



Quick Starter Guide

macOS

Introduction

This guide contains useful information to help you get started with Go Integrator Cara for macOS.

Licensing

Go Integrator Cara must be licensed before it can be used. User licenses are assigned in advance by your service provider.

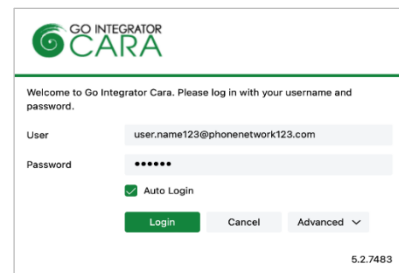
Shortcut

After installation Go Integrator Cara is available from the Launchpad:
On first start, Go Integrator Cara will request an “Access Code” which is provided by your service provider to set default parameters and only needs to be entered once.
After successful code entry, the user Login screen is presented.

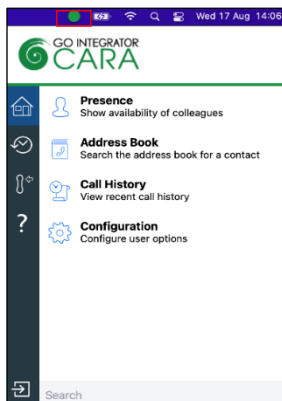


User Login

Go Integrator Cara requires User credentials to connect to the telephony platform. User credentials can be confirmed each time the client is started or can Auto login to bypass this step.



Menu Bar

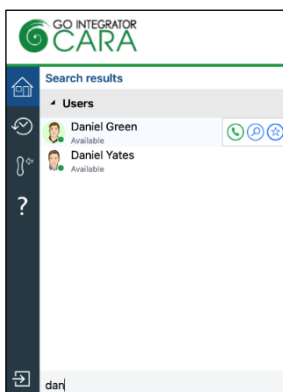


The Menu is accessed by a right-click on the Cara menu bar icon, usually green for “Available” status. The icon changes according to your extension state or Microsoft Teams Availability, if enabled:



The following functions are available: Presence, Address book, Call History, Search/Dial, Recent Calls, Preferred Device, Configuration, Help and Exit.

Quick Dial / Search



One of the most powerful features is the combined Search and Dial entry field at the bottom of the Menu following a right-click of the Menu Bar icon. To make a call, simply type the number to dial and hit **Enter**.

Alternatively, type a contact name (either full or partial) to initiate a search of any system directories or integrated CRM business applications. The search results are displayed directly within the menu window – simply click the number to dial or open the contact using the slide out menu.

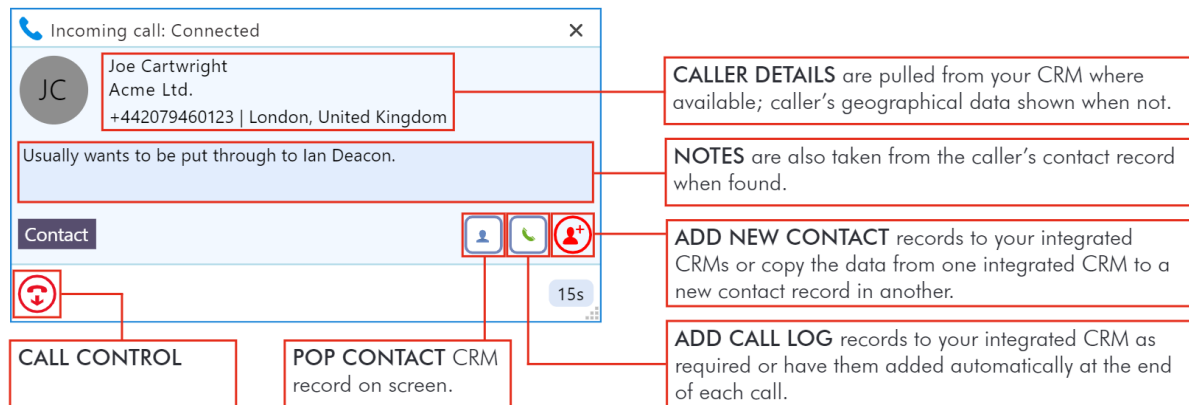
Extension status / MS Teams Availability is also displayed for co-workers. For additional dialing methods, refer to the Dialing Options section below.

Quick starter guide: Go Integrator Cara

Preview Window











The Preview Window is displayed whenever an inbound or outbound call is presented or in progress. The window can automatically disappear after a configurable delay period once the call has connected. Designed to be as unobtrusive as possible, the Preview Window discretely appears in the corner of the display without taking focus from other applications.

Context-sensitive call handling buttons are presented along the bottom of the Preview Window. Display information includes caller/called party details, which are retrieved from the system directory or any integrated CRM business applications.



Call Controls

The following call controls are available through the Preview Window and Call Toolbar:

	Answer	When a call is ringing, you can choose to answer the call by clicking the "Answer" button or deflecting it (transfer it without answering it) to another extension
	Deflect	
	Hang Up	End the current call
	Hold	Pause the call - the caller will hear hold music if available
	Consult	Place the current call on hold and transfer the call to another extension
	Transfer	Blind transfer to another extension without introduction
	Show Contact	Shows the full contact details, obtained from the telephone system directory
	Add Contact	Add the caller to the shared address book or integrated CRM business application/s
	Open/Pop Contact	Open the full contact details within an integrated CRM business application. The icon shown will relate to the CRM application (e.g. Outlook, Salesforce).
	Create and Show Call Task	Creates and opens a call activity (call log) in an integrated CRM business application. The icon shown will relate to the CRM application (e.g. Salesforce)

The Call Control functionality and the icons displayed in the Preview Window are dependent on the device endpoint involved in the call and are also affected by the Preferred Device selected in Cara – see table:

	Answer	Deflect	Hold	Consult transfer	Blind transfer	Hang up
Deskphone (Primary)	✓	✓	✓	✓	✓	✓
Deskphone (Secondary)*	✓	✓	✓	✓	✓	✓
Webex desktop client*	✓	✓	✓	✓	✓	✓
Teams	✗	✗	✗	✗	✓	✓

*Answer and Deflect functions are also dependent on telephony platform settings

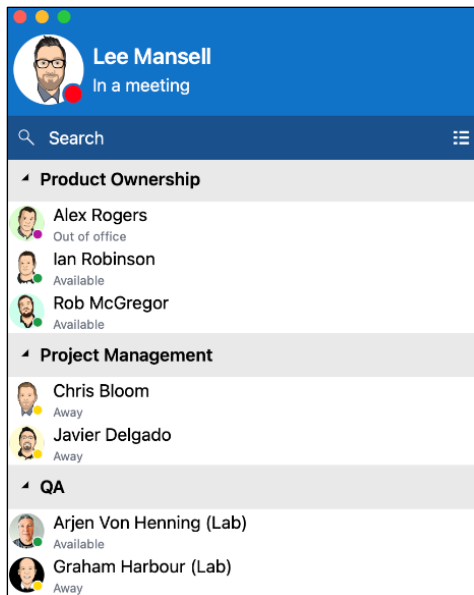
Preview Window Stacking

If there is more than one active call, the Preview Windows for those calls are automatically stacked to reduce the overall size of the display. Clicking on the header of any window will bring it to the front.

Presence

The Presence window displays co-worker's live extension status which is blended with Microsoft Teams Availability, if enabled.

Launch icon:



Key features available from Presence include:

- Call co-workers or transfer call
- Show co-worker details
- Open Microsoft Teams chat
- Search by contact name, number, current status or department
- Add to Favorites

The Presence window will automatically populate with co-workers, sorted by department but can also be sorted by location or group.

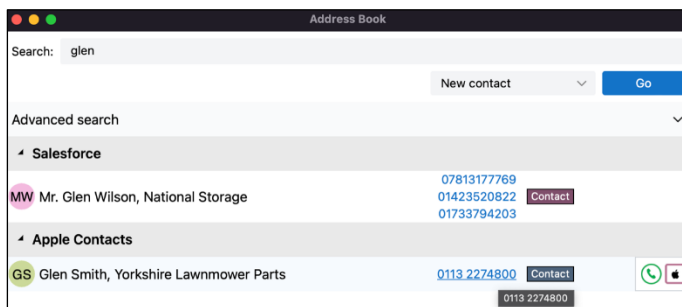
A personalized Favorites group can be created by searching for a co-worker and selecting the star symbol in the slide out menu that appears when hovering over the contact.

Calls can be initiated or quickly transferred to co-workers using the slide out menu bar when hovering over a contact.

Address Book Search

Cara can search Microsoft Outlook Web Access, Google Contacts, Apple Contacts and telephone system shared or personal directories, plus any integrated CRM business applications, depending on the Cara user license level.

Launch icon:



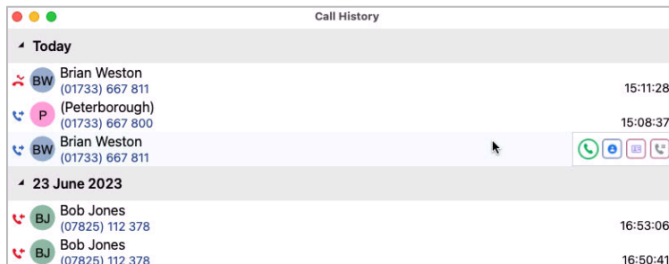
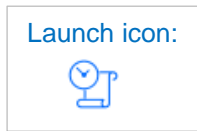
To dial the required contact, simply click on the telephone number displayed to initiate the call, or use the **Call** button from the slide out menu:

During a connected call, the slide out menu will also offer call transfer options so calls can also be quickly transferred to contacts found through the address book.

Alternatively, the contact details can be opened via the slide out menu when hovering over the contact name. Just click the CRM icon to open the contact within the integrated application (example shown for Apple Contacts).

Call History

The Call History window displays a detailed call history including recent inbound, outbound and importantly, missed calls, ensuring a clear notification to avoid missing opportunities. Simply click the telephone number displayed to initiate the call.

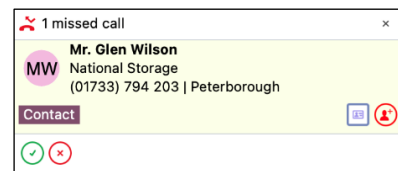


For known contacts, the contact details can be opened via the slide out menu when hovering over the contact name. Just click the icon to open the contact page within the integrated CRM business application.

Additional Features

Missed Call Notification

A pop-up window can appear following a missed incoming call, providing a quick call-back method to avoid missing opportunities. The notification will stay visible until an action is taken.



Add Contact

When a telephone number is presented in the Preview Window, Call History or Recent Calls list and a contact cannot be found, the **Add Contact** icon is presented:

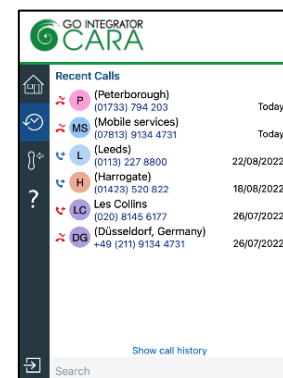
Click the icon to add contact information and then save to the desired directory or integrated CRM business application. The Add Contact feature can also be used to copy the contact to other locations.



Recent Calls

The “Recent Calls” list displays a summary of the most recent calls, showing just a single entry for each contact or number listed.

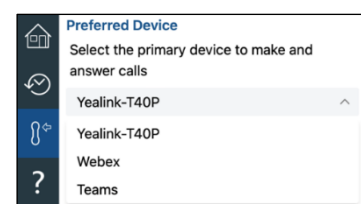
Simply click the number to make the call or open the contact using the slide out menu.



Preferred Device

Where multiple devices are available, you can choose your **Preferred Device** for call handling. This will also define which call control buttons are offered based on the compatibility of the selected device.

Note: the ability to answer a call through Cara is dependent on the device type selected as well as the telephony platform settings. Microsoft Teams calls cannot be answered by Cara.



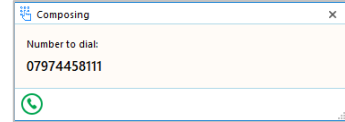
Quick starter guide: Go Integrator Cara

Dialing Options

Cara offers a wide range of Click-to-Dial features to accelerate the outbound calling process, both in locating the number to dial and in the actual dialing process itself. The most common dialing tools are described here:

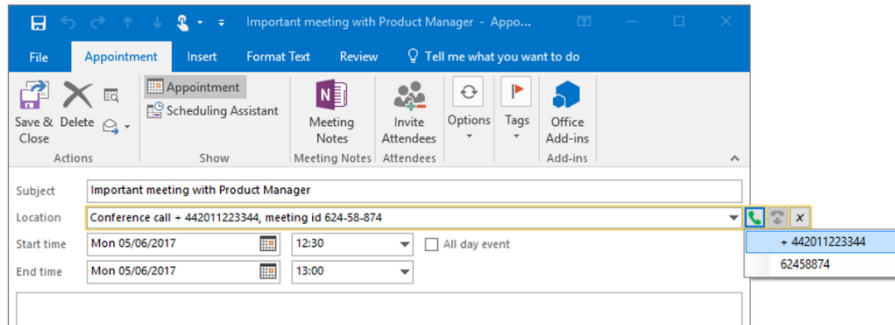
Clipboard Dialing

Any telephone number copied into the clipboard can be dialed via an automatic pop window, offering the option to dial the number. Just click the Call icon to dial.



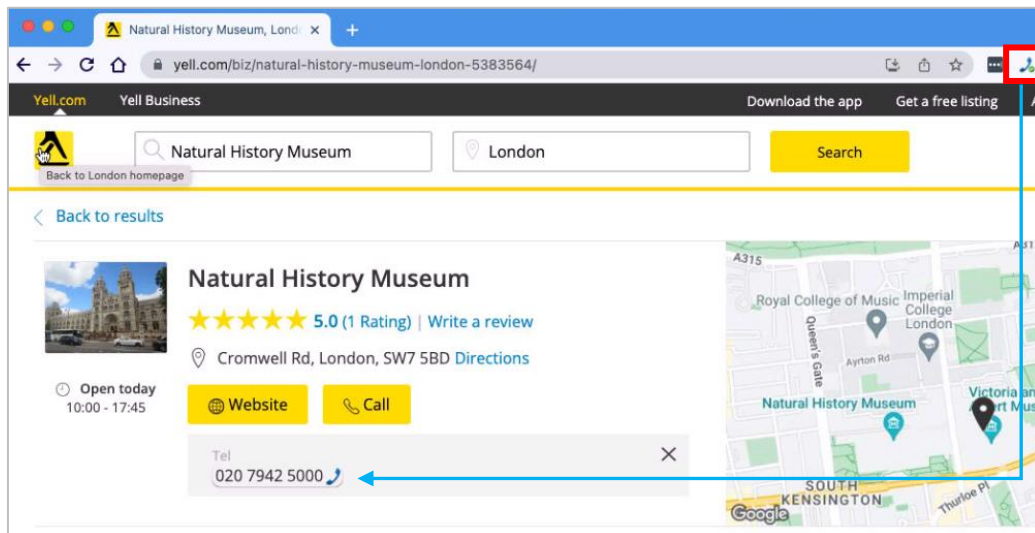
Focus Dialing

With Focus dialing enabled, Cara can automatically detect telephone number fields within other applications to present a click-to-dial icon to the right of the field. If the field contains more than one telephone number, a drop-down is displayed when you hover over the icon, allowing you to select which number to dial.



Web Page Dialing

Cara can recognize telephone numbers in web pages and convert them to a quick dial hyperlink. Simply click-to-dial directly from the web page.



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