

**Bridge the  
gap**

between your  
**customers**

and your  
**business  
systems**

**Go** **Integrator**  
by **mondago**

# Go Integrator

by **mondago**

**Go Integrator** is a powerful, unified communication software suite. It allows users a level of integration, communication and collaboration with their BroadWorks hosted telephone system, other phone system users, and the organization's internal business systems.

- Improve the quality and professionalism of your call handling and the caller's experience
- Increase the productivity and collaboration of your phone system's users
- Reduce the time and costs involved with making and receiving large volumes of calls
- Realize the full potential of your hosted telephony solution

## Call Control

Without needing to touch their handset, a Go Integrator user has access to a full range of control over inbound and outbound calls, including dialing, answering, transfer, consult and hang-up.



The new Toolbar replaces the Phone Window providing the features of the Phone Window but in a smaller, dockable format. It also includes features essential for use by Call Center Agents significantly enhancing their user experience. The features visible on the toolbar are controlled by the services assigned to the user and the license type, for example the agent features will only show for users with a DB license and assigned BroadWorks Call Center services.

## 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. This allows the Go Integrator user to see who is calling them before they answer the call.



## Contact Searching & Popping

Concurrently search many supported business applications manually (as required) or automatically (as calls come in). If a caller is located in an integrated application, their full details can be quickly "popped" on screen.

## Address Book

Details of a new caller can be easily saved in the user's personal directory. Both the enterprise and personal directories can be searched and dialed from the results.

## Activity Logging\*

Record activity in business applications for all calls made and received.

## Recent and History Lists

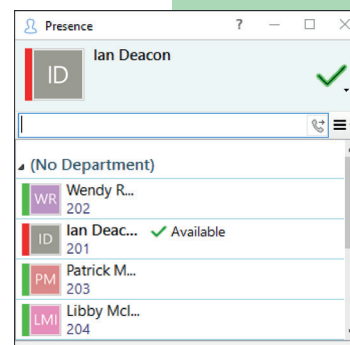
Users can quickly view a list of the most recent calls that they have made or received, or a fuller history list of inbound and outbound calls. Any telephone number in these lists can be redialed with one click.

## Real-Time Presence

The Presence screen allows Go Integrator users to check the busy status of their colleagues' extensions. You can also see who your colleagues are talking to if there is a match with an integrated application. This feature greatly improves coordination and collaboration between users.

The Go Integrator desktop client comes in two versions: "Lite" and "DB". Both versions offer the full call control functions, call history, contact searching/popping, extension presence, as well as integration with Microsoft Outlook, Lotus/IBM Notes and Google Contacts. The DB version offers additional integration into many other standard applications and systems.

\* Currently available with a limited range of business applications



## STAN INTEGRATOR

- ACT!
- Autotask
- Carerix
- ConnectWise Manage & PSA
- DATEV
- Dezrez One/PM
- Dezrez Rezi
- eGroupware
- GoldMine
- Google Contacts
- Infor CRM
- intelli-CTi
- Logical Office
- Lotus/IBM Notes
- LDAP
- Max-Immo
- Maximizer CRM & Web Access
- MS Access
- MS Dynamics CRM
- MS Dynamics NAV
- MS Outlook
- National Directories
- NetSuite
- ODBC
- PCHomes

Standard integrations are available by default within Go Integrator client and installation can be completed by the reseller / end user using the add-in guide provided.

Go Integrator includes automatic recording pause and resume via supported call recording systems.

## ADDITIONAL FEATURES

- Easy configuration of call settings
- Automatic selection of outgoing DNIS number
- Automated Call Recording Pause / Resume (using SIPREC)

- Dialing from Skype for Business
- Docking of Presence window
- Transfer to Address Book lookups
- Enhanced Salesforce plug-in
- kuando BusyLight & Embrava Blynclight support

- System tray notification
- Preview window positioning
- Transfer to groups
- Personal phone list support
- Online help

## STANDARD INTEGRATIONS

- Perfectview Online
- PIVCRM
- RPM
- Sage 50 Accounts
- Sage 50 Complete Accounting
- Sage CRM
- Salesforce
- SalesLogix
- Salpo CRM
- ServiceMax
- SugarCRM
- SuperOffice CRM
- TallEmu CRM
- TeamLeader
- TechMan
- TITAN
- vTiger
- WebCRM
- winSIMS
- Workbooks
- Zendesk
- Zoho CRM
- Zoho Phonebridge (CRM/Desk)

**Bold** denotes integration available in Go Integrator DB & Go Operator only

## NEW

Agent features available from the Toolbar include: queue sign-in / sign-out, easy selection of call disposition codes and agent availability, basic queue stats, outbound number selection

## CONTROLLED INTEGRATIONS

In addition to the Standard integrations, there is a wide range of integrations known as Controlled integrations. These are made available on a case by case basis. To check out the latest Standard and Controlled integrations available, go to [www.gointegrator.com](http://www.gointegrator.com) and select Integrations.

# Go Operator

by **mondago**

**Go Operator** is a full-screen PC Attendant Console application designed to improve the effectiveness and speed of call handling into your business. Go Operator has all the features expected in an Attendant Console application and also incorporates additional features such as presence, web page dialing, multi-tenant scripting and full business application integration for directory searching, dialing and contact popping.

## Key Benefits

- Fast and efficient call handling
- Use one Go Operator to manage multiple sites
- Add custom greetings/scripts for multiple tenants
- Realize the full potential of your hosted telephony solution

## Operation

- Easily answer, transfer, hold, consult and make calls
- View all waiting calls and answer in any order
- Use a preferred mode of operation from mouse or keyboard or use the special touch-screen mode
- See name of callers before answering calls

## Auto View

- Auto-populate the "Recent" section with a list of extensions that have been assigned to the same department as the called extension
- Show caller preview data for any integrated business application and a customized greeting linked to the dialed DDI/DID number

## Extensions View

- Use a 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
- Set up personal extension tabs and configure Go Operator to present the tab when a call to a selected DDI/DID number is received
- Monitor voice-mail messages waiting for co-workers

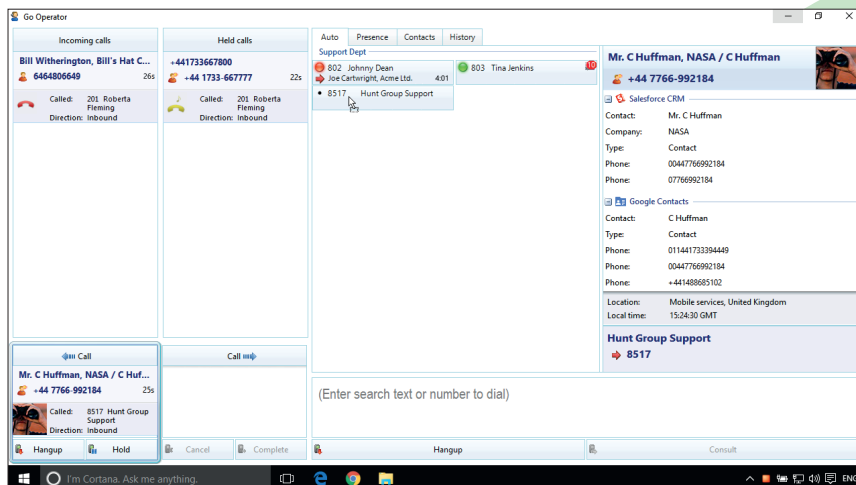
## Contacts

- Concurrently search all integrated applications' address books and dial from the results
- Transfer calls to external contacts available from an integrated application's address book

## History

- View Call History, allowing the Operator to easily review and return calls

Users familiar with Go Integrator will quickly master and benefit from the familiar feel of Go Operator.



# Go Wallboard

by mondago

**Go Wallboard** is a PC client application that displays live CRM data and queue/agent statistics for a BroadWorks Call Center. It's a lightweight, easy to install and cost effective ACD wallboard for the BroadWorks Call Center solution. A range of different wallboard views are available and additional views can be provided on request.

Browser connections can also be made to the host PC, mirroring the information of the currently active wallboard. This is designed to enable remote viewing of Wallboard statistics from any browser enabled device such as a smart TV or tablet.

- Makes a direct XSI (HTTP/S) connection to the BroadWorks server
- Client only solution - no server required at either the customer site or in the cloud
- Statistics displayed are a mixture of statistics from the BroadWorks server and those calculated by the application itself
- Automatically show statistics for all the Call Centers (queues) that the 'Supervisor' account is assigned to
- Requires just three simple pieces of information; XSP server address, BroadWorks username (configured to supervise the call center) and BroadWorks password
- Can display live CRM data using Mondago's CRM add-ins
- Allows import of user written layouts

## AVAILABLE STATISTICS

### Queue Level Statistics

- Agents Available
- Average Queue Time
- Average Talk Time
- Abandoned Average Wait
- Answered Average Wait
- Abandoned Calls
- Answered Calls
- Calls in Queue
- Abandoned Calls
- Busy Agents
- Longest Wait

### Agent Level Statistics

- Agent Name
- Agent Status
- ACD Calls
- Outbound
- Average ACD Call Time
- Average Wrapup
- Call Overflow



# Go TAPI

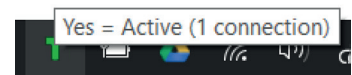
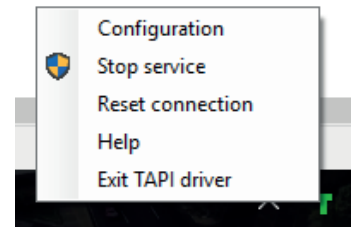
by mondago

**Go TAPI** provides a desktop TAPI driver to TAPI-enabled business applications. 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.

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 XSI interface it makes for an effective and reliable product.

The Go TAPI driver is delivered as a standalone installation. The TAPI driver is monitored and controlled using a system tray utility which provides a visual indication of the connection state and quick access to the utility tool.



	BROADWORKS SYSTEM REQUIREMENTS	MINIMUM SPECIFICATIONS	SUPP. PLATFORMS
Go Integrator (PC)	<ul style="list-style-type: none"> <li>• Broadworks Rls 19 systems - AP.as.19.sp1.574.ap351602</li> <li>• XSI-Actions/XSI-Event over HTTP(S) (TCP 80(443))</li> <li>• CTI (TCP 8011 - TLS option available)</li> <li>• OCI-P (TCP 2208 - TLS option available)</li> </ul>	<ul style="list-style-type: none"> <li>• 1.8 GHz Pentium-class processor</li> <li>• SVGA display</li> <li>• 2GB Memory</li> <li>• 1GB free hard drive space</li> <li>• Network adapter connected to TCP/IP network</li> <li>• Keyboard and mouse</li> </ul>	32-bit & 64-bit: <ul style="list-style-type: none"> <li>• Windows 7 Pro</li> <li>• Windows 8 Pro (desktop mode)</li> <li>• Windows 10</li> </ul>
Go Wallboard (PC)	<ul style="list-style-type: none"> <li>• Broadworks Rls 19 systems - AP.as.19.sp1.574.ap351921</li> <li>• XSI-Actions/XSI-Event over HTTP(S) (TCP 80(443))</li> <li>• Requires Standard or Premium Call Center</li> </ul>		
Go Operator (PC)	<ul style="list-style-type: none"> <li>• Broadworks Rls 19 systems - AP.as.19.sp1.574.ap351602</li> <li>• XSI-Actions/XSI-Event over HTTP(S) (TCP 80(443))</li> <li>• CTI (TCP 8011 - TLS option available)</li> </ul>	<ul style="list-style-type: none"> <li>• Mac with an Intel processor</li> <li>• SVGA display</li> <li>• 1GB Memory</li> <li>• 1GB free hard drive space</li> <li>• Network adapter connected to TCP/IP network</li> <li>• Keyboard and mouse</li> </ul>	OSX Versions: <ul style="list-style-type: none"> <li>• 10.8 Mountain Lion</li> <li>• 10.9 Mavericks</li> <li>• 10.10 Yosemite</li> <li>• 10.11 El Capitan</li> </ul>
Go TAPI (PC)			
Go Integrator (Mac)	<ul style="list-style-type: none"> <li>• Broadworks Rls 19 systems - AP.as.19.sp1.574.ap351602</li> <li>• XSI-Actions/XSI-Event over HTTP(S) (TCP 80(443))</li> <li>• CTI (TCP 8011 - TLS option available)</li> </ul>		

All information in this brochure is correct at time of going to press