

## THE NEXT GENERATION OF COMPUTER TELEPHONY & CRM INTEGRATION

Go Integrator Cara is a unified communications client for the Cisco BroadWorks hosted telephony platform. It provides integration to contact-orientated business systems and CRM applications, offering a standard set of integration features with over 310 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 Cara:



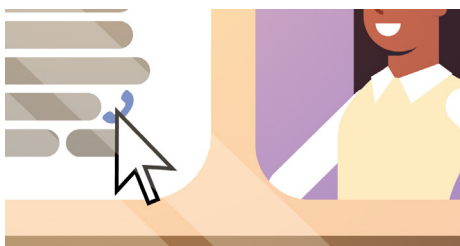
Contact Searching



Contact Popping



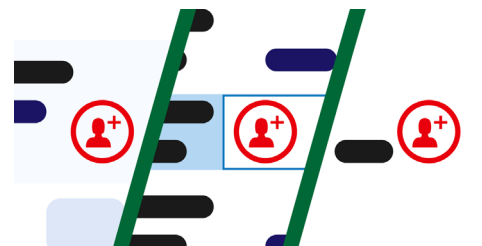
Caller Preview



Click-to-dial



Activity Logging\*



Add Contact / Account

## STANDARD INTEGRATIONS

for a full list of integrations, please visit:  
<https://cara-integrations.gointegrator.com/windows?language=en>

80+ CRM integrations and business system applications classified as STANDARD for Go Integrator Cara. STANDARD integrations are available "out-of-the-box" and include:

- 4me
- Accelerate \*
- Access Microsoft
- Access Profile
- ACT!
- Autotask PSA \*
- Call Connect GP (Patient Connect)
- Carerix \*
- ConnectWise Manage \*
- DATEV
- Dezrez
- Dynamics 365 Customer Engagement \*
- Dynamics CRM \*
- eGroupware
- Envoy Taxi Dispatch System
- Exact Online
- Flexkids
- Goldmine
- Google Contacts
- HaloITSM
- HaloPSA
- Halo Service Desk
- HubSpot \*
- IBM Notes
- in2crm
- intelli-CTi
- JobDiva
- Keap Max Classic \*
- LDAP
- Logical Office
- Maximizer \*
- MobileMax
- NetSuite \*
- ODBC
- OnContact CRM
- Outlook
- PCHomes
- PerfectView Online CRM
- PVC CRM
- Really Simple Systems
- Rezi
- RobinHQ
- RPM
- Sage 50c
- Sage 200 with Sage CRM module
- Sage CRM 2018 R3
- Saleslogix
- Salesforce \*
- Salesforce Service Cloud
- Salos AutomaaT GO
- Simpicate
- SIS
- Sugar CRM \*
- SuperOffice \*
- Teamleader
- TechMan
- tel.search.ch
- TITAN
- vtiger CRM
- webCRM \*
- WebSolve
- WinSIMS
- Workbooks \*
- Yoobi
- Zendesk \*
- Zoho CRM \*

**Bold** denotes integration available in Go Integrator Cara Unite only | \* denotes activity logging support

## CONTACT SEARCHING

Concurrently searches integrated CRMs and enables Contact Popping or Click-to-dial from the results.

## CLICK-TO-DIAL

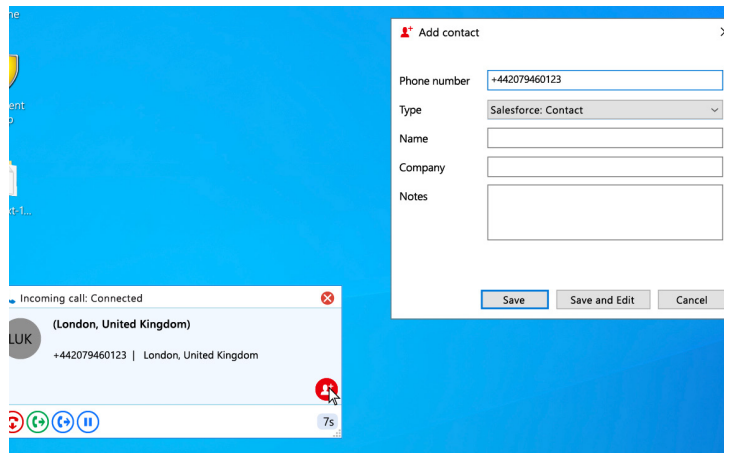
Makes it possible to dial directly from the CRM.

## 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.

**In addition to the CRM integration features, Cara has a range of powerful unified communication features including:**

## PRESENCE

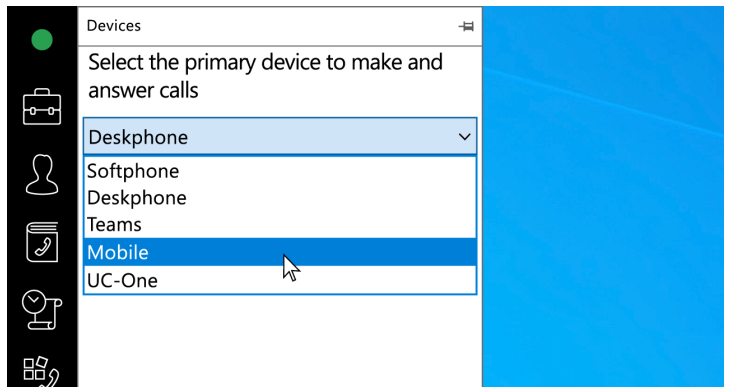
See extension status of co-workers. From the dockable presence window a user can also make calls, transfer, or pick up co-worker calls.

## PREFERRED DEVICE

Users can select which connected device they would like to use to make or receive calls with.

## AGENT FEATURES

Cara provides a simple way for a Call Center agent to change settings, including join and unjoin queue, check queue data, select disposition code, escalate to Supervisor, manually set outbound DNIS number, and more. CRM Integration features also available in the Toolbar interface for Agents.



## CLOUD CONTACTS

A simple multi-tenant contact database that allows an end customer to add and share external contacts across its user base. New contacts are added easily while on a call or from the Call History.

## SOFTPHONE

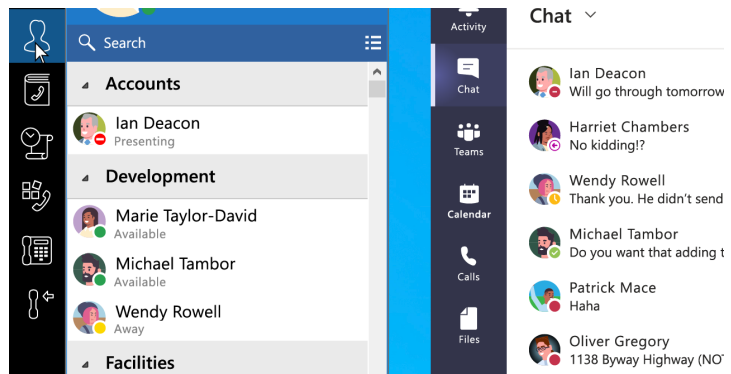
As well as monitoring and controlling your typical BroadWorks device types such as a Desk phone, UC-One, Webex for Broadworks, etc. Cara also provides its own built-in softphone and provides the user a seamless user experience across all of these device types.

## MULTIPLE INTERFACES

The AppBar is an interactive bar that provides quick access to features. The Preview Window allows for call control during a call. The Toolbar provides a dockable UI with comprehensive set of agent features.

## MICROSOFT TEAMS INTEGRATION

A range of deep-level features including using Teams as preferred device, show/add/pop contact from Teams to integrated CRM, show colleagues avatar/profile image from Teams to Cara Presence screen, and more.



To view our product overview video, please visit:  
<https://vimeo.com/510364923>

To learn more, visit us at [www.gointegrator.com](http://www.gointegrator.com) or speak to your Service Provider.



Leaders in  
Computer Telephony  
& CRM Integration