Go Connect Bina Bulletin

Contents

Interfaces

Go Connect Bina has two user interfaces: System Tray Menu, and Preview Window. The System Tray is the default interface.

System Tray Menu

Go Connect Bina runs in the System Tray. The System Tray Menu is accessed by right-clicking on the Go Connect Bina client circle icon, which is normally green in color. The color will change according to your hook state.
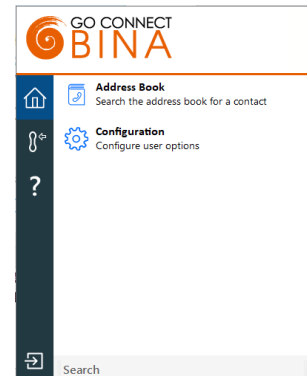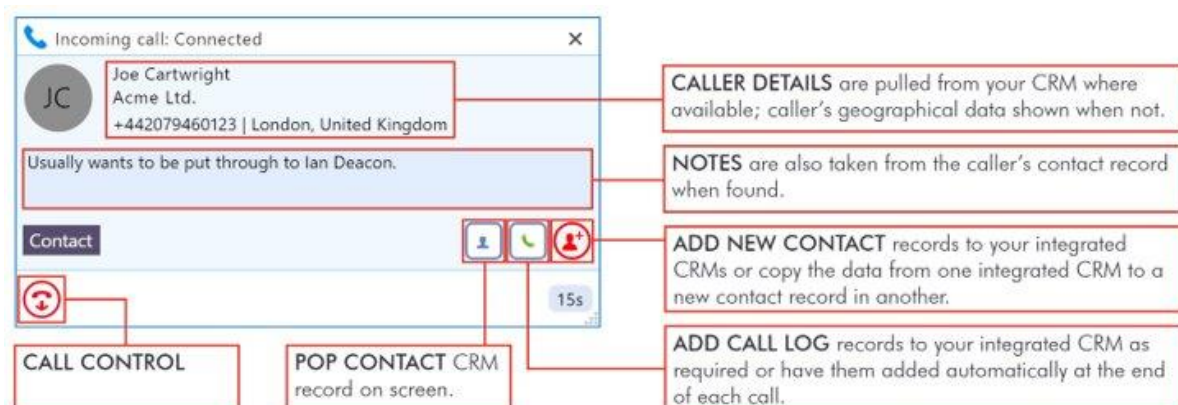

Preview Window

The Preview Window is displayed whenever an inbound or outbound call is ringing.

The Preview Window automatically disappears shortly after the call has connected and can be re-displayed at any time during the call by hovering over the System Tray Menu icon (the display time of the Preview Window can be set in the configuration). It has been specifically designed to be as unobtrusive as possible, without taking up a large proportion of your screen or obscuring the screens of other running applications.

It displays the caller (or called party) details, which are obtained from the Integrated Business (CRM) Application/s.

Call Controls

The following call controls are available through the Preview Window

Make call	YES
Hang up	YES
Answer	NO
Deflect	NO
Hold	NO
Consult	NO
Transfer	NO
Pick up	NO
Call FWD	NO
Show contact	Yes
Add contact	Yes
Pop contact	Yes
Create and show call task	Yes

Preview Window (Stacking)

If there is more than one active call, the Preview Windows for those calls are automatically stacked to reduce the overall size of the display. Clicking on the header of any window will bring it to the front.
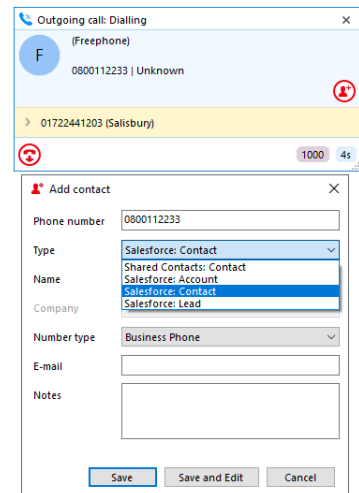
Add Contact

You can add contacts while on a call. The red circle with '+' indicates the caller is not in the Address Book or any Integrated Business (CRM) Application/s. By clicking the red icon, the contact can be stored and saved in the directory of the integrated Business (CRM) Application/s. Once added the contact can be easily copied to other integrated applications.

Address Book

Searching Go Connect Bina can search Outlook, Google Contacts, along with any Integrated Business (CRM) Application/s.
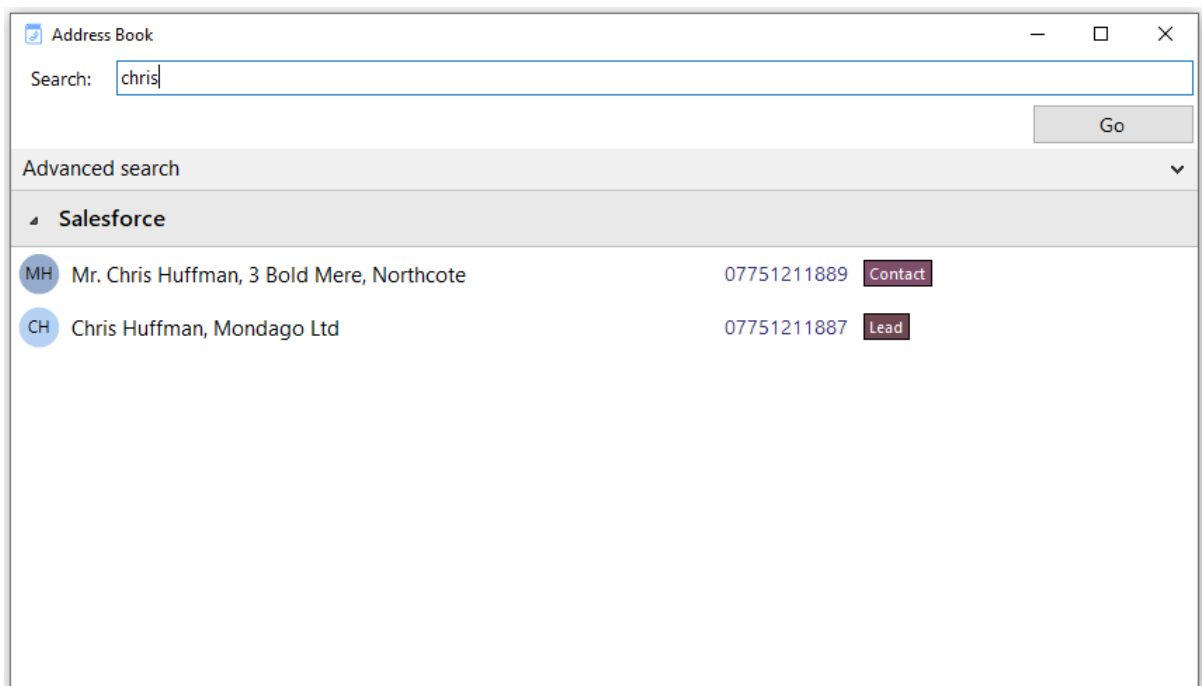
Dialing Options

Go Connect Bina offers a wide range of click-to-dial features to speed up the outbound calling process, both in locating the number to dial, and in the actual dialing process itself. The following features are described below: Quick Dial, Clipboard Dialing, Screen Read, and Focus Dialing.

Quick Dial

In the "Quick Dial" entry box at the bottom of the System Tray Menu, you can type the phone number and hit Return to dial the number.

As shown here, you can also type a contact's name (either full or partial) to initiate a search in any integrated business applications.

If any matches are found, the search results are displayed directly within the System Tray pop-up, and you can click a displayed number to dial it.

Clipboard Dialing

If you copy into the Windows clipboard what appears to be a phone number, a discrete pop-up is automatically displayed offering you the option to dial that number. Just click the dial icon to dial it. Web Page Dialing can also recognize telephone numbers in web pages and will convert them to hyperlinks so that you can click-to-dial directly from the web page.

Screen Read

Go Connect Bina also introduces "Screen Read" dialing (Patent Pending). Screen Read allows you to click-to-dial from any number type on the screen even those presented as an image. The user will hover over the number with their mouse and select 'shift' and 'ctrl' at the same time on the keyboard to initiate Go Connect Bina to read the phone number.

The example below shows it working in an email signature.
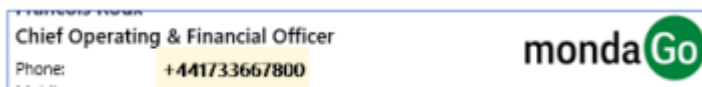
Focus Dialing

Focus dialing offers a similar click-to-dial capability within applications. Once enabled, it will automatically detect fields that contain dial-able numbers and presents a click-to-dial icon to the right of the field. If the field contains more than one potential telephone number, a drop-down is displayed when you hover over the icon, allowing you to select which number to dial.
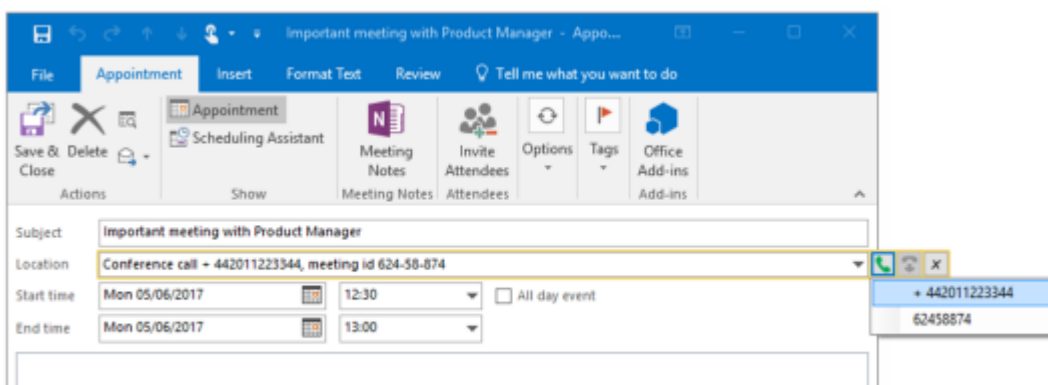
CRM Integration

Go Connect Bina provides integration to a wide range of different CRM and Contact orientated Business Applications. Integration provides a range of set integration features from the list below. Up to four Add-ins can be concurrently configured.

Caller Preview

Displays the caller's name in the Call Preview window when a match is found between the caller's number and the contact information stored in the integrated application(s).

Contact Popping

Instantly open the caller's contact record in the integrated application by clicking the application's icon in the Caller Preview window.

Adding a contact

Instantly add and edit a new contact record in the integrated application by clicking the add contact icon in the Caller Preview window.

Contact Searching

Enables you to concurrently search all configured integrations and pop the contact record or click to-dial from the results.
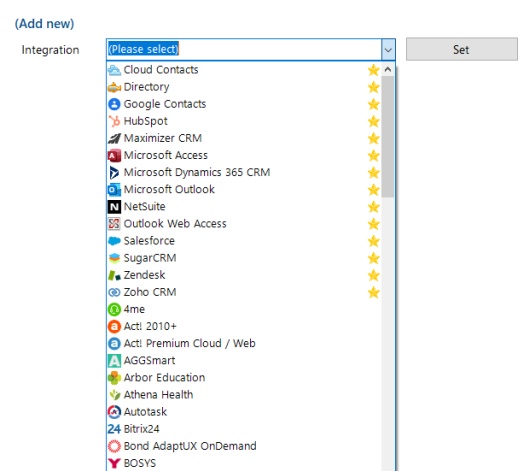
Activity Logging

Manually or Automatically create a history (Activity) log of a call received within the Business (CRM) Application/s and add notes.

To set up an integration just select the "(Add new)" from the Configuration page and select an application and click Set. To get help on setting up the integration just click on the blue help circle.

Miscellaneous Features

Device Control and Preferred Device

Go Connect Bina will monitor all primary and shared devices associated with your user and allow you to select which device you can answer a call on or make a call from (known as Preferred Device).