisors, you can set up agents and queues, and access basic queue statistics.

Voicemail-to-Email

You can access voicemail from your inbox and get voicemail messages as WAV file attachments right from your inbox.
You can also set up to receive SMS text alerts when new voicemails arrive.
For important shared voicemail boxes, set up an automatic escalation path to notify select users via text or email until the voicemail messages are retrieved.

Seven Presence Settings

Simply update your Allworx presence to automatically change your greeting and call route. You can set your presence to In Office, At A Meeting, On Vacation, On Business Trip, At Home, Away or Busy. You can access your presence settings from Allworx IP phone, Allworx Reach™ mobile app, Allworx Interact™ Professional, My Allworx Manager, and Microsoft Skype for Business/Outlook.

Unlimited Call Routes

Customized call routes mean unlimited flexibility. You can change call routes based on your presence setting or if you're on an active call. Incoming calls can be set up to ring multiple handsets simultaneously, including internal extensions and outside numbers. If the call is not answered in the first attempt, re-route the call to other internal extensions or outside numbers. You can create customized call routes based on specific incoming outside phone numbers, area codes or internal extensions.

Auto Attendants

Setting up or changing auto attendants is a snap. Allworx provides nine to 32 auto attendants, depending on the system model. Each auto attendant supports up to nine custom greetings and one custom message.

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Each one can also play different greetings based on pre-programmed schedules and route to other auto attendants, call queues, or extensions.

Remote IP Phone Support

It's simple to add a phone for your home office or a remote employee. It will replicate all the features of your IP phone in the office, including the same extension. Simply plug the pre-programmed Allworx IP phone into your home cable/DSL router. No additional phone license or VPN hardware appliance is needed.

Park to Extension

Park calls directly to specific user or group extensions, with automatic notification. This eliminates the need to page recipients to retrieve a parked call. The destination is indicated on your Verge phone Parked Calls screen, and the call is parked at your own extension rather than a random location number. The Park to Extension programmable button can be added directly to your Verge phone. This feature is supported across Verge phones, Reach app, and Interact Professional application.

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.
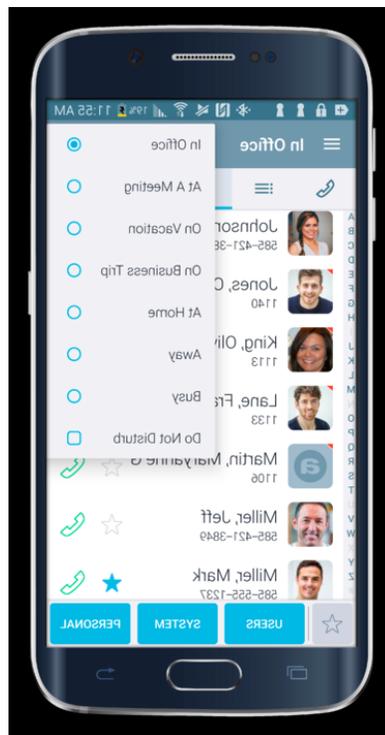
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