BULLETIN: Go Integrator Cara 4.2.3

Introduction

This document provides an overview of the next release of Go Integrator Cara in Q3 2022. The release contains a mixture of new features, new integrations and bug fixes.
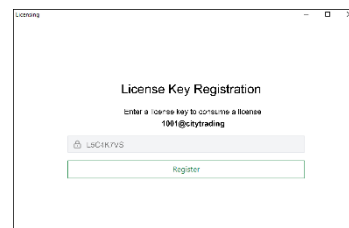
Key Features

Answer Call with Webex as Primary Device

If Webex is set as a user's Primary Device in BroadWorks, as this is selected as their preferred device in Cara, then a user can now answer an incoming call via Preview Window or Toolbar

License Key Activation

This applies to licenses issued through the Licensing portal only. If a User has not already been assigned to a Licensing portal License Pack, then they can use a License Key (previously referred to as Serial Number) to assign a License Pack via Go Integrator Cara.

This is done via a registration screen (right), which appears when a user inputs valid credentials not assigned to a License Pack.

Password Expiry

Gi Integrator Cara can provide a user notification, counting down when the expiry of their password is imminent. When the notifications begins is configurable.

Support for Salesforce Open CTI API

A new integration has been added for Salesforce called "Salesforce Open CTI". It offers the same functionality as the existing Salesforce integration but is available, as standard, with the lower cost Salesforce Essentials and Professional license types. This is because as it uses the Salesforce Open CTI API rather than the SOAP API which is only available with the Enterprise and higher license types. This significantly increases the number of Salesforce users that can now use our CRM integration.

Although the functionality is the same, it does require some involvement from the customers Salesforce Administrator to complete the set up.

If you are interested in finding out more about the product, please contact your Account Manager.

PC CRM Integrations Updates

The following integrations have been added:

Standard
- Recruit Now

Controlled

- Vecta
- InsuredMine
- Ezyvet
- Rex Sales CRM

- servicem8
- Smart Advocate
- JobAdder
- NoCRM

Bug Fixes

This release fixes the following issues:
- Outgoing As Dropdown select not working as expected
- v3 import fails to import presence favourites if in Large Directory mode
- Consult on Toolbar has key Dialback functions disabled
- xsi-cti : User08 sometimes does not offer dial-back - on primary device - only hangup

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- XsiContacts addin does not use the DNS-resolved server (when present)
- User shouldn't be allowed to use Alt-F4 to close the Preview window
- Unlocked CRM configuration screen not displayed after unlock code entered
- Cannot search for Surname in Large Directory Mode on Cisco
- Telephone number formatting not working correctly when a user's DDI number is only a country, ie +31
- Cloud licensing doesn't work properly for the rare case when a user has a "+" in their username
- Use the Broadsoft Config.XML to determine whether to use TCP/TLS on softphone
- Salesforce - Crash when loading configuration
- Duplicate Activity Call Logs on incoming calls for Venus and Legacy Add-ins

Mondago Partner Use Only   Sep 2022