

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:



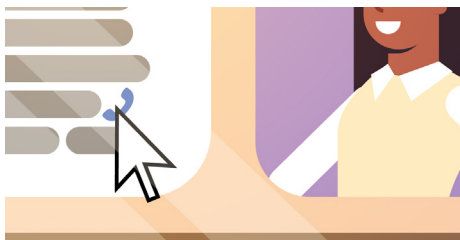
Contact Searching



Contact Popping



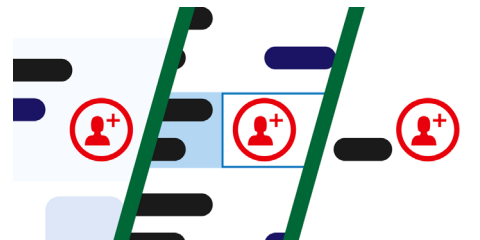
Caller Preview



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 version) "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
- PVC CRM
- 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
- Simpicate
- 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.

The 'Add contact' form includes the following fields and options:

- Phone number: +442079460123
- Type: Salesforce: Contact
- Name: Joe Cartwright
- Company: (empty)
- Number type: Work
- E-mail: (empty)
- Notes: (empty text area)
- Buttons: Save, Save and Edit, Cancel

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

PRESENCE

See extension status of co-workers. 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.

The 'Devices' window displays a list of available devices for selection:

- Deskphone (selected)
- Softphone
- Deskphone
- Teams
- Mobile
- Webex

CLOUD CONTACTS

A simple multi-tenant contact database that allows an end customer to add and share external contacts across its user base. New contacts are 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, UC-One, 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

Detects when a user is participating in a Zoom meeting and enables the user to forward an incoming call to another destination.

The 'Incoming call: Ringing' window shows:

- Caller ID: LUK (London, United Kingdom)
- Phone number: +442079460123 | London, United Kingdom
- Call duration: 3s
- Buttons: Answer, Reject, End Call



* 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.

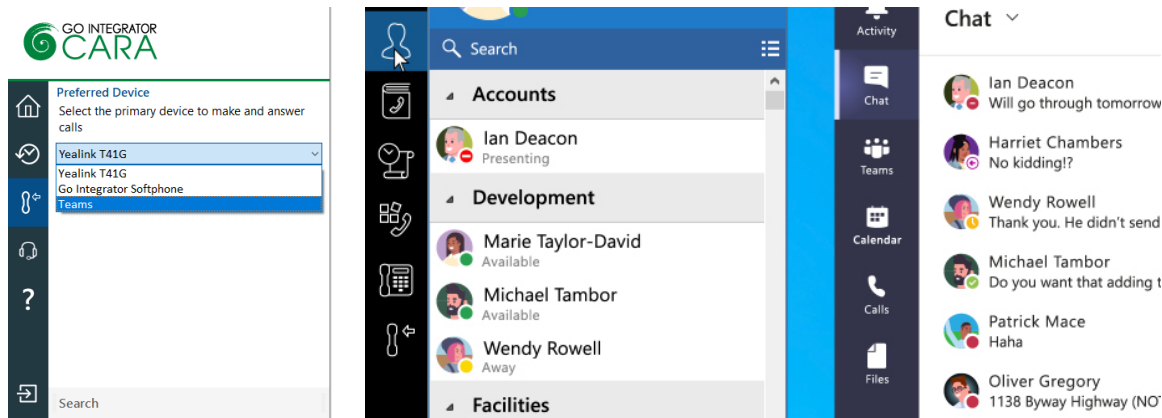


MICROSOFT TEAMS INTEGRATION

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 client[#]
- Open Microsoft Teams chat from Cara Presence
- Show photo / avatar in Cara Presence
- Show co-workers Microsoft Teams availability in Cara Presence*

[#] Require Microsoft Teams direct routing (or similar)



UPDATE MICROSOFT TEAMS PRESENCE

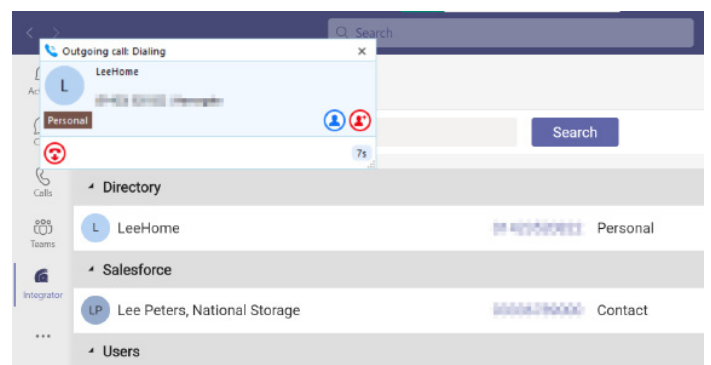
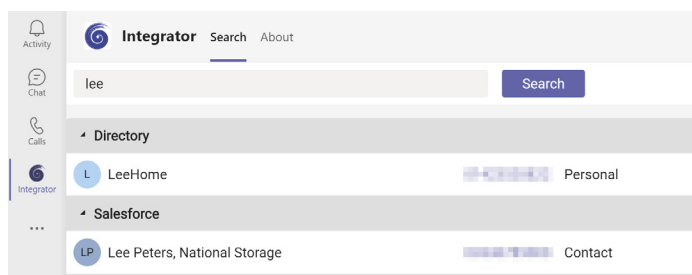
Sets the user's Microsoft Teams presence to "In a call" when a user is on a BroadWorks Call.

* Calendar-based "Out of Office" states and publishing "In a call" status to Microsoft Teams are Microsoft Graph API Beta features therefore these functions are subject to modification/removal.

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 call via their PBX to another destination.



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