

BULLETIN: Go Integrator Cara 4.3.1

Introduction

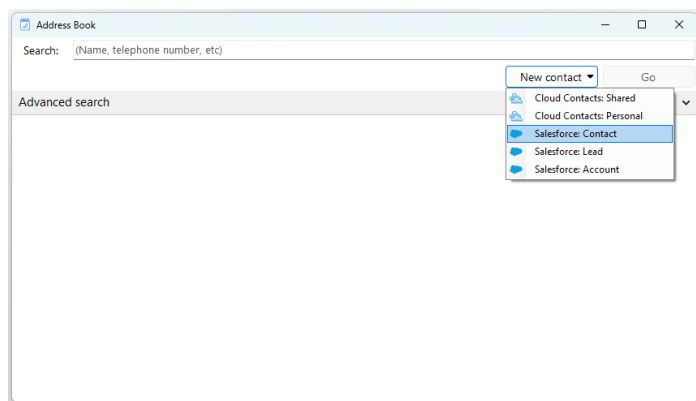
This document provides an overview of the next release of Go Integrator Cara 4.3.1. The release contains new features, improvements, and bug fixes.

For full release notes refer to Release Notes on the product web page.

New Features

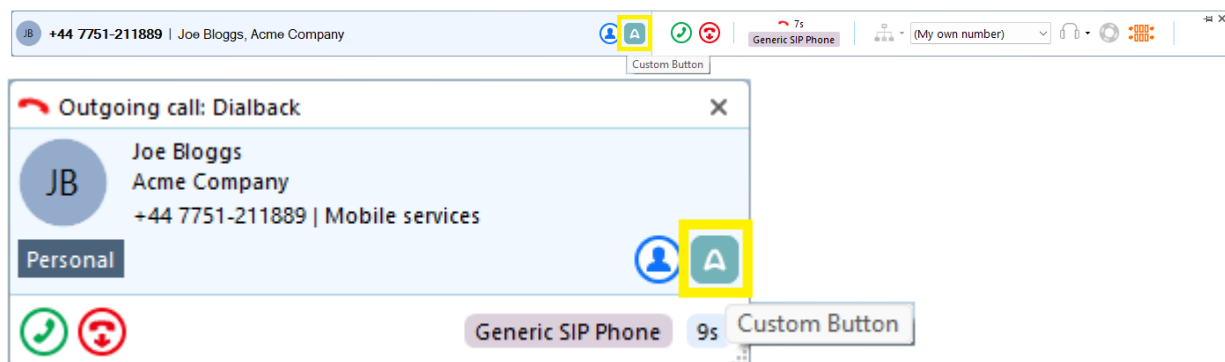
Allow users to add New Contact from the Address Book form

Users are now able to add a “New Contact” directly from the Address Book window for supported CRM integrations.



Custom Button on Toolbar and Preview window

Ability to add a Custom Button and assign actions on both Preview window and Toolbar. The Custom Button allows configuration relating to actions with optional parameters when the button is pressed. e.g., Open a webpage with the devices telephone number as a parameter.

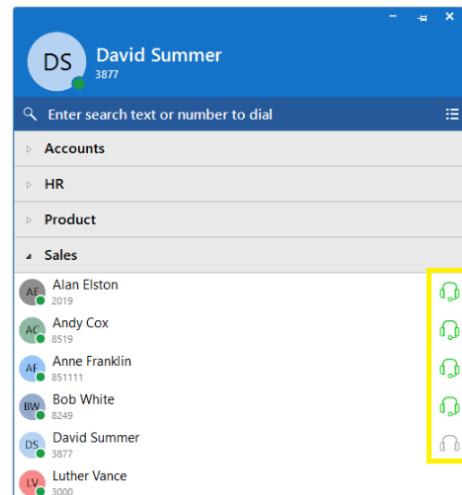


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Improvements

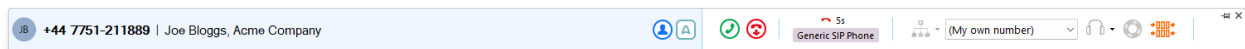
ACD status of Call Centre agents displayed within presence window

The current ACD status of Call Centre agents can now be shown in the user's presence window. ACD statuses of Available, Unavailable, Wrap-up and Signed out are now displayed and allow sorting by agent status.



Updated Toolbar Design

Go Integrator Cara Toolbar has been updated in design to improve the look and feel to enhance functions and usability.



Support for Auto Answer on outbound call when Dialback is received

Dialback occurs when the user initiates an outbound call from Go Integrator Cara. Dialback means the user is required to answer the incoming Dialback before the outbound call is made. This new feature allows the user to choose if they want Cara to automatically answer the ringback, so that the outbound call is made instantly. Off hook dialling can be found in Configuration > General > Dialing

Offhook dialing

Enable automatic offhook dialing



BULLETIN: Go Integrator Cara 4.3.1

Cisco Softphone audio Improvements

1. Secure RTP is now used for Cisco Softphone
2. Now when an internal call using Cisco softphone is over the internal network, the audio bridge will be direct to the internal users IP address, not external.

Support for 'SIP 603 Decline' for softphone

Go Integrator Cara softphone now supports the ability to decline an incoming ringing call via a new button on preview window and toolbar.

Improvement to how Go Integrator Cara integrates to the Microsoft Graph API for Presence and call state features

Microsoft have upgraded the v1 endpoint for accessing the "Graph API" that supports using Microsoft Teams status as the Presence in Go Integrator Cara, and thus publishing the Go Integrator Cara "in a call" state to Teams. This update enables Go Integrator Cara to no longer use the previous Beta only method of accessing the Graph API.

New CRM integrations

The following integrations have been added:

Standard	Controlled
Efficy	AlwaysOnTime (v3 Addin)
JWC Group (v3 Addin)	Anva (v3 Addin)
Powerweiss (v3 Addin with Events)	Birdie (v3 Addin)
Cliniko	Filemaker (v3 Addin)
DezRez Rezi	FranConnect (v3 Addin)

Mondago Public

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eGroupware	Flexsoft Lxor (v3 Addin)
Freshdesk	FLG 360
Odoo	LessAnnoyingCRM (v3 Addin)
Quickbooks Online	Re:amaze
SME Professional	Smoobu (v3 Addin)
Trengo	MicroHis
vTiger	Xero Accounting
WebCRM	