

## Product Update: Go Connect Bina v4.4.1

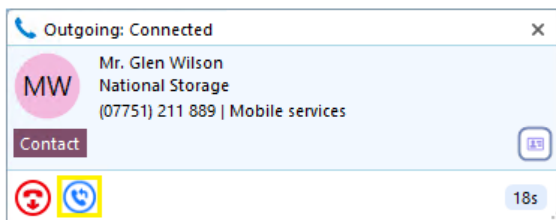
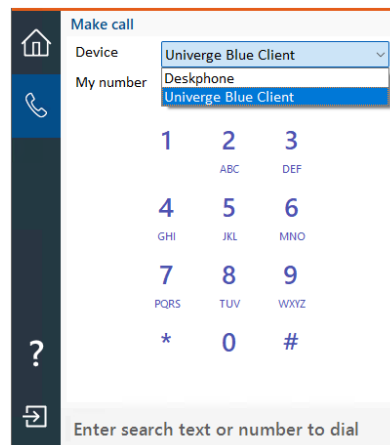
This release contains an update that requires a new Confidential 3rd Party client ID to be created before the 4.4.1 release can be installed. Please see the Improvement **'Login method updated to minimise re-authentication'** further down this page for details.

Go Connect Bina v4.4.1 contains both new and improved features, various bug fixes and an updated CRM Integration library with over 20 new CRM Integrations.

### New Features

#### Dialpad Interface

A new Dialpad user interface has been added, offering users an alternative method for placing telephone calls. This new interface includes the flexibility to set a preferred device for users and seamlessly functions in both System Tray and AppBar modes.



#### Send Callback Email request

To simplify callback requests, users can now easily initiate an email request during an active inbound call the Preview Window.

Pressing the callback button generates an email through the default email application, containing details of the current caller, including information from integrated CRMs.

## Improvements

### Integrated CRM's contact data made available during a re-cache cycle

During a re-cache cycle of contact data from the integrated CRM, data is now available for the user without waiting for the cache to complete.

### Change client to use indexed SQLite database for CRM Caching

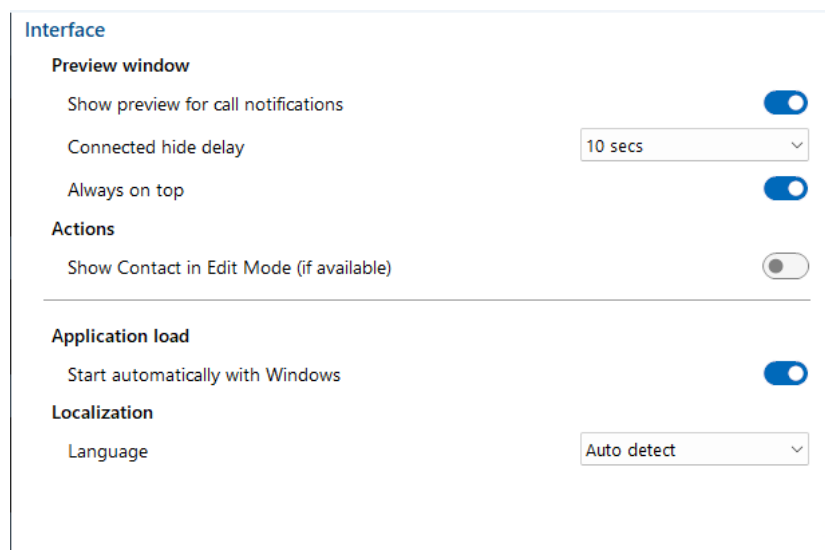
CRM caching now uses an indexed SQLite database, to better support larger databases and also to be more memory efficient.

### Login method updated to minimise re-authentication

Go Connect Bina has implemented improved Token session management using the Univerge Blue 'Confidential Refresh' 3rd party client ID. This minimizes the need for re-authentication. This requires a new 3rd party API token to be created, see the quick starter guide for more information <https://goconnectbina.com/resources-go-connect-bina/>

### Improved look and feel to the Client Configuration

The configuration check boxes have been updated with sliding controls to give a better design and expected user experience.



## New CRM integrations

The following integrations, categorised by their vertical, have been added:

### GENERAL CRM

- 2solar
- ActiveCampaign
- Cargas Energy
- Cobra CRM
- Current RMS
- EGroupware
- Gingr
- GoldMine
- Gorilla CRM
- Gripp
- Interactive Blue
- Kaseya BMS
- Kommo
- Kustomer
- LDAP
- Method:CRM
- Monday.com
- OptifiNow
- Power Automate
- rev.io
- Reyersen Van Buuren
- Rezi
- ServiceM8
- SimPRO
- SME Professional
- SuiteCRM
- Vtiger CRM
- webCRM
- weclapp

### Dental

- AeronaDental

### PROPERTY

- Apex27
- AgentOS
- Propertyware
- Rezi
- Street

### HOSPITALITY

- Airship
- Sevenrooms

### HELP DESK

- Trengo

### RECRUITMENT

- HighLevel
- MatchMaker Kairos
- NxtMatch
- Otys
- Recruit CRM
- TempWorks

### HEALTHCARE

- Athena Health
- Cliniko
- ModMed

### CONSTRUCTION

- ServiceTitan
- Survey Booker

### ACCOUNTANCY

- Itris
- QuickBooks Online
- Smart Office
- Xero Accounting

### AUTOMOTIVE

- Acumatica
- DealerSocket
- Motiondata DMS
- Tekmetric
- VinSolutions

### RETAIL

- Zendesk Sell

### LAW

- Prevail

For full release notes refer to Release Notes on the [product web page](#).