# BULLETIN: Go Integrator version 3.1

Introduction

This document provides an overview of the planned feature changes for Go Integrator 3.1.
Planned release date: April 2019

Toolbar

The Toolbar is a replacement user interface for the Phone Window in V3.0. It provides similar features to the Phone Window but in smaller dockable format. It will also include features essential for use by Call Center Agents, significantly enhancing their user experience. The agent features are only available for users assigned BroadWorks agent services and a DB level license.
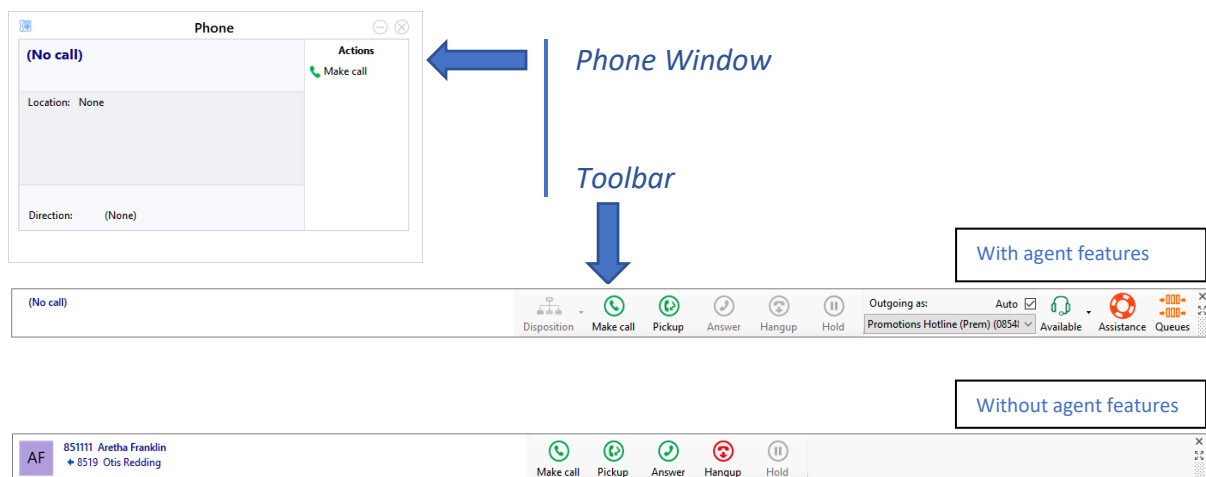
Toolbar Features

This section describes the features of the Toolbar as we move from left to right along it.
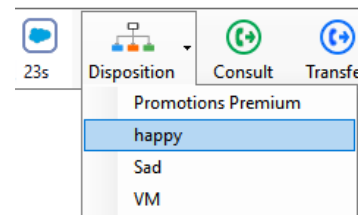
CRM Integration

The left hand side of the toolbar provides the CRM integration features Caller Preview and Contact Popping as well as extension / group / queue name.


Call Disposition

This allows a call disposition code to be set while the Agent is either in a queue call or in wrap up state. The disposition codes shown are as configured in BroadWorks.


Call Control

This provides standard Call Control features. Call Control features such as pick up will only show if the service is available to the user. Please note: Conference is not available from the toolbar.
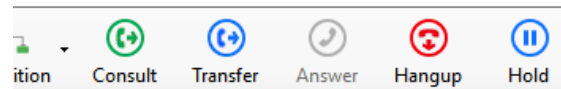

Outgoing as

This is a copy of the feature that has been available from Call Settings within Go Integrator for some time. It has been raised to the Toolbar to improve its accessibility. It allows the agent to select the outgoing DNIS presented to the called party either manually by selecting a number from a drop down list or allowing Go Integrator to decide based on the closest geographic match to the number being dialed. This feature requires the BroadWorks Premium Call Center DNIS service.
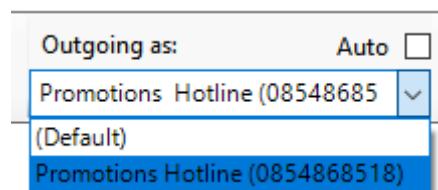
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Agent Availability selection

This allows the agent to quickly and easily select their availability status. Custom unavailability codes as configured in BroadWorks can also be selected.
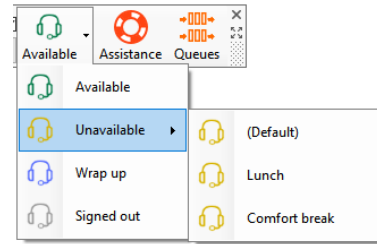
Assistance

Clicking the assistance key while in a call will escalate the call to the supervisors defined in BroadWorks. This action simply sends the #83 feature code

Queue management and information

Clicking the Queues option expands the Toolbar to show information about the queues that the Agent is a member of. It also allows the Agent to join and un-join queues.
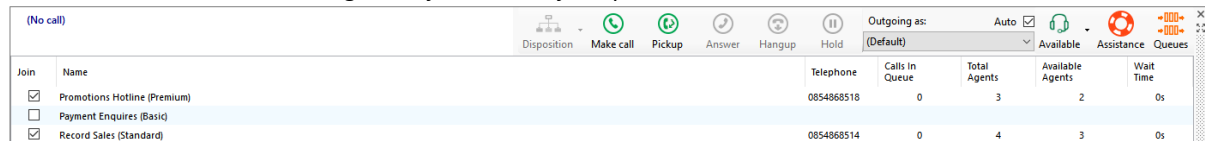
The queue stats will show all agents joined to a queue and those available to take a call.

Docking and positioning

The Toolbar can be docked to the top or bottom of the screen (Windows 8 and 10 only) or moved or closed using the controls shown.

Close Toolbar

Dock / Undock

Grab handle
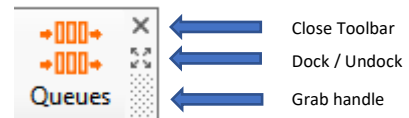
Features available by Call Center type

Feature / Call Center type	Basic	Standard	Premium
Disposition codes	No	No	Yes
Outgoing as	No	No	Yes
Availability	No	Yes	Yes
Join queue	Yes	Yes	Yes
Queue stats	No	Yes	Yes

Feature visibility

Some Toolbar features will either be greyed out or not shown dependent on (1) the Go Integrator license type assigned, (2) the BroadWorks services assigned to the user and (3) the queue type associated with the active call.

Protocol support

Toolbar agent features are available with XSi over both HTTP/S and CTI protocols. They are not available when using Go Integrator in UC-One mode where it utilizes the UC-One API to works in a complimentary mode with UC-One (avoiding all use of XSi).

Agent Status in Presence window

The agent status of colleagues is now also visible in the Presence window. Any user with call center agents rights will show with the agent availability "headphones" icon on the right hand side of the user row. The color of the icon will reflect their availability i.e.

Green = Available
Yellow = Unavailable
Blue = Wrap up
Grey = Signed out / Not joined

Please note: This feature is unavailable for users subscribing to CommPilot Express i.e. The CommPilot Express availability icon takes precedence.

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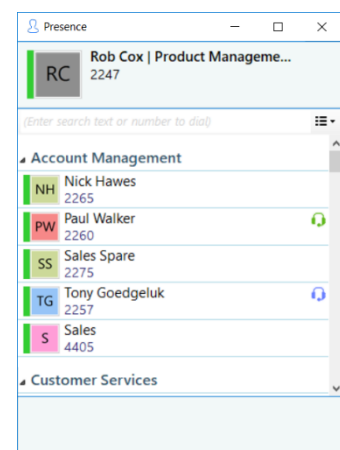
Advanced settings

Advanced settings is a new section in the "Interface" section of the configuration menu that allows some powerful features related to CRM Integration and call centers to be enabled. These features were previously available as command line parameters but, due to their popularity, have been elevated to the configuration menu.
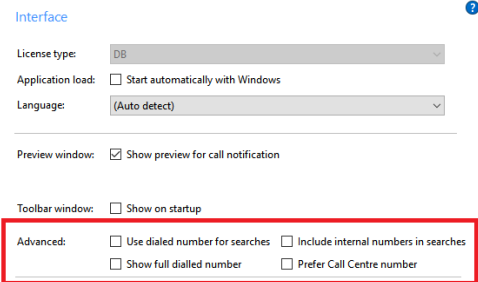
Include internal numbers in searches
Allows a number of 6 digits or less to be used for contact popping.

Use dialed number for searches
For inbound calls; uses the number dialed rather than the caller's number to search the integrated business application (CRM). This is often used when a dedicated customer DDI/DID number is assigned to a call center queue or hunt group. When selected the caller's number will be substituted for the dialed number in the preview window

Show full dialed number
Shows the full DDI/DID for calls that are not to the user's own number, for example to a call center queue or hunt group (a call to one's own number shows the local extension). Often used in conjunction with "Use dialed number for searches" i.e. when the full DDI/DID is used in the contact database of the integrated business application.

Prefer Call Center number
Prioritizes the ACD telephone number and uses it as the called number when presented (ignores re-direction values). Normally required when the ACD receives the call via an IVR. Often used in conjunction with "Use dialed number for searches" and "Show full dialed number".

Activity Logging

Although introduced in some later versions of 3.0 this is now a standard feature of all 3.1 clients.
This allows manual or automatic creation of a call activity record within the integrated business application and allows addition of notes.
The feature is available with a limited range of add-ins. Please check integrations web page for further details.
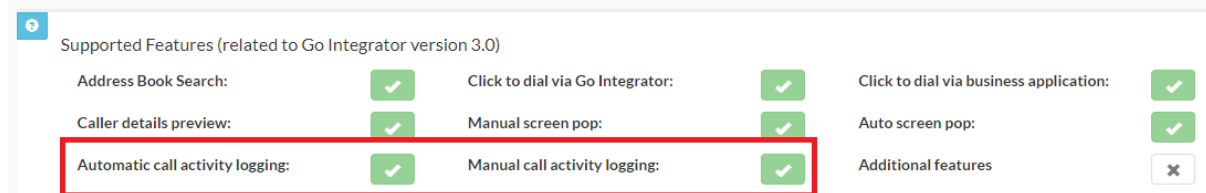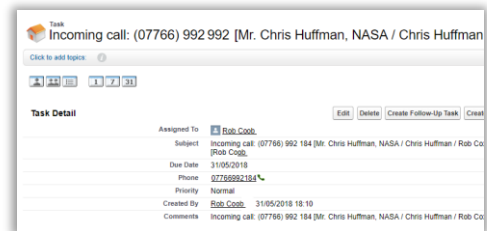
Client side API

Version 3.1 also provides a client side API that can be used by developers of desktop business applications to add their own telephony integration features into their application. This technique might be used where the developer wants a deeper level of integration to that provided using the normal add-in method of integration. A JavaScript SDK will initially be available for use against the API followed by a .NET SDK later in the year. The Go Integrator web site will be updated to include documentation related to the API/SDK plus details of Mondago's partner program. This API is available with the DB level license.

Other changes

Status lights
As well as the popular Kuandao BusyLight (https://www.busylight.com/en_uk/) Go Integrator 3.1 also supports Embrava Blynclight (https://eu.embrava.com/collections/blynclight-series)