GO CONNECT BINA

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THE NEXT GENERATION OF COMPUTER TELEPHONY & CRM INTEGRATION

Go Connect Bina is a CRM integration solution for the NEC Univerge Blue hosted telephony platform. It provides integration to contact-orientated business systems and CRM applications, offering a standard set of integration features with over 200 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.

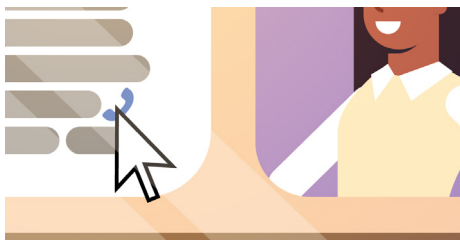## CRM integration features included with Go Connect Bina:
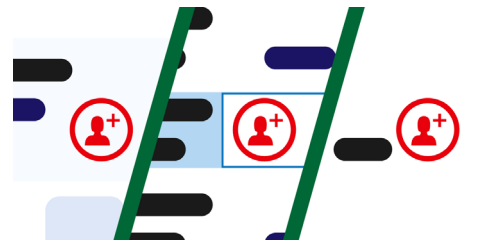
Contact Searching

Contact Popping

Caller Preview

Click-to-dial

Activity Logging*

Add Contact / Account

STANDARD INTEGRATIONS

CRM Viewer
https://integrations.goconnectbina.com/

80+ CRM integrations and business system applications are classified as STANDARD for Go Connect Bina. Integration features will vary by CRM. Use our CRM Viewer to see a full list of integrations and check the features supported.

STANDARD integrations available (for Windows version) "out-of-the-box" include:

- 4me
- Accelerate
- Access Microsoft
- Access Profile
- ACT!
- Autotask PSA
- Bitrix24
- Call Connect GP (Patient Connect)
- Carerix
- clio
- ConnectWise Manage
- Dezrez
- Dynamics 365 Customer Engagement
- Dynamics CRM

- efficy
- eGroupware
- Exact Online
- FasterForward
- Flexkids
- FuseMetrix
- Goldmine
- Google Contacts
- HaloITSM
- HaloPSA
- Halo Service Desk
- HubSpot
- IBM Notes
- in2crm
- JobDiva

- Keap Max Classic
- LDAP
- Logical Office
- Maximizer
- MobileMax
- NetSuite
- ODBC
- Odoo
- Outlook
- PCHomes
- PerfectView Online CRM
- Quickbooks Online
- Really Simple Systems
- RecruitNow
- Redtail CRM

- Rezi
- Ridder IQ
- 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
- Teamleader

- TechMan
- tel.search.ch
- Thinkka SAM
- TITAN
- vtiger CRM
- webCRM
- WebSolve
- WinSIMS
- Workbooks
- Yoobi
- Zendesk
- Zoho Bigin
- Zoho Creator
- Zoho CRM
- Zoho Recruit

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.

CALLER PREVIEW
For both inbound and outbound calls, if a match for the caller is located in any integrated directories, the caller's summary details are displayed on screen allowing users to see who is calling them before they answer the call.
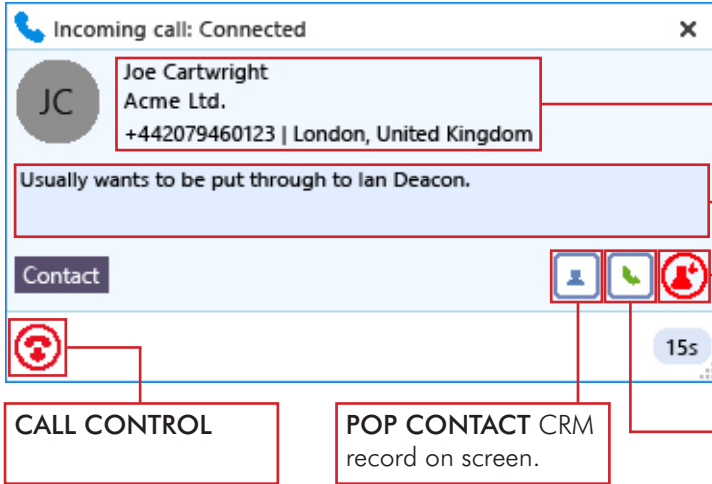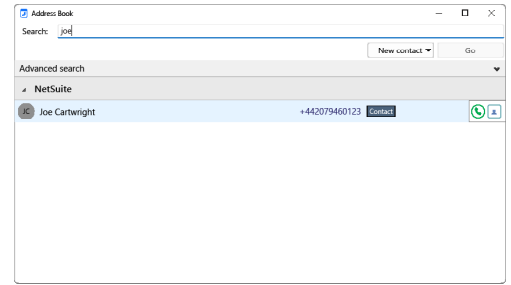
CALLER DETAILS are pulled from your CRM where available; caller's geographical data shown when not.

NOTES are also taken from the caller's contact record when found.

CALL CONTROL

POP CONTACT CRM record on screen.

ADD NEW CONTACT records to your integrated CRMs or copy the data from one integrated CRM to a new contact record in another.

ADD CALL LOG records to your integrated CRM as required or have them added automatically at the end of each call.

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.

MICROSOFT TEAMS INTEGRATION
Pass the number to dial to Microsoft Teams.

SEARCH AND CALL FOR MICROSOFT TEAMS
Search and Call is a companion application that can be added to Microsoft Teams. It connects to Go Connect Bina and enables users access to key Bina features from within Microsoft Teams.
Users of Search and Call can:

• Perform a search of contacts and display results in Microsoft Teams.
• Pop identified contact records
• Make a call through Bina from Microsoft Teams
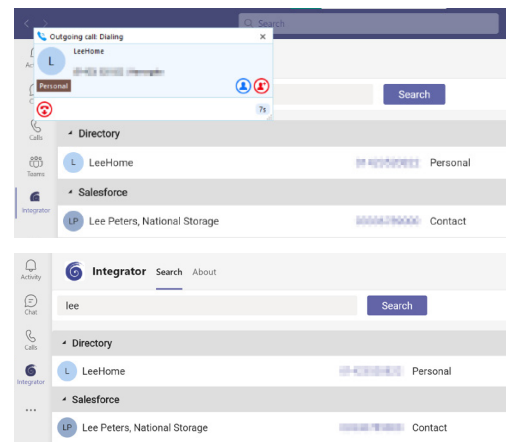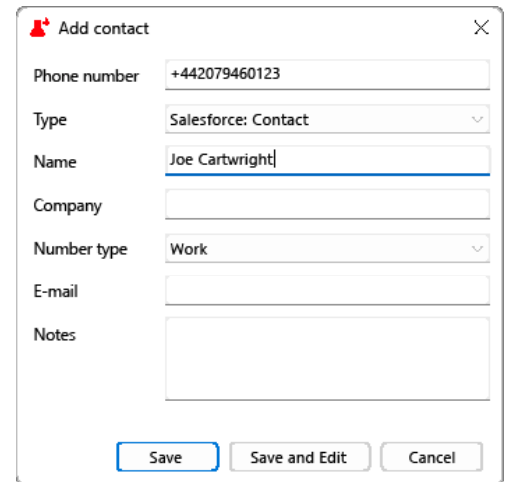
To view our product overview video, please visit:
https://vimeo.com/795252890

To learn more, visit us at https://goconnectbina.com/ **or speak to your Service Provider.**

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