GO INTEGRATOR CARA

akixi CX

Computer Telephony & CRM Integration for **Cisco BroadWorks**

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Intro

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.

Akixi offers Go Integrator Cara as a value-added service exclusively for service providers wishing to enhance their BroadWorks PSTN Calling portfolio. By integrating Akixi's product into their offerings, service providers can differentiate themselves in the market, attract more customers, improve customer retention, and increase revenue streams.

Product Overview

Go Integrator Cara is a unified communications client, designed for users to make optimal use of their Cisco BroadWorks hosted telephony platform. It provides a core set of features that provide business customers with significant productivity gains. For example, with Go Integrator Cara, call agents can know who is calling and quickly get the caller's details on screen, or simply click on their contact number to automatically dial the number.

Go Integrator Cara provides integration with **over 300** popular cross-vertical and vertical-specific contact-orientated business systems and CRM applications, bringing service response gains to business customers.

Go Integrator Cara is focused on ensuring simplified operational processes, enabling service provider differentiation, and delivering an enhanced end-user experience to accelerate and maximize adoption. Go Integrator Cara brings:

Quick and simple customer onboarding

100+ "out-of-the-box" standard CRM integrations

An intuitive user-experience

Features

CRM Integration

- **Caller Preview** - Preview who is calling before the call is answered, and view additional caller details, including notes, all from the unobtrusive Caller Preview window.

- **Contact Searching** - Search the contact directories of multiple integrated CRM(s) simultaneously, and call or pop a contact from the results

- **Click-to-Dial -** With a single click, dial a contact's phone number from within your integrated CRM

- **Contact Popping -** Pop the caller's contact record within the integrated CRM automatically on incoming call, or manually via a single click

- **Add Contact / Account -** Add new contacts to the integrated CRM from multiple locations such as the live call Preview window, Call history and Missed calls pop up

- **Activity Logging -** Manually or automatically create an activity record of a call received within the integrated CRM and allows addition of notes

- **Related Data -** Quickly locate and view additional data related to the contact, including tickets, cases, activity records and emails

    Supported features may vary depending on the integration

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Unified Communications

In addition to the CRM Integration features, Go Integrator Cara has a range of powerful unified communication features including:

- **Presence –** See the extension status/availability of co-workers, call co-workers, transfer calls, pick up co-worker's calls or send a callback email request, all from a dockable window

- **Preferred Device –** Select which connected device is used to make or receive calls.

- **Agent Features* –** Change call center agent 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.

- **Cloud Contacts –** A simple multi-tenant contact database that allows users to add and share external contacts across its user base. New contacts can be added easily while on a call or from the Call History.

- **Softphone* –** As well as monitoring and controlling your typical BroadWorks device types such as a Desk phone, Webex for Broadworks etc. Go Integrator 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*** - Detects when a user is participating in a 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

Helping partners become verticalization specialists

Go Integrator Cara helps service providers target specific verticals, helping them to establish their value as a specialist. Key Vertical market integrations available with Go Integrator Cara include:

Healthcare	Automotive	Financial	Legal
• athenahealth • Birdie • Cliniko • EMIS Web • Medicom • opticabase • Practice Hub • TPP systmone	• Audev CarIT • DealerSocket • Envoy Taxi • Cabman • Motiondata DMS • Techman • Tekmetric • Websolve	• Admin Consult • Afas Online • AuditCase • CCH Central • Exact Online • FreeAgent • Practice Manager • Quickbooks	• Advice Pro • ALB • Clio • File Vine • Practice Case Management • PracticePanther

## Standard "out-of-the-box" integrations include:

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

Microsoft Teams Integration

A range of deep-level features that enhance Cara including:

- Show, Add, Pop CRM contact for call ringing / answered using Teams#

- Select Teams as preferred dialing device and Click-to-Dial through Teams#

- Open Microsoft Teams chat from Go Integrator Cara Presence

- Show photo / avatar in Go Integrator Cara Presence

- Show co-workers Microsoft Teams availability in Presence

# Require Microsoft Teams direct routing (or similar)
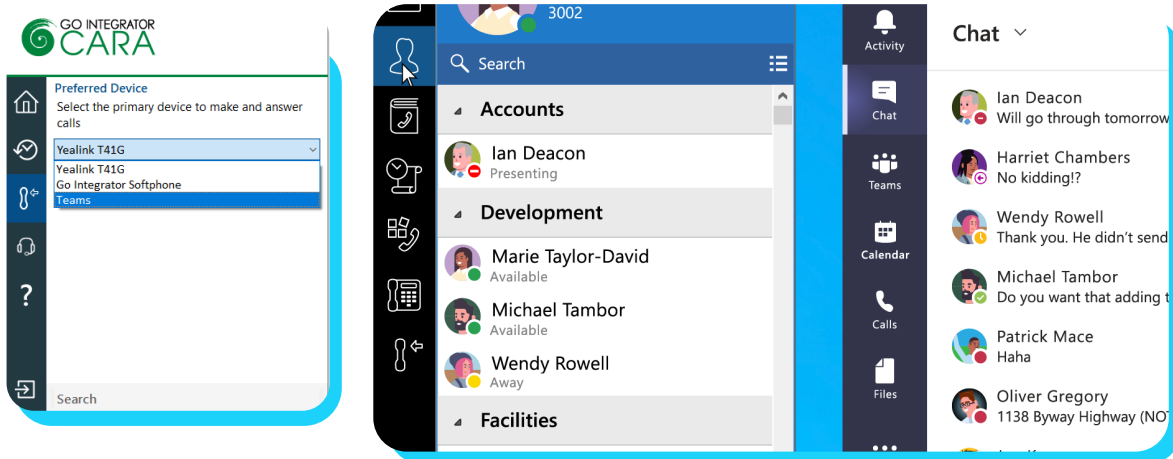
Update Microsoft Teams Presence

Sets the user's Microsoft Teams presence to "In a Call" when a user is on a BroadWorks Call.

Search and Call for Microsoft Teams

Search and Call is a companion application that can be added to Microsoft Teams. It connects to Go Integrator Cara and enables users access to key Cara features from within Microsoft Teams. Users of Search and Call can:

- Perform a search of contacts and display results in Microsoft Teams

- Make a call through Cara from Microsoft Teams
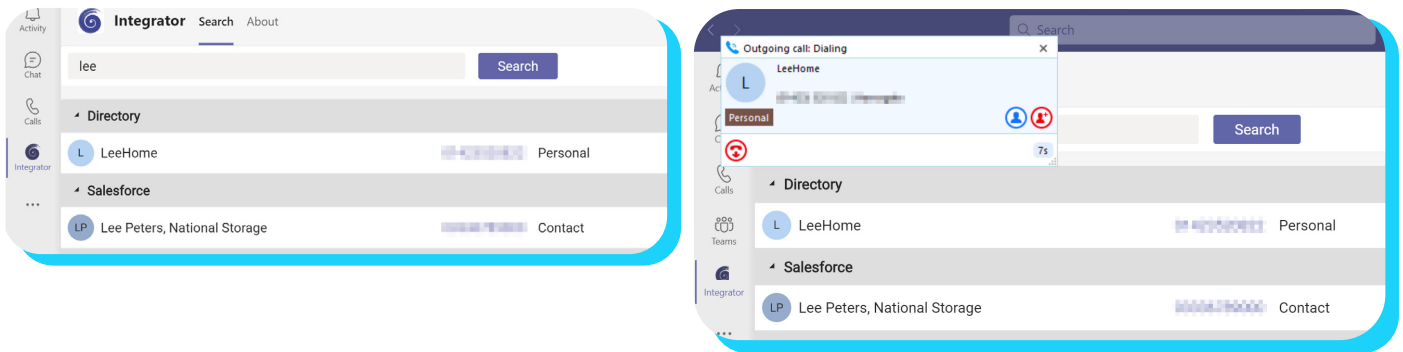
Smartbusy for Microsoft Teams

SmartBusy for Teams addresses the problem of inbound PBX calls still being received if the user has a meeting scheduled in Outlook, or if they are on a Microsoft Teams Call or Conference. This feature enables the user to forward an incoming telephone call to another destination.

Licensing

There are three license levels available with Go Integrator Cara: **Solo, Team and Unite**

The subscription model is per user/per month, with the differing user license types available to suit the needs of all users. Features like click-to-dial and Microsoft Outlook/Google Contacts integration are available in the Solo license type. Team offers Microsoft Teams integration and Call Events. Unite, the complete license, includes all features and is the license needed when integrating with a business database or CRM application.

Onboarding

Akixi partners enjoy a seamless onboarding experience with a dedicated team. Akixi will expertly train you in marketing, quoting, selling, and supporting our products, facilitating smooth integration into your operational systems. After setup, manage user subscriptions effortlessly. Akixi simplifies billing, charging partners a month in advance for active subscriptions at the month's start. It's that straightforward!

Availability & Security

Akixi is ISO 27001 accredited.

Support

Akixi provides partners with access to a wealth of product support materials and assets, such as brandable marketing collateral, video tutorials, product manuals, release documents as well as direct access to our product experts on the support team.

Call to Action

To learn more about our capability, **click here to book a demo**

Get in touch

You can find out more at **www.akixi.com**

or contact our team who will be happy to help:

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