



What's new in Go Integrator Cara?

Product Update: v4.6.0

Go Integrator Cara is a unified communications client for the Cisco BroadWorks hosted telephony platform. In this latest version, 4.6.0, new features have been added, along with various improvements, bug fixes and an updated CRM Integration library with 15 new CRM Integrations.



New Features

Telephony support for direct headset call control using Human Interface Device (HID)

With the implementation of Windows HID telephony for headsets, the Go Integrator Cara softphone now supports basic call control directly from the headset.

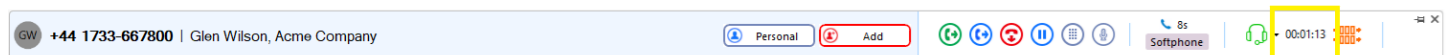
Answer, Hangup and Hold/Resume call controls are now available when the headsets device supports Windows HID.

See the Go Integrator Cara online help for setup and configuration.

Tested verified headsets - Yealink WHB660 and Jabra Evolve 75

ACD Agents state duration now displayed on the toolbar

Agents using Go Integrator Cara can now see the duration of how long they have been in a certain ACD state for within the Toolbar. This is useful when agents need to keep within KPIs set by their supervisor. Agent states available: Unavailable, Available, and Wrap-up



Improvements

Additional Related data CRMs

In 4.5 Go Integrator Cara extended the CRM integration feature set with Related Data, providing the user the ability to quickly locate and present additional data related to the caller. This was released with support for 7 CRM's. In 4.6 we have now added support for 13 new CRM integrations to include Related Data : Arthur, Adapt, Clio, HaloCRM, HaloITSM, HaloPSA, Lisaas, Odoo, Pipedrive, TOPdesk,

Zendesk, Zoho CRM, and Zoho Desk.

Support Soft phone settings on Cisco from DNS SRV setting




Go Integrator Cara now supports DNS SRV, an industry standard to provide fail over and to communicate protocol, ports and servers for softphone users.








Configuration is required on the Cisco BroadSoft platform, please speak to your account manager for more information.



New Integrations

The following CRM Integrations have been added, or improved, in this version:

	<p>TOPdesk is one of the fastest-growing service management providers worldwide. Our mission? Helping your organization achieve excellent service delivery. TOPdesk employees get the trust and the freedom to create innovative solutions for all your service management needs.</p>
	<p>Vtiger is a Customer Relationship Management (CRM) software that empowers businesses to manage customer interactions and relationships effectively. Here are some key features of Vtiger:</p>
	<p>HaloCRM is omnichannel customer service software, designed for teams looking to drive greater efficiency when handling enquiries from members of the public.</p>

	<p>Lisaas ERP software distinguishes itself from other ERP packages by the completeness and completeness of the application. Lisaas provides many possibilities and useful tools.</p>
	<p>All-in-One PSA Software for Service Providers - Deliver exceptional service with a fast, simple and fully configurable system. Fully tailored to help you run a successful MSP business.</p>
	<p>HaloITSM is a single, all-inclusive ITSM software solution, and it won't just standardise your processes- it will also deliver valuable analytics.</p>
	<p>JobAdder is simplifying recruitment for recruitment agencies, staffing firms and HR and talent acquisition teams who want everything in one place without the complexity.</p>
	<p>Arthur is the only cloud-based property management platform designed with your business in mind. With our suite of bespoke apps, you can save time, boost efficiency and focus on what really matters.</p>
	<p>Zoho Desk is context-aware help desk software that helps businesses of all sizes provide proactive and well informed customer support. Combine effective ticket management.</p>
	<p>Bullhorn Adapt is a specialist staffing and recruitment software application. The application has earned them the reputation for enhancing business growth and profitability throughout the global recruitment industry.</p>
	<p>Housecall Pro helps home service professionals thrive. We offer an industry-leading SaaS operating platform combined with modern</p>

	<p>financial services and supporting business solutions, helping Pros run all aspects of their business.</p>
	<p>ModMed is transforming healthcare by placing doctors and patients at the center of care through an intelligent, specialty-specific cloud platform. With our electronic health records (EHR) and practice management (PM) systems, and our revenue cycle management (RCM) services, our all-in-one solution empowers specialty medical practices to do their best work by providing them with clinical, financial and operational software solutions designed to enable better, more personalized patient care.</p>
	<p>LeadSquared is a new-age SaaS CRM platform that provides end-to-end sales, marketing, and onboarding automation solutions.</p>
	<p>Aptify by Community Brands is a configurable member management platform for membership-focused organizations worldwide.</p>
	<p>Archie CRM is a solution that supports, CRM, Sales, Marketing and Services. and can be extended in a modular way. Information about organizations, contacts and projects is accessible to all Archie CRM users from any location, so you can focus your attention on efficient and valuable communication with customers and prospects.</p>

For the full details on this release, please refer to the Release Notes [here](#).