

## Introduction

This document provides an overview of Go Integrator for Chrome (GI-CE). GI-CE is a new product planned for release in Q1 2020.

## What is Go Integrator CE

Go Integrator CE (GI-CE) is an extension for the Google Chrome browser providing a feature set similar to the Go Integrator desktop client. It is a lightweight, easy to install (and update) version of Go Integrator designed for users who predominantly work in a browser environment. It offers the same feature set and interface across PC, Mac and Chromebook (intel based) platforms. In summary:

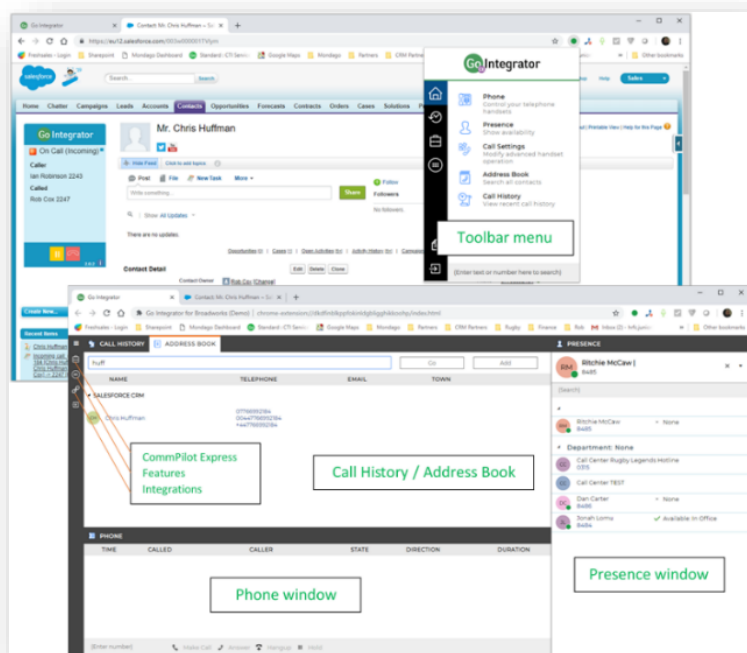
- It will work with Chrome on a PC, Mac or Chromebook.
- It is available as a download from Chrome Store.
- Configuration parameters and branding settings are dynamically set using a customer specific “Product code”
- It will allow full control of the telephone handset from the user’s Chrome browser.
- It provides notification and control of calls inside or outside of Browser.
- It provides extension status (busy lamp field) of co-workers.
- Other features include search and edit of BroadWorks directories and configuration of call settings
- It provides integration with a limited, but growing, range of CRMs and other applications.
- It connects directly to a BroadWorks XSP server and works independently of the standard desktop version of Go Integrator.

## Modes of use of GI-CE

### “Full screen mode”

When using GI-CE with browser applications (e.g. Salesforce) it may be more common to use it in “Full screen mode” i.e. as a tab in a maximized browser window. 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.

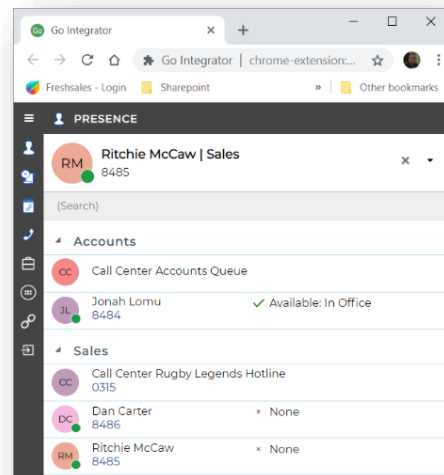
- Or, if you just want to call someone, type a part of their name into the free type area at the bottom of the Toolbar menu and this will search all integrated address books and provide an option to dial any matched results.
- Or, if your phone is ringing, you can click on the “Answer” button on the GI-CE Preview window.
- Or, maybe, keep GI-CE as the first tab in your browser and just click on the tab to go to it.
- If you prefer you can still use it in “Compact” mode as described below.



## “Compact mode”

When using GI-CE with desktop (non-browser) applications it can be very effective to use it as a standalone browser window set to its minimum width.

- This allows the window to “float” on the desktop making it readily accessible at all times. This is particularly effective when left in the Presence view on a secondary monitor.
- Navigation to the other features is undertaken simply by clicking on the icon in the left-hand menu bar.

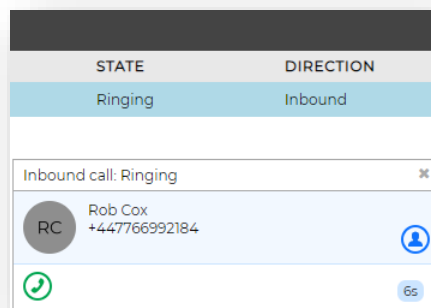


## Features

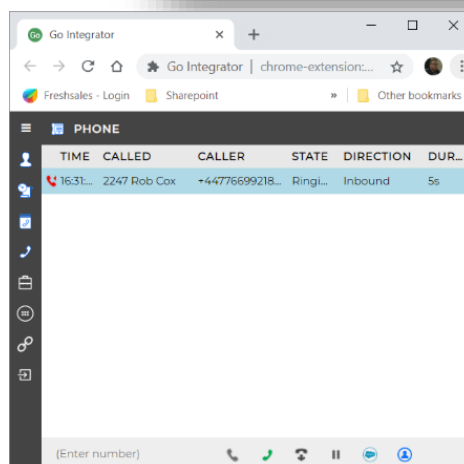
### Answering a call

A call can be answered 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.

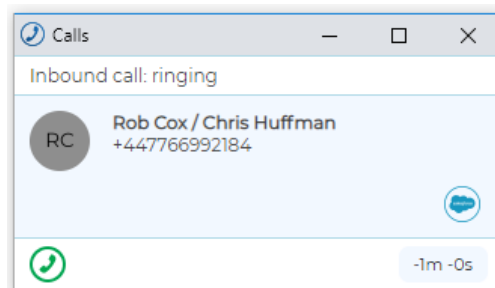
PREVIEW WINDOW  
INSIDE BROWSER



PHONE WINDOW

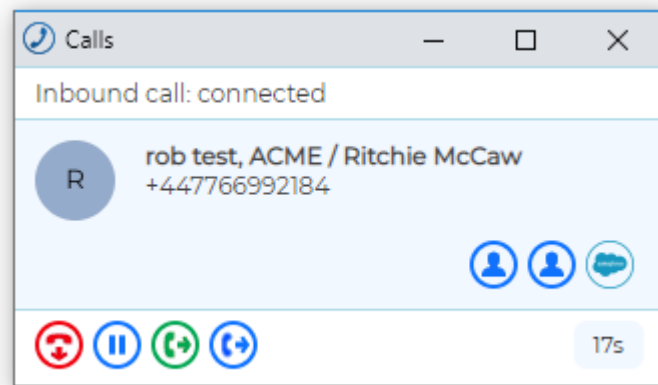


PREVIEW WINDOW  
OUTSIDE BROWSER  
– “Calls” WINDOW

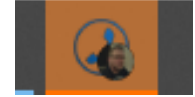


## The “Calls” window

The “Calls” window is a small pop up Google Chrome form that will appear whenever you receive a new call - even if your browser window is minimised!



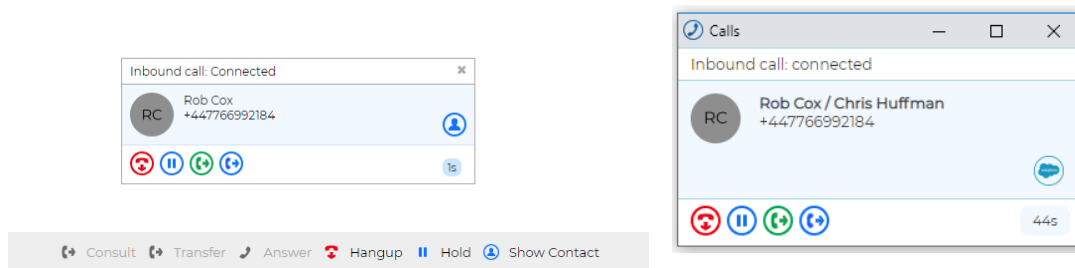
It provides call control and contact popping features. When minimised it will show in your system tray (Windows PC example below).



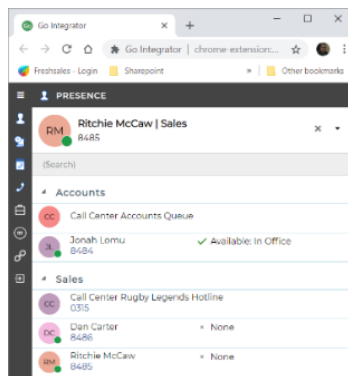
Please note; when you are in the GI-CE browser tab the Calls Window is automatically suppressed (minimised) as equivalent features are available in this window.

## Call Control

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



## Presence



- Check status of a colleague’s extension in the Presence window.
- BLF circle also indicates DND and Forwarding (when set).
- Call and transfer calls to colleagues straight from the Presence window.
- Current version is limited to monitoring 250 users (expect to raise to 500 for final release candidate)

*GI-CE uses a dynamic monitoring technique so the hook status is only updated when displayed*

## Click to Call

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 \(option 3\)](tel:+1(602)562-8000)

## Integrations Features

GI-CE provides the same Caller Preview, Contact Popping and Address book searching as the desktop client. It currently has a small range of CRM integrations which will be extended over time.

## Other features

GI-CE benefits from many of the same features as the desktop client including:

- Searching of BroadWorks Group and Common directories
- Reading and update of Personal Phone List
- Configuration of Anywhere, Remote office, CommPilot Express
- Setting of CommPilot Express, DND and Call Forward
- Recent calls and Call history