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Allworx Introduces New Comprehensive Data Management Tool

ROCHESTER, N.Y., Oct. 7, 2014 (GLOBE NEWSWIRE) -- Allworx Corp, a Windstream (Nasdaq:WIN) company and award-winning developer of Internet Protocol based (IP) phone systems, today introduced Allworx View™ and Allworx View ACD, both detailed data management applications that can help customers control telecom costs, increase security, encourage responsible telephone usage, improve customer satisfaction and increase efficiency.

As a business intelligence tool, Allworx View provides call data for Allworx phone systems. Allworx View ACD builds upon Allworx View to add information about Automatic Call Distribution (ACD) queue status and agent performance. Both applications deliver information via real-time configurable dashboards and on-demand or scheduled reports. In a multi-site configuration, data is consolidated across all networked servers. Real-time, definable threshold alarms can be used to increase awareness of current performance metrics and improve productivity. Reports, real time data and alarms are available either locally or remotely using any mobile device.

"Customers need information to support intelligent decision making," said Chris Hasenauer, vice president and general manager of Allworx. "Allworx View was designed to be the 'go-to application,' providing an unprecedented look at an organization's voice communication activity. This level of information - such as how quickly ACD agents are responding or employee calling patterns -- will support many managerial decisions and ultimately improve profitability and operational efficiency."

The View and View ACD dashboards contain multiple applet windows, displaying a variety of data elements for calls, queues and agents. Any item shown within any window that meets a defined threshold is highlighted for easy visual identification. Reports can be generated with selectable information for configurable time periods, and filtered by any item within the report. Once generated, each report can be saved to the desktop or exported in a variety of formats in order to share with other users. View is licensed per Allworx server. View ACD is additionally licensed per Allworx server to incrementally add the ACD display and reporting capabilities.

About Allworx:

Headquartered in Rochester, N.Y., Allworx is an award-winning provider of communications solutions for all but the largest size business. Allworx delivers VoIP (Voice over IP) unified communications systems to a wide range of industries including not-for-profit and government locations through a network of authorized dealers. Allworx is a wholly-owned subsidiary of Windstream. For more information, please visit www.allworx.com.

About Windstream:

Windstream (Nasdaq:WIN), a FORTUNE 500 and S&P 500 company, is a leading provider of advanced network communications, including cloud computing and managed services, to businesses nationwide. The company also offers broadband, phone and digital TV services to consumers primarily in rural areas. For more information, please visit www.windstream.com.

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CONTACT: Windstream Contact:

        Tanja Jameson

        501.748.7236

        tanja.jameson@windstream.com
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