GO INTEGRATOR CARA

mondaGo

Leaders in
Computer Telephony
& CRM Integration

THE NEXT GENERATION OF COMPUTER TELEPHONY & CRM INTEGRATION

Go Integrator Cara is a unified communications client for the Cisco BroadWorks hosted telephony platform. It provides integration to contact-orientated business systems and CRM applications, offering a standard set of integration features with over 300 popular cross-vertical and vertical-specific applications.

This provides significant productivity gains, for example, know who is calling and quickly get their details on the screen or simply click on their contact number to automatically make your handset dial the number.
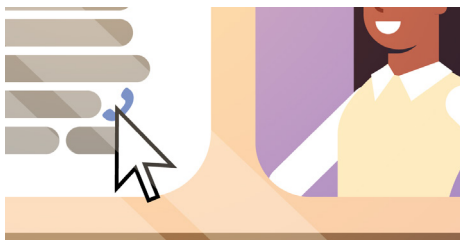
CRM integration features included with Cara:
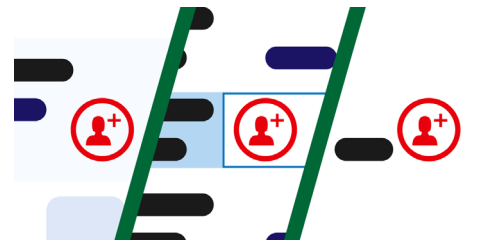

Contact Searching

Contact Popping

Caller Preview

Click-to-dial

Activity Logging*

Add Contact / Account

STANDARD INTEGRATIONS

CRM Viewer
https://integrations.bws.gointegrator.com/

80+ CRM integrations and business system applications are classified as STANDARD for Go Integrator Cara. Integration features will vary by CRM. Use our CRM Viewer to see a full list of integrations and check the features supported by the Windows client, macOS client, or both.

STANDARD integrations available (for Windows client) "out-of-the-box" include:

- 4me
- Accelerate
- Access Microsoft
- Access Profile
- ACT!
- Autotask PSA
- Call Connect GP (Patient Connect)
- Carerix
- ConnectWise Manage
- DATEV
- Dezrez
- Dynamics 365 Customer Engagement

- Dynamics CRM
- eGroupware
- Envoy Taxi Dispatch System
- Exact Online
- Flexkids
- Goldmine
- Google Contacts
- HaloITSM
- HaloPSA
- Halo Service Desk
- HubSpot
- IBM Notes
- in2crm

- intelli-CTi
- JobDiva
- Keap Max Classic
- LDAP
- Logical Office
- Maximizer
- MobileMax
- NetSuite
- ODBC
- OnContact CRM
- Outlook
- PCHomes
- PerfectView Online CRM
- PVCRM

- Really Simple Systems
- Rezi
- RobinHQ
- RPM
- Sage 50c
- Sage 200 with Sage CRM module
- Sage CRM 2018 R3
- Saleslogix
- Salesforce
- Salesforce Service Cloud
- Salos AutomaaT GO
- Simplicate
- SIS

- Sugar CRM
- SuperOffice
- Teamleader
- TechMan
- tel.search.ch
- TITAN
- vtiger CRM
- webCRM
- WebSolve
- WinSIMS
- Workbooks
- Yoobi
- Zendesk
- Zoho CRM

CONTACT SEARCHING
Concurrently searches integrated CRMs and enables Contact Popping or Click-to-dial from the results.

CLICK-TO-DIAL
Makes it possible to dial directly from the CRM.
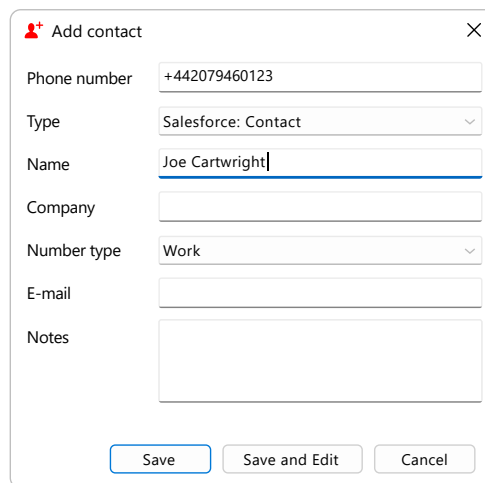
ADD CONTACT / ACCOUNT
Add a new record to the CRM directly from the client Caller Preview Window or Call History page.

CONTACT POPPING
Manually or automatically "pop" a customer record when a match is found for an active call.

ACTIVITY LOGGING
Manually or automatically create an activity record of a call received within the CRM and easily add further notes.

In addition to the CRM integration features, Cara has a range of powerful unified communication features including:
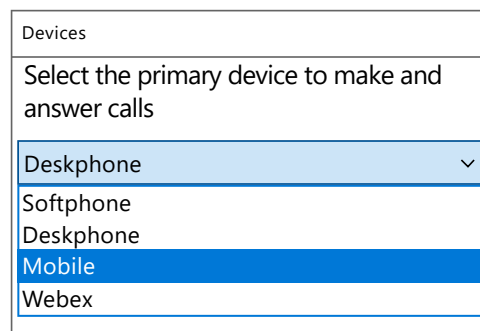
PRESENCE
See extension status of co-workers and see co-worker agent availability. From the dockable presence window, a user can also make calls, transfer, or pick up co-worker calls.

PREFERRED DEVICE
Users can select which connected device they would like to use to make or receive calls with.

AGENT FEATURES*
Cara provides a simple way for a Call Center agent to change settings, including join and unjoin queue, check queue data, select disposition code, escalate to Supervisor, manually set outbound DNIS number, and more. CRM Integration features also available in the Toolbar interface for Agents.
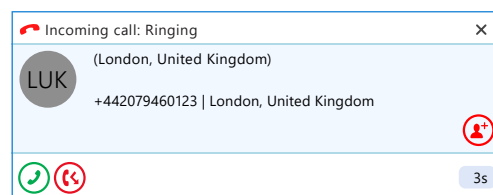
CALL EVENTS
Build your own integration using Cara's comprehensive call and custom events features.

SOFTPHONE*
As well as monitoring and controlling your typical BroadWorks device types such as a desk phone, Webex for Broadworks, etc. Cara also provides its own built-in softphone and provides the user a seamless user experience across all of these device types.

MULTIPLE INTERFACES
The AppBar* is an interactive bar that provides quick access to features. The Preview Window allows for call control during a call. The Toolbar* provides a dockable UI with comprehensive set of agent features.

SMARTBUSY FOR ZOOM AND GOTOMEETING*
Detects when a user is participating in a GoToMeeting or Zoom meeting and enables the user to forward an incoming call to another destination.

* Feature not available in macOS client

To view our product overview video, please visit:
https://vimeo.com/510364923

To learn more, visit us at https://cara.gointegrator.com or speak to your Service Provider.

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