



What's new in Go Integrator Cara

Product Update: v4.7

Go Integrator Cara connects to the BroadWorks telephony platform. In this latest version, new features have been added, along with various improvements, bug fixes and an updated CRM Integration library.



New Features

Add new or update CRM integrations without full client update.

Integrations can now be downloaded and updated directly into the Cara client, removing the need to wait for the next service release and without requiring full admin rights to install the integration. This ensures:

- **Instant Fixes & Enhancements** – Quickly resolve faults and apply the latest improvements as soon as they're available.
- **Stay in Sync with CRM Changes** – Automatically adapt to CRM vendor API updates, preventing disruptions. This capability enables faster issue resolution, improvements, and a smoother user experience.

Digitaal Kantoor

Name

Digitaal Kantoor

Enabled

Disable

CRM Update (4.7.1.9933)

Update

Call Events – Export / Import Feature

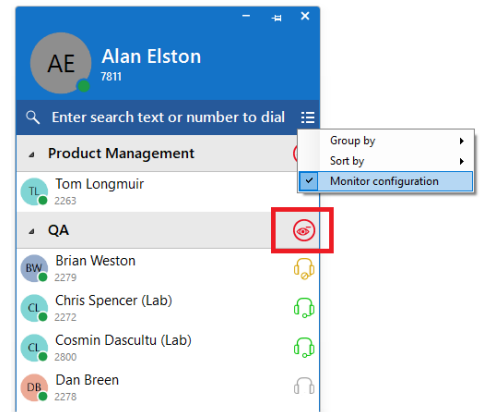
Users can now **export and import V4 Custom Events**, making it easy to replicate Custom Events across multiple users. This feature **saves time** and simplifies custom call event management.

Trigger	Action
Call -> Ringing	*https://MyDemoCRM.com*{Call.Rem...

Add Edit Remove **Import** Export

Large Directory Mode (LDM): Always Monitor

Users in large enterprises, where Cara LDM restricts the Presence window contact list, can now choose specific extensions or groups to always display. The "Always Monitor" feature can be hidden on request.



Improvements

Add Ticket / Add Case / Add Sales Order

Similar to the Add Contact feature, this improvement will allow adding of Case, Ticket, and Sales Order objects directly into the CRM system. Users can quickly log key details during inbound calls by opening a relevant form based on the integrated system—whether a helpdesk, legal, or sales application. This ensures efficient tracking and resolution without disrupting the conversation.

Enhanced Codec control for Cara Softphone

Improved codec support and selection for Cara built-in softphone, ensuring a more seamless and efficient communication experience.

Related Data CRMs

The **Related Data** feature enables users to quickly locate and present additional information related to the caller, enhancing efficiency and decision-making.

New integrations that include Related Data feature:

- Act! Cloud
- Open Dental
- Outlook People

Previously Supported Integrations now with Related Data feature available:

- Act!
- Bitrix24
- Carerix
- ConnectWise – PSA
- Exact Online
- Grip
- Oracle NetSuite
- Zoho Bigin
- Zoho Recruit



Integrations

Version 4.7 introduces several new and enhanced CRM integrations, significantly improving compatibility, performance, and efficiency for users.

Medicom

A comprehensive general practitioner system by PharmaPartners, enhancing medical practice efficiency.



Pharmacom

A pharmacy information system by PharmaPartners improving medication monitoring and patient communication.



Act! Premium Cloud

A cloud-based CRM with integrated marketing automation for small and midsize businesses.



Act! Premium

A robust CRM and automation platform for managing customer relationships



Microsoft People

A built-in contact management tool for Windows and Microsoft 365 users.



Ratio-CRM

A CRM customization and training provider based in Hamburg.



Realworks

A CRM platform tailored for real estate agencies in the Netherlands.



SapphireIMS

An IT service management and automation platform.



Digitaal Kantoor

A business software suite for SMEs.



Open Dental

An open-source dental practice management system.



Zoho Bigin

A lightweight CRM designed for startups and small businesses.



Zoho Recruit

A cloud-based applicant tracking system for recruiters.

Enhanced Integrations:

Carerix Recruitment and staffing software with improved automation tools.



NetSuite A cloud-based ERP and CRM offering greater efficiency in business operations.



Bitrix24 A business management platform with upgraded CRM and automation features.



Exact Online A lightweight CRM designed for startups and small businesses.



Gripp A CRM centralising customer interactions and sales agreements.

