

Product Update: Go Integrator Cara v5.3.6 (for macOS)

Go Integrator Cara v5.3.6 (for macOS) contains both new and improved features, various bug fixes and an updated CRM Integration library with over 20 new CRM Integrations.

New CRM integration

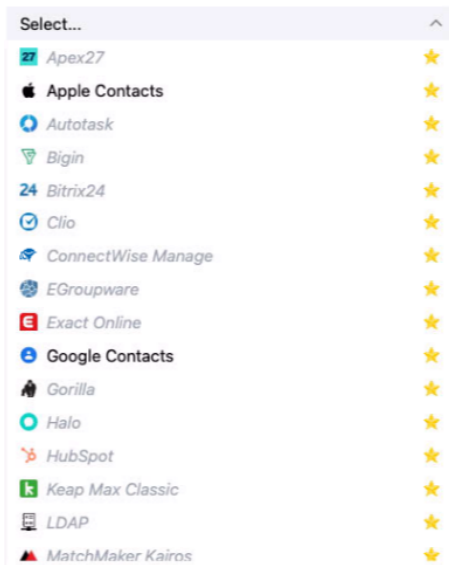
The following integrations, categorised by their vertical, have been added:

<p>General</p> <ul style="list-style-type: none">• 2Solar• ActiveCampaign• Cobra• Gorilla• Gripp• Kommo• LDAP• Monday.com• Tyresoft• weclapp	<p>Property</p> <ul style="list-style-type: none">• agentOS• Apex27	<p>Recruitment</p> <ul style="list-style-type: none">• MatchMaker Kairos• NxtMatch• Recruit CRM
<p>Construction</p> <ul style="list-style-type: none">• ServiceTitan• Survey Booker	<p>Healthcare</p> <ul style="list-style-type: none">• Cliniko• Opticabase	<p>Logistics / ERP</p> <ul style="list-style-type: none">• Acumatica ERP• Baka Glass• Deltek Vantagepoint
	<p>Automotive</p> <ul style="list-style-type: none">• MOTIONDATA	<p>Retail</p> <ul style="list-style-type: none">• Tekmetric

New Features

Support for Cisco Preferred Answer Endpoint

Go Integrator Cara now supports the Preferred Answer Endpoint feature available with recent BroadWorks release 24 updates. This feature enable XSI Answer to work with shared appearance devices as well as primary devices, allowing Go Integrator Cara to present the Answer button in the Preview Window when a shared appearance device is select as the Preferred device in Go Integrator Cara. This is a feature that has often been requested in the past but is now only possible since the introduction of this feature.



CRM Integration List

All standard integrations are now visible in the integration list, irrespective of the user's license type. If a particular integration is not included in the user's license type, it will be displayed in *italics* and greyed out. This enhancement aims to highlight the complete range of CRM Integration capabilities offered by Go Integrator Cara. For clarity, Controlled integrations are still hidden and [CRM Viewer](#) should be used to check which integrations are available with this classification.

Improvements

Support for macOS Sonoma

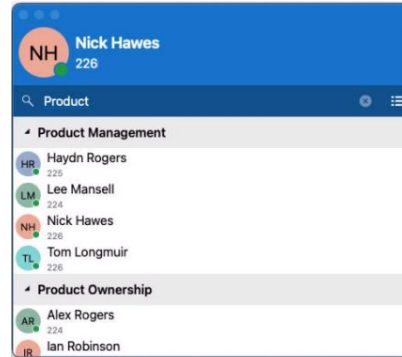
macOS Sonoma (version 14) is now a [Supported Operating system](#) for Go Integrator Cara for macOS.

Integrated CRM's contact data made available during a re-cache cycle

During a re-cache cycle of contact data from the integrated CRM, data is now available for the user without waiting for the cache to complete.

Department name searchable in the Presence Window

When using the Presence window, users can search for a department name and see results of all users within that department.



Caching Enhancements to CRM Integration

- During re-cache, existing cached records are still searchable - this allows the user to continue to search and work while re-caching is in progress.
- Cache system now uses SQLite as the storage mechanism - This offers faster searching and support for larger numbers of cache records, this was previously capped to prevent resource issues.
- Address book advanced search options - Advanced searching options of 'What' and 'Where' are now available in cached mode
- Improved behaviour of handling caching on Client start
 - Restarting the client will not force a new re-cache.
 - Restarting the client will reset the timer to the cache frequency period. Previous behaviour was to initiate immediately on Client start - hence causing server overloading when every client restarts.
 - Caching now uses the last modified date of the cache file as the last completed cached date/time. Using this value for calculating whether re-caching is required.
 - Changes in configuration will not cause a new cache update. Previous behaviour of Cached CRMs was on configuration save to cause an immediate re-cache.
 - If machine is off for several days, then only re-cache if last cache date/time is older than 1 day and the cache frequency value set - e.g. if the cache frequency period is set to 2 days, this will be used, instead of default 1 day.

Outlook and Outlook Web Access (OWA) searching enhancements

Integration with OWA now supports nonstandard telephony fields like Primary Phone and Call back

Support for umlaut (diacritic) characters within Microsoft Dynamics CRM

Integration with Microsoft Dynamics CRM 365 now supports the use of umlaut within contact names