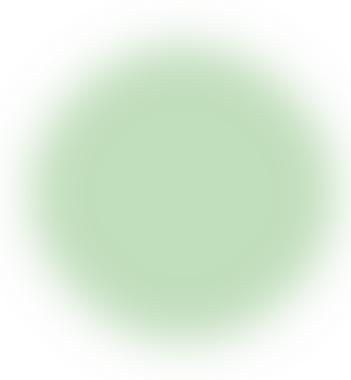
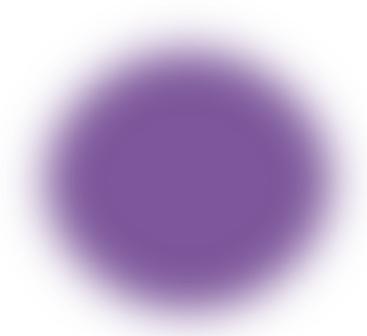


# **Go** Integrator CE

## **Quick Reference Guide**



**Version 1.1**



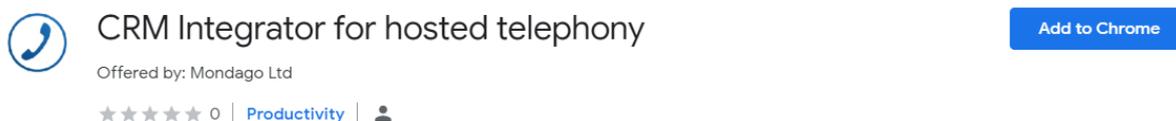
## Introduction

Go Integrator Chrome Extension (GI-CE) is an extension for Google Chrome browser providing the similar feature set as Go Integrator. GI-CE is designed for users who predominantly work in a browser environment on a PC, Mac, or Chromebook.

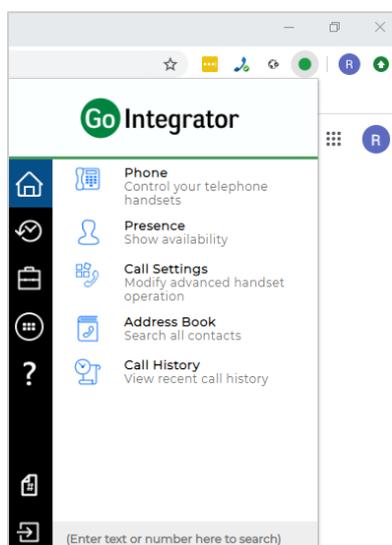
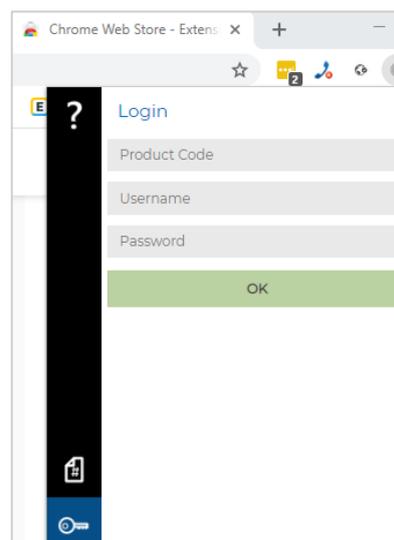
This quick reference guide contains some useful information to help you get started with GI-CE.

## Installing and connecting

GI-CE is a lightweight installation available from the chrome web store (<https://chrome.google.com>). The extension is titled **“CRM Integrator for hosted telephony.”** Download extension directly from the chrome web store to the user’s extensions bar.



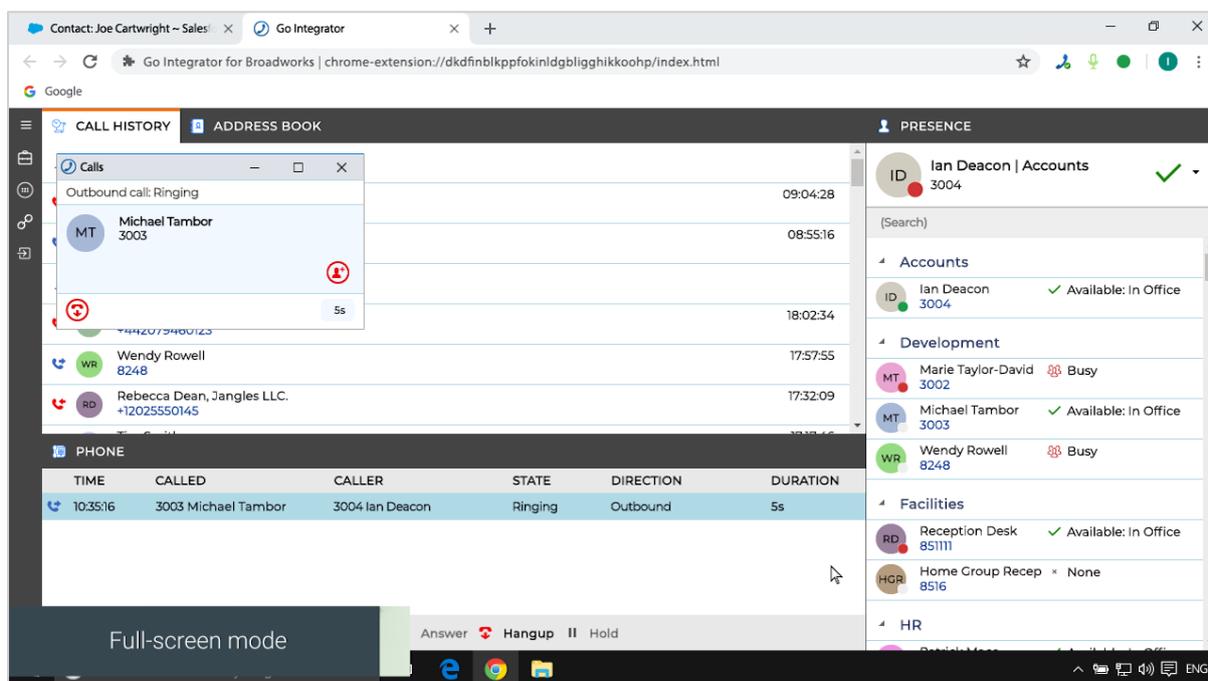
After installing, it will appear as grey circle in the Chrome menu. This means that the user is not connected. To connect GI-CE “left-click” the circle and enter Product Code and BroadWorks username and password (note: these are the same credentials you would enter UC-One). The Product Code is specific to the BroadWorks instance you are connecting to and will be provided by your supplier.



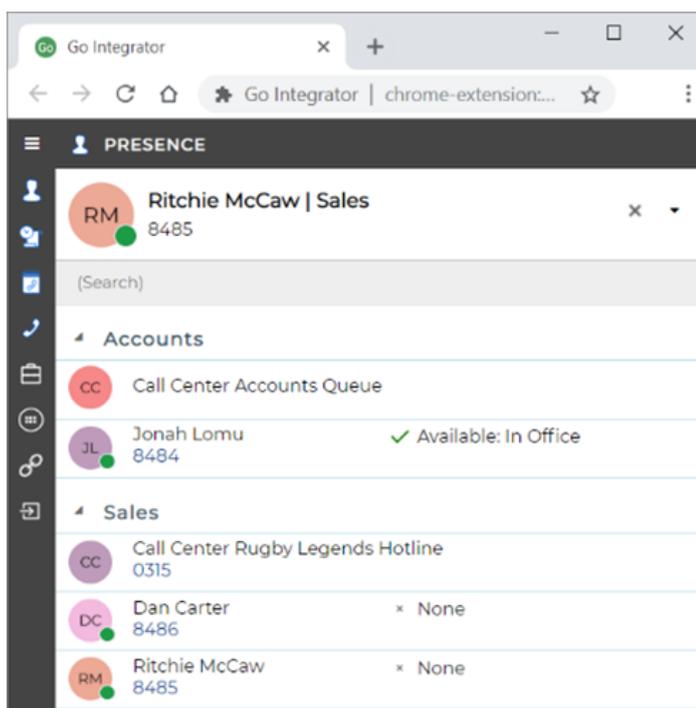
On successful entry of credentials, the icon in Chrome menu will turn green and main GI-CE menu will open.

## Modes of use

GI-CE can be used in Full-screen mode and Compact mode. When using GI-CE with browser applications (e.g. Salesforce) it may be more common to use it in **“Full screen mode.”** To switch to GI-CE from another browser tab, simply click on the GI-CE icon in the browser toolbar and select the feature you want (e.g. Presence). This will take you directly to the feature field in a new browser tab.

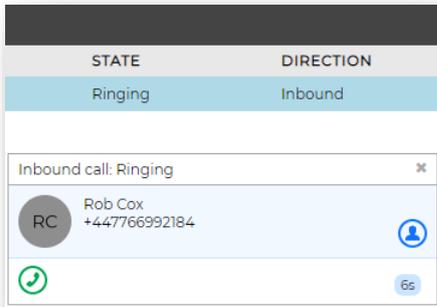


**“Compact mode”** allows the window to “float” on the desktop making it readily accessible at all times. While in full-screen mode, minimize just the GI-CE screen. Slide in each side of the browser with left-click of mouse. Once the GI-CE browser window is 1/3 of the normal screen width size, it will automatically default to just Presence Window screen. Making it particularly effective when left on a secondary monitor.

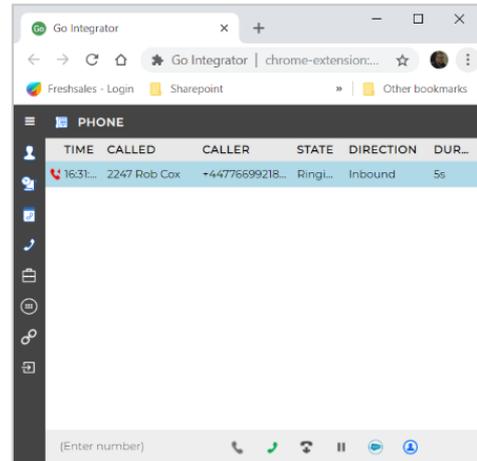


## Answering a Call

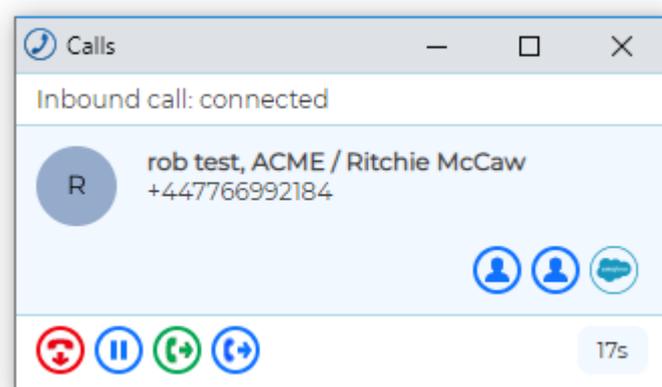
Answer a call by using the Phone Window or Preview Window. There are two forms of the Preview Window (1) the version that display when GI-CE is the active browser tab or (2) the version that shows when either another browser tab is in focus or the browser is minimized. This is also known as the “Calls” window.



**Preview Window Inside Browser**



**Phone Window**

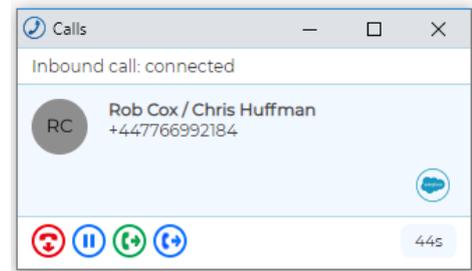
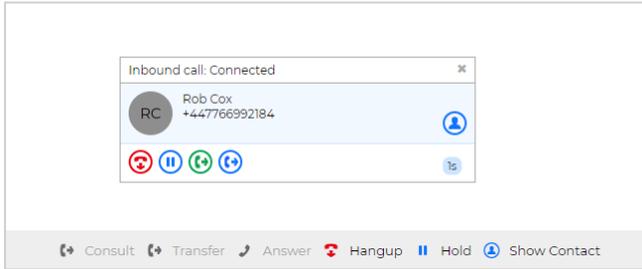


**Calls Window**

The calls window will appear whenever you receive a new call and your browser is not maximised- it will even appear if your browser window is minimised!

## Call Control

Once answered, full call control is available from the Phone Window or Preview Windows.



## Click-to-dial

GI-CE automatically detects dialable numbers on webpage and provides a dial icon.

### North America

For inquiries please contact us via the below contact details.

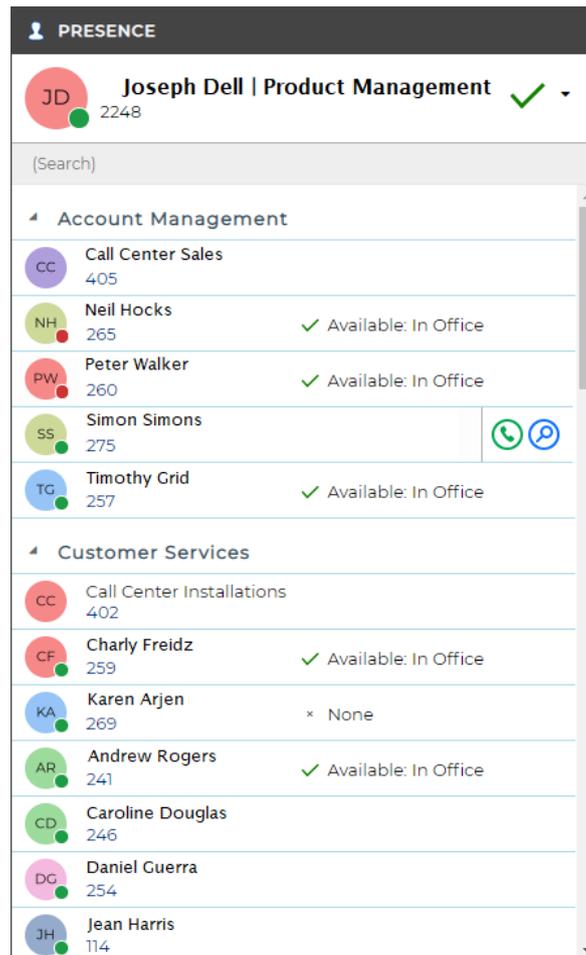
Phone:

+1 (602) 562-8000 (option 3)

## Presence

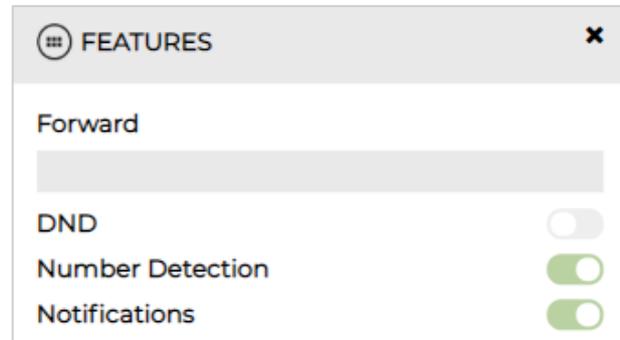
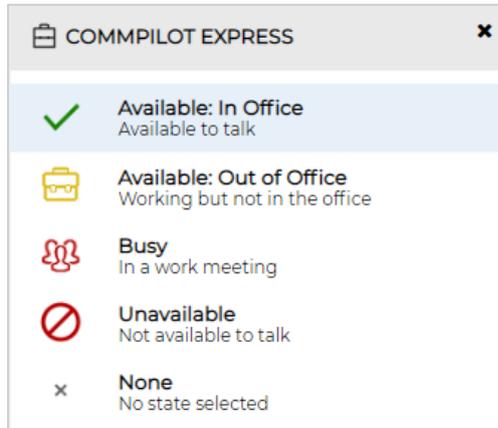
The Presence feature of GI-CE uses a dynamic monitoring technique, so the hook status is only updated when displayed. The user will be able to check status of a colleague's extension in the Presence window. BLF circle indicates DND and Forwarding (when set). The user will be able to call and transfer calls to colleagues straight from the Presence window.

\*monitoring extensions limit at one-time is 500 users with version 1.1.



## Integration features

GI-CE provides the same Caller Preview, Contact Popping and Address book searching as the desktop client. The user still has access of setting of CommPilot Express, DND and Call Forward.



## Configuring CRM Integration

CRM integrations can be configured by “clicking” on Integrations tab on the left-hand menu bar.



## More help

For more help go to <https://gointegrator.com/help?version=3.1&lang=uk&item=1166> ???