

Introduction

This document provides an overview of the second release of Go Integrator Cara, version 4.1. If you are interested in finding out more about the product, please contact your Account Manager.

What is Go Integrator Cara

Go Integrator Cara is Mondago's next generation of desktop CTI and CRM integration product. Although it retains many of the features of Go Integrator V2 and V3 it is a separate product and should not be considered as a direct upgrade to these versions. As well as benefitting from our own product experience, it also incorporates many of the partner and customer enhancement requests we have received over the past years.

Licensing

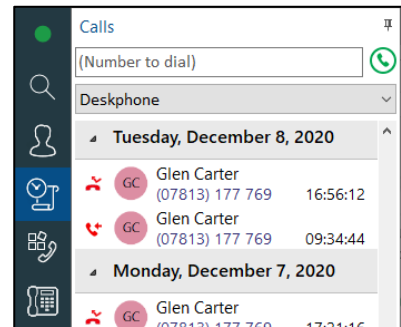
Cara uses a three-tier licensing model Solo, Team and Unite. Each is a superset of each other with Solo being the lowest level license and Unite the highest. Features by license type are given later in the bulletin along with a V3 versus Cara feature comparison. Please contact Mondago to get license pricing details.

Key new features in V4.1

AppBar Additions

Cara 4.0 introduced an alternative user interface to the system tray menu known as the AppBar. The following changes have been made to the Calls function (formerly Call History), increasing the functionality a user has available from the AppBar.

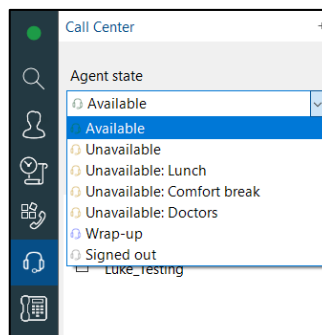
- **Preferred Device:** Upon selecting Calls, a user is able to set their Preferred Device. The current device choice is displayed.
- **Dial Number:** A user can now enter a phone number and make an outbound call from the AppBar. Call control is available via the Preview Window.



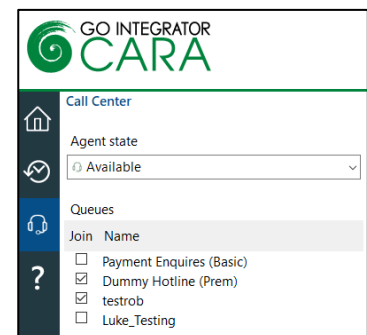
Call Centre Agent

Call center functionality has now been added to Tray mode and AppBar, which had previously only been available within Cara via the Toolbar. From these 2 display modes an agent can now

- Select their agent state, such as Available or Unavailable.
- Choose which Call Centre Queue to join.



AppBar



Tray Mode

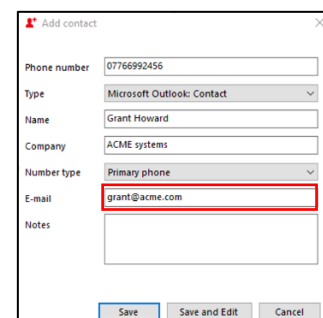
Add Contact Email Address

When using the add contact function for an integration, it is now possible to include an email address when creating the contact.

This is only available for integrations that include an email field.

Large Directory Mode

4.1 introduces a new performance optimization feature known as Large Directory Mode (or LDM). This enables Cara to automatically change the way it subscribes to enterprise/group "Presence" events based on the size of the group. As a



default, if an enterprise / group contains more than 250 users then, rather than the Presence window showing all co-workers in a user's group, a user will need to search and manually add co-workers to the Presence view. This threshold is settable via the Access Code and allows the loading on the XSP server at peak times to be closely controlled. Please ask your Account Manager to arrange a meeting with our engineering team if you require more information.

Intelligent Preferred Device Support for UC-One and Webex for BroadWorks

Cara can automatically detect if a user has a UC-One Device profile type associated with their account and offer UC-One as a preferred device if detected. It will then use the desktop API available with UC-One to control the call. Webex for BroadWorks does not have a desktop API and hence, at this point in time, is not offered as a preferred device. Instead, it is controlled using XSI through selection of the standard "Deskphone" device. A user's BroadWorks account will often be configured to use a single "Identity/Device Profile Type" irrespective of whether the user uses UC-One or Webex for BroadWorks. 4.1 is designed to intelligently recognise this and only present UC-One as a preferred device type when the user is actually configured to use UC-One.

Summary of Features

Feature	Solo	Team	Unite
Click to Dial	✓	✓	✓
Presence / BLF	✓	✓	✓
Address book	✓	✓	✓
Call history	✓	✓	✓
Recent calls	✓	✓	✓
Missed calls	✓	✓	✓
Call Control *	✓	✓	✓
Preview window	✓	✓	✓
Toolbar	✓	✓	✓
Busylight support	✓	✓	✓
App Bar	✓	✓	✓
Show contact in edit mode	✓	✓	✓
CRM Plus integrations (Outlook / Google Contacts)	✓	✓	✓
Call Settings	✓	✓	✓
MS Teams - Go Integrator Teams Extension (Q1 2021)	✓	✓	✓
MS Teams - Show, Add, Pop CRM contact for call ringing / answered using Teams ^{##}	✓	✓	✓
MS Teams - Select Teams as preferred dialing device [#]	✗	✓	✓
MS Teams - Open MS Teams chat from Cara Presence	✗	✓	✓
MS Teams - Show photo / avatar in Cara Presence	✗	✓	✓
MS Teams - Show peers Teams availability ^{###} (beta)	✗	✓	✓
Softphone	✗	✓	✓
Preferred Device (Multi-device support)	✗	✓	✓
Bluetooth mobile ^{###} (beta)	✗	✓	✓
Events	✗	✓	✓
Client API	✗	✗	✓
Agent features	✗	✗	✓
V3 CRM integrations (All others)	✗	✗	✓
CRM Plus integrations (All others)	✗	✗	✓
Cloud Contacts**	✓	✓	✓

* Call control will vary by device type

** Database hosted by Service Provider

Require MS Teams direct routing (or similar) / Microsoft 365 Business Voice

Require MS Teams direct routing (or similar)

Currently available as a customer beta feature only with limited support. Feature may change

without notice. Teams Availability is Beta as the Microsoft API used is still in beta status

Call recording Pause / Resume features are not available with initial release of Cara