

# Go Connect for Panasonic

**Go Connect for Panasonic** is a powerful, simple to use, unified communication software suite which enables you to significantly increase your productivity.

With desktop control of your handset you can utilise the power of your telephone system from within the applications you use everyday. Click-to-dial and screen pop your CRM application, see your team's presence, and easily transfer calls all from your desktop.

**Go Connect integrates telephony into your desktop and your business processes making call control just a mouse click away.**

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## Go Connect Office

Go Connect Office is the entry level version of Go Connect and provides an extensive range of features at a very cost-effective price point. Features include call control, click-to-dial, call history, screen popping (Outlook, IBM/Lotus Notes and Google Contacts), real time presence and availability, instant messaging and custom events.

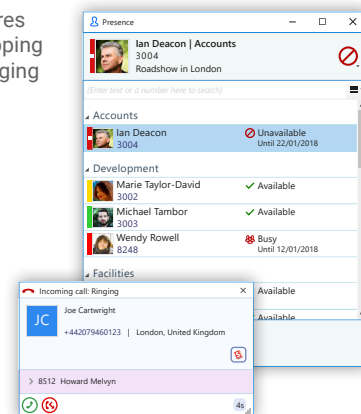
## Go Connect Office Plus

Go Connect Office Plus is the mid-range license type and includes all the features of the Office license plus user and extension "combined" presence, preferred device selection, availability actions and all-device caller preview. The Plus license is particularly useful for users managing multiple devices e.g. a desk phone in the office and a softphone at home.

## Go Connect CRM

Go Connect CRM is the top-level license and includes all the features of the Office Plus license plus integration to a large range of Standard integrations.

Go Connect Office and Go Connect CRM are also available for Mac computers.

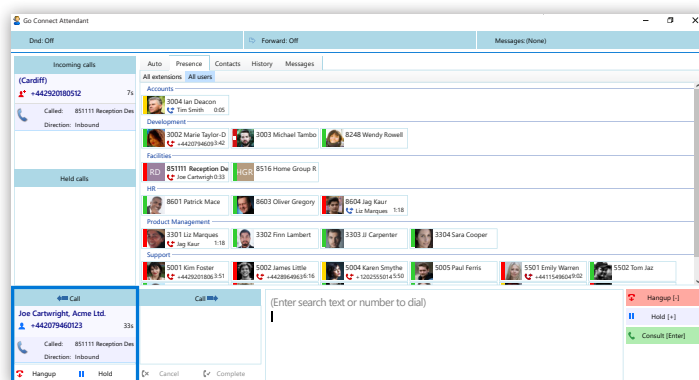


## Cost savings

Just a few seconds saved on each call can create big savings in costs for your business. With Go Connect, you can complete calls more quickly as the system finds customer records and database files for you.

Go Connect Attendant is a fully featured PC-based operator console intuitively enabling the user to effectively distribute calls across a single or multiple sites.

- View all waiting calls and answer in any order\*
- Use the wallboard-type view to check if co-workers are available to take a call, are already on a call, are set as DND or if call forward has been set
- Use a preferred mode of operation from mouse or keyboard or use the special touch-screen mode
- Set up personal extension tabs and configure Attendant to present the tab when a call to a selected DID/DDI number is received
- Add custom greetings/scripts for multiple tenants



Go Connect Attendant supports all of the integrations supported by Go Connect CRM.

\* dependent upon configuration of the telephone system

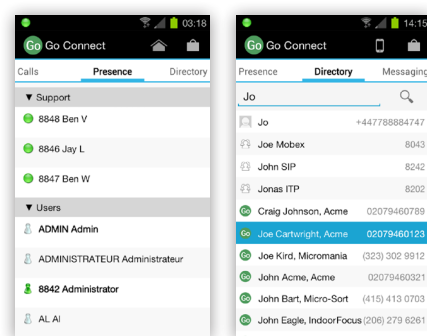
## Improve customer care

With Go Connect, database records for your customers or contacts can be instantly popped onto your screen based on the incoming caller's number being matched with the database record.

Go Connect Mobile is an Android client providing collaboration (presence, chat) and outbound calling features with other Go Connect users.

- Call colleagues directly in the office even if they do not have a DID/DDI (Direct Dial Inward) number
- Take advantage of cheaper (or even free of charge) call rates
- Accessing the application's shared address book allows the mobile user to quickly access and call important external contacts without needing to store each number in the mobile phone contacts list
- Check status of colleagues before calling them
- Update colleagues of your availability from your mobile device

An iPhone variant is also available.



## Improve efficiency

Use the collaboration and integration features of Go Connect to check the availability of your co-workers or search all of your integrated address books simultaneously and click-to-dial or pop a contact record from the results.

**Go Connect TAPI Driver** allows a TAPI-compliant application to monitor and control extensions on a Panasonic communication system. TAPI is most frequently used by application developers so that they can build telephony features such as screen popping and click-to-dial natively into their applications.

The Go Connect TAPI driver connects to a standard Go Connect server. It consumes a Go Connect TAPI license and works independently of the other Go Connect client license types. It can work in 1st party (client side) or 3rd party (server side mode) and can also work in Terminal Services / Citrix environments.

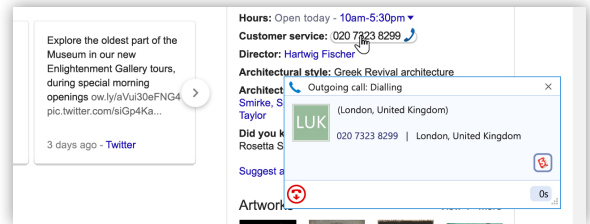
Mondago are an experienced provider of TAPI drivers and maintain a list of known supported applications and can, in some instances, make changes to improve performance with a TAPI-compliant application. When combined with Mondago's proven CSTA interface to Panasonic phone systems it makes for an effective and reliable product.

# Click-to-dial

All PC license types of Go Connect ship with an extensive range of click-to-dial features including:

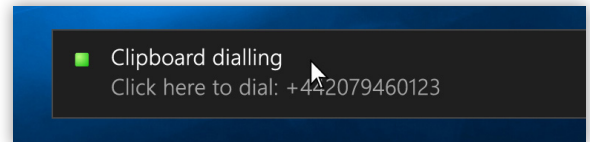
## Web page dialing

Go Connect supports two separate ways of dialing from web pages. Web pages can be scanned for valid telephone numbers and, when found, they are turned into hyperlinks to make dialing easy. Also, Go Connect can be configured to provide dialling directly from many web-based business applications packages.



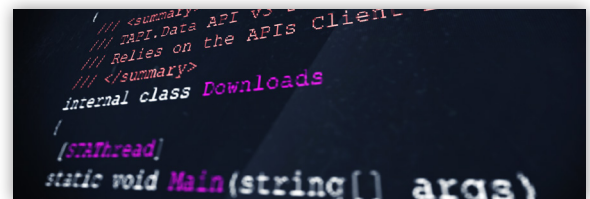
## Clipboard dialing

Each time you copy a valid telephone number to the clipboard, a windows notification will appear which, when clicked, will dial the number.



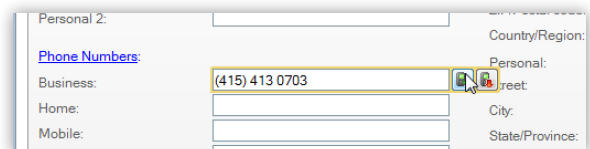
## Custom dialing

Go Connect allows developers to add dialing support directly from their applications. Instructions are provided within the software. Alternatively, Go Connect can often be configured to work with existing applications to save any development work. See "Application dialing" for more details.



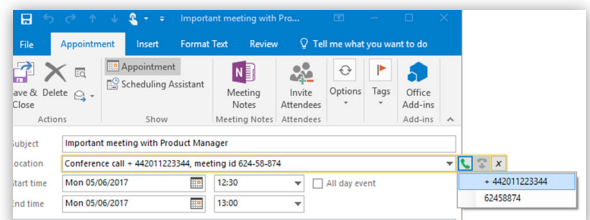
## Application dialing

Go Connect can be trained to recognize telephone number fields in the business application and present a button to dial the number.



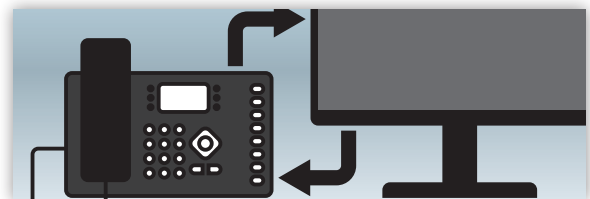
## Focus dialing

Focus dialing will automatically detect fields that contain dial-able numbers and will present a click-to-dial option to the right of the field. If the application field contains more than one potential telephone number, a drop-down is displayed when you hover over the click-to-dial icon, allowing you to select which number to dial.



## TAPI dialing

The Office, Office Plus and CRM clients also include a "dial only" TAPI driver enabling click-to-dial from TAPI compatible business applications. Note: if full TAPI compatibility is required, the standalone TAPI driver is required.



**Business Intelligence** is a charting tool designed to give managers and supervisors a high-level graphical overview of their inbound and outbound call statistics.






Business Intelligence uses a browser connection to access the information enabling the user to quickly analyze the performance of call handling within the business from both desktop and portable devices.

Charts can be instantly viewed using pre-defined or custom date ranges for multiple variables such as answered / missed, direction, device etc. Filters can also be applied to narrow down the results. Chart types can range from bar, line and pie (see image).

The data is stored on the Go Connect Server, which also acts as the web server, so no additional infrastructure is required. The feature is enabled through a "charting" license which can be installed just like any other Go Connect license. Each license will allow a single browser connection.

# Integration information

## Typical integration features\*

-  Contact searching
-  Contact popping
-  Caller preview
-  Activity logging
-  Click-to-dial

\* go to <https://apps.goconnectcrm.com/crm-integrations/> to check supported features for each integration

## Types of integration

Integrations are divided into three types:

- Standard
- Controlled
- TAPI

## Standard integrations

Standard integrations are available by default within the Go Connect client and installation can be completed by the reseller / end user using the add-in guide provided. Standard integrations use open APIs or benefit from partner agreements with the business application developer and it is expected that support for future releases will be maintained.

## Controlled integrations

Controlled integrations have typically been provided on a customer project basis and either a limited agreement or no agreement is maintained with the application developer and support for future releases might not be available. The integration add-in is not available by default within the Go Connect client and must be enabled by the Go Connect developer at the time of installation.

## TAPI integrations

This method provides a TAPI driver that can connect to a TAPI-compliant\*\* application. With TAPI integration, the driver simply provides call information to the business application and it is the business application that provides the integration features. It is advised that the business application provider is contacted to find out what integration features are supported. Go Connect also have partner arrangements with a number of application developers providing integration using TAPI.

\*\* TAPI 2.0 and TAPI 2.1

Further information about all of the products in this brochure can be found at

[www.goconnectcrm.com](http://www.goconnectcrm.com)

Alternatively, contact your Service Provider or create a Service request here

<https://servicedesk.goconnectcrm.com/>

A full list of supported applications can be found at <https://apps.goconnectcrm.com/crm-integrations/>. Other databases can be supported on a custom basis. Please contact Mondago or your local Panasonic representative for further information.

STANDARD INTEGRATIONS	OFFICE (PC)	OFFICE PLUS (PC)	CRM (PC)	OFFICE (MAC)	OFFICE PLUS (MAC)	CRM (MAC)	ATTENDANT (PC)
4me	✗	✗	✓	✗	✗	✗	✓
ACA Systems WinSIMS	✗	✗	✓	✗	✗	✗	✓
Access Profile	✗	✗	✓	✗	✗	✗	✓
Act! Premium	✗	✗	✓	✗	✗	✗	✓
Act! Professional	✗	✗	✓	✗	✗	✗	✓
Autotask	✗	✗	✓	✗	✗	✗	✓
Carerix	✗	✗	✓	✗	✗	✗	✓
ConnectWise Manage	✗	✗	✓	✗	✗	✗	✓
DATEV	✗	✗	✓	✗	✗	✗	✓
Datto Autotask PSA	✗	✗	✓	✗	✗	✗	✓
Dezrez Rezi	✗	✗	✓	✗	✗	✗	✓
Dynamics 365 Customer Engagement	✗	✗	✓	✗	✗	✗	✓
Dynamics 365 For Sales	✗	✗	✓	✗	✗	✗	✓
Dynamics CRM	✗	✗	✓	✗	✗	✓	✓
eGroupware	✗	✗	✓	✗	✗	✗	✓
Envoy Taxi dispatch system	✗	✗	✓	✗	✗	✗	✓
Estates IT Ltd PCHomes	✗	✗	✓	✗	✗	✗	✓
Exact Online	✗	✗	✓	✗	✗	✗	✓
Flexkids	✗	✗	✓	✗	✗	✗	✓
GoldMine	✗	✗	✓	✗	✗	✗	✓
Google Contacts	✓	✓	✓	✓	✓	✓	✓
HaloITSM, Halo Service Desk and HaloPSA (formerly NetHelpDesk)	✗	✗	✓	✗	✗	✗	✓
HubSpot	✗	✗	✓	✗	✗	✗	✓
IBM Notes	✓	✓	✓	✗	✗	✗	✓
Infor CRM	✗	✗	✓	✗	✗	✗	✓
intelli-CTi	✗	✗	✓	✗	✗	✗	✓
LDAP	✗	✗	✓	✗	✗	✗	✓
Logical Office	✗	✗	✓	✗	✗	✗	✓
macOS Contacts	✗	✗	✗	✓	✓	✓	✗
Maximizer	✗	✗	✓	✗	✗	✗	✓
Maximizer CRM Web Access	✗	✗	✓	✗	✗	✗	✓
Microsoft Access	✗	✗	✓	✗	✗	✗	✓
MobileMax	✗	✗	✓	✗	✗	✗	✓
Mondago Adapter for Salesforce	✗	✗	✗	✗	✗	✓	✗
Netsuite	✗	✗	✓	✗	✗	✗	✓
ODBC	✗	✗	✓	✗	✗	✗	✓
OnContact CRM	✗	✗	✓	✗	✗	✗	✓
Outlook	✓	✓	✓	✗	✗	✗	✓
Outlook Web Access (OWA)	✗	✗	✓	✗	✗	✗	✓
Perfectview Online CRM	✗	✗	✓	✗	✗	✗	✓
PVCRM	✗	✗	✓	✗	✗	✗	✓
Really Simple Systems	✗	✗	✓	✗	✗	✗	✓
RPM	✗	✗	✓	✗	✗	✗	✓
Sage 200	✗	✗	✓	✗	✗	✗	✓
Sage 50c	✗	✗	✓	✗	✗	✗	✓
Sage CRM	✗	✗	✓	✗	✗	✗	✓
Sage SalesLogix	✗	✗	✓	✗	✗	✗	✓
Salesforce	✗	✗	✓	✗	✗	✓	✓
Salesforce Service Cloud	✗	✗	✓	✗	✗	✗	✓
Salos AutomaaT GO	✗	✗	✓	✗	✗	✗	✓
Simpicate	✗	✗	✓	✗	✗	✗	✓
SIS	✗	✗	✓	✗	✗	✗	✓
Sugar CRM	✗	✗	✓	✗	✗	✓	✓
SuperOffice CRM	✗	✗	✓	✗	✗	✗	✓
Teamleader	✗	✗	✓	✗	✗	✗	✓
tel.search	✗	✗	✓	✗	✗	✗	✓
Thinkka SAM	✗	✗	✓	✗	✗	✗	✓
Titan	✗	✗	✓	✗	✗	✗	✓
vTiger	✗	✗	✓	✗	✗	✗	✓
webCRM	✗	✗	✓	✗	✗	✗	✓
WebSolve	✗	✗	✓	✗	✗	✗	✓
WinSIMS	✗	✗	✓	✗	✗	✗	✓
Workbooks	✗	✗	✓	✗	✗	✗	✓
Zendesk	✗	✗	✓	✗	✗	✗	✓
Zoho CRM	✗	✗	✓	✗	✗	✓	✓
Zoho PhoneBridge (CRM / Desk)	✗	✗	✓	✗	✗	✗	✓