

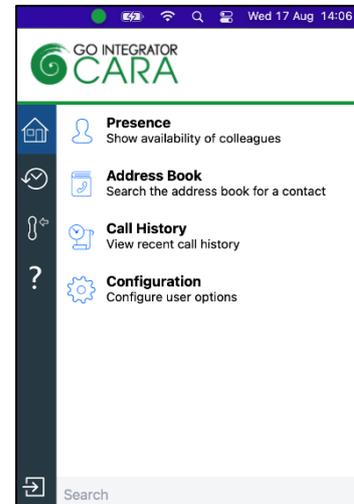
Introduction

This document provides an overview of the first release of Go Integrator Cara for Mac. If you are interested in finding out more about the product, please contact your Account Manager.

What is Cara for Mac?

Cara for Mac is an Apple Mac version of the Go Integrator Cara PC Client. It contains the core functionality from the PC client, within the familiar Cara interface that has been adapted for Mac. Features include

- Preview window with call control
- Comprehensive list of CRMs, including the Add Contact feature
- MS Teams Integration
- Call History
- Preferred Device
- SmartBusy for MS Teams
- Compatible with Search and Call for Microsoft Teams
- Custom Events
- API



Licensing

Cara for Mac is available using the same three-tier licensing model as the PC version (Solo, Team and Unite). Partners will need to contact their Mondago Account Manager to add the Mac client to their Access code. Worth noting, Partners must have the PC client in production, before they can start selling the Mac client.

Branding

The Mac client is fully brandable, and any branding applied to the Cara PC client can also be utilized on the Mac version. However, the desktop icon and product name cannot be branded on Cara for Mac without dedicated setup disks. Contact your account manager for more details.

CRM List

Cara for Mac contains the following Standard CRM's:

- | | |
|---------------------------|----------------------|
| • Apple Contacts | • Autotask |
| • Clio | • ConnectWise |
| • Google Contacts | • HubSpot |
| • Keap Max Classic / Keap | • Maximizer CRM |
| • MS Dynamics 365 CRM | • Outlook Web Access |
| • Pipedrive | • Salesforce |
| • Salesforce Open CTI | • SugarCRM |
| • Zendesk | • Zoho CRM |
| • Zoho Recruit | |

It also contains the following controlled CRM's:

- | | |
|-----------|------------|
| • Gorgias | • Surefire |
|-----------|------------|

PC and Mac Client Comparison

Feature	PC	Mac
Click to Dial****	✓	✓
Presence / BLF	✓	✓
Address book	✓	✓
Call history	✓	✓
Recent calls	✓	✓
Call Control *	✓	✓
Preview window	✓	✓
Call Toolbar	✓	✗
Busylight support	✓	✗
AppBar	✓	✗
Missed Call Notification	✓	✓
Call Settings	✓	✗
Preferred Device (Multi Device Support)	✓	✓
Search and Call App for MS Teams Client	✓	✓
Show, Add, Pop CRM contact for call ringing / answered using MS TeamsClient ###	✓	✓
Select MS Teams as preferred dialing device #	✓	✓
Open MS Teams chat from Cara Presence	✓	✓
Show MS Teams photo / avatar in Cara Presence	✓	✓
Show peers MS Teams availability	✓	✓
SmartBusy for MS Teams	✓	✓
SmartBusy for GoToMeeting & Zoom	✓	✗
Softphone	✓	✗
Custom Events	✓	✓
Client API	✓	✓
Agent Features	✓	✗
CRM Integrations (Outlook/Google Contacts)**	✓	✓
CRM integrations for all other applications***	✓	✓

* Call control will vary by device type

** Outlook Web Access on Mac

*** List of Integrations will vary from PC version

**** Click to Dial Options differ from PC version

Require MS Teams direct routing (or similar) / Microsoft 365 Business Voice

Require MS Teams direct routing (or similar)

Other differences to be addressed in a future release

- No results are shown for group common users in the address book
- The API appears in the configuration menu on Solo and Team Licenses. However, it can only be used to connect to Search and Call for MS Teams on these license types.