BULLETIN: Go Integrator Cara

Introduction

This document provides an overview of the Q4 2021 release of Go Integrator Cara. If you are interested in finding out more about the product, please contact your Account Manager.

What is Go Integrator Cara

Go Integrator Cara is Mondago's next generation of desktop CTI and CRM integration product. Although it retains many of the features of Go Integrator V2 and V3 it is a separate product and should not be considered as a direct upgrade to these versions. As well as benefitting from our own product experience, it also incorporates many of the partner and customer enhancement requests we have received over the past years.

The Q4 2021 release provides new features to enhance the Cara experience, based on customer feedback and new developments.

Key new features

Enhanced Device Control

Cara introduced Preferred Device, that could determine where an outbound call was made from. However, this was limited to device types Deskphone, MS Teams, Cara Softphone and UC One*. Enhanced Device Control takes this a step further, extending the range of devices which a call can be made from, including, Webex, Anywhere, Remote Office and desk phones configured as shared appearances

For example using shared appearance, a user could have multiple Deskphone's against their account, perhaps in different locations. Preferred Device would now list each entry as a selectable device to make calls from, rather than ringing all of them when Deskphone was selected in the previous version.

Similarly, if a user has BroadWorks anywhere setup, each location would be listed as a separate device to dial from. This is a huge step forward for Preferred Device and creates incredible flexibility for the user.

This feature also means a call can be made from a shared appearance device without needing to select "Alert all appearances for Click-to-Dial calls".

*From this release onwards, UC One will connect to Cara via XSI instead of the desktop API. When UC One is selected as the preferred device, within Cara this results in the removal of the answer button & the addition of transfer during a call.

Webex for BroadWorks

The Cara Q4 2021 release will also see Webex for BroadWorks introduced as a selectable and controllable device, if a user has this on their account.

Update Microsoft Teams Presence (beta feature)**

Cara combines a user's PBX hook status and Microsoft Teams status, creating a unique view of a user's and co-worker's presence. However, Cara was not able to update MS Teams presence when a PBX call was taking place. The Q4 2021 release enables this feature, with MS Teams presence updating with "In a call" when a user is on BroadWorks Call.

**MS-Teams Availability feature in the Presence window uses the Microsoft Graph API. Calendar based "Out of Office" and publishing "In a call" status to Teams are Microsoft Graph API Beta features therefore these functions are subject to modification / removal.
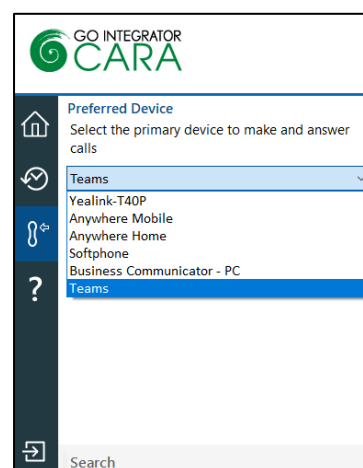
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SmartBusy for MS Teams

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, such as alternate number or voicemail, based on their combined presence status. The feature will become active/inactive in line with changes to the users combined presence.

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 PBX call to another destination

Install Wizard

For first time users, an initial setup screen has been introduced before the user runs the client for the 1st time. This allows a user to select which devices they will be using.

This is particularly important for Microsoft Teams users, as it allows the user to control when they go through the Teams log process in order to connect to Cara.

Auto Pop

Allow a user to automatically pop a CRM contact when an inbound call is received. This can be done when an inbound calls is ringing or connected


Search and Call for Microsoft Teams (aka Teams Adapter)

Search and Call is an application that can be added to Microsoft Teams from the App Store. 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

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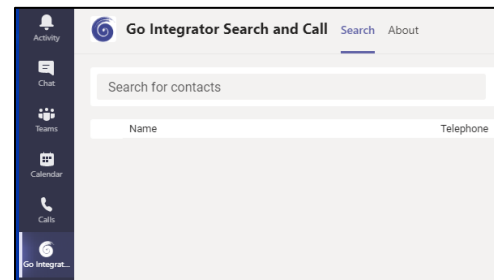
Minor Improvements

Search Results in Presence

Cara will now produce search results based on *starts with* rather than *contains*. Previously a search for *Ian*, would produce results for *Ian*, but also names that contained *Ian*, such as *Brian*. This will make it easy to search the internal directory for larger organizations.
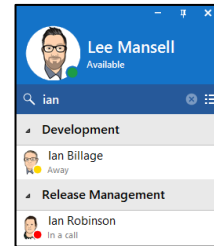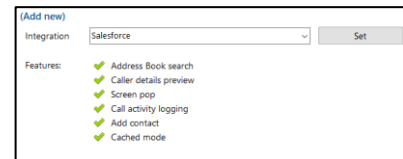
Contacts from CRM's via address book will be added at a later date

Disable Busy Light

The busy light can now be disabled in Cara, if it needs to be used exclusively by another program.
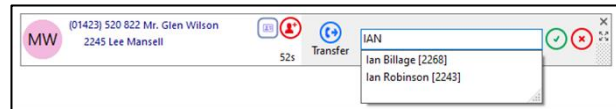
Integration Features List

List of available features will be displayed when selecting a new integration.

Search Internal Contacts on Toolbar

Enables to user to search and select internal colleagues, rather than typing the number, when transferring a call.

Ability to search and select CRM contacts will be added in a future release.

BroadWorks Alt ID

Enables the use of an alternate ID, rather than the defaults BroadWorks ID, to be used to log into the Client. Must be setup at service provider level.

                       October 2021