BULLETIN: Go Integrator version 3.0

Introduction

This document provides an overview of feature changes and additions made to Go Integrator with version 3.0.

Go Integrator version 3.0 continues a path of evolution and innovation of the original vision of Go Integrator Software. Version 3.0 is a major update with a signficantly updated graphical user interface designed to reflect feedback from our user community and the latest design trends.
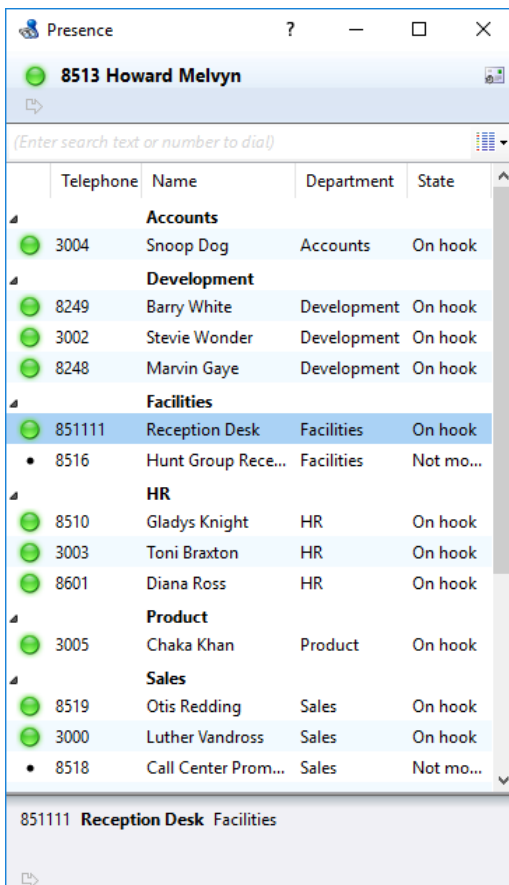
Initially version 3.0 will only be made available as the PC client with the Go Operator and Mac client following later.

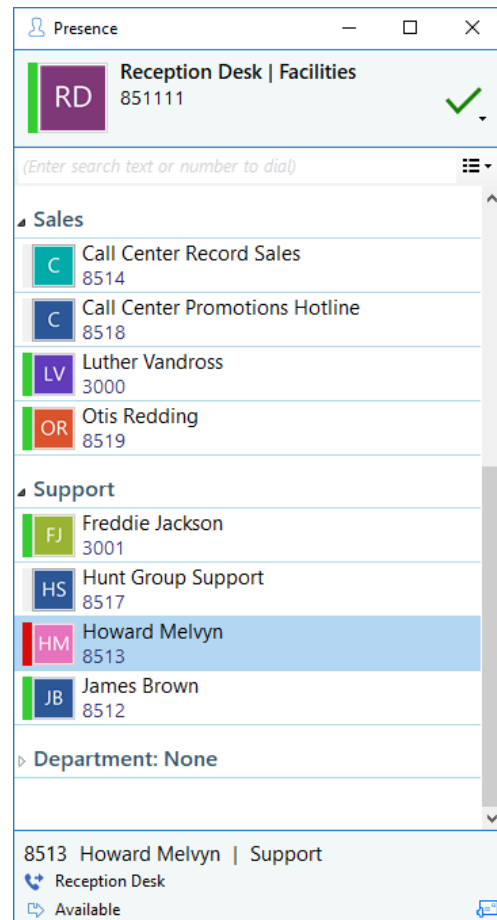Please note: Components of the final released product may differ slightly to those detailed in this document.

Comparison between versions 2.6 and 3.0

Presence

A square user icon has replaced the solid circle used in 2.6. The square is given a unique colour and initials for each user. Telephone extension status (busy lamp field) is shown as a vertical bar to the left of the square.
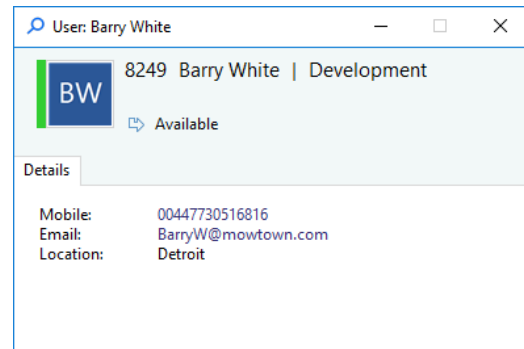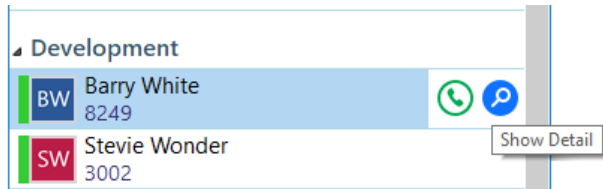
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Additional information previously shown in columns is now available in the bottom panel and Contact details window.
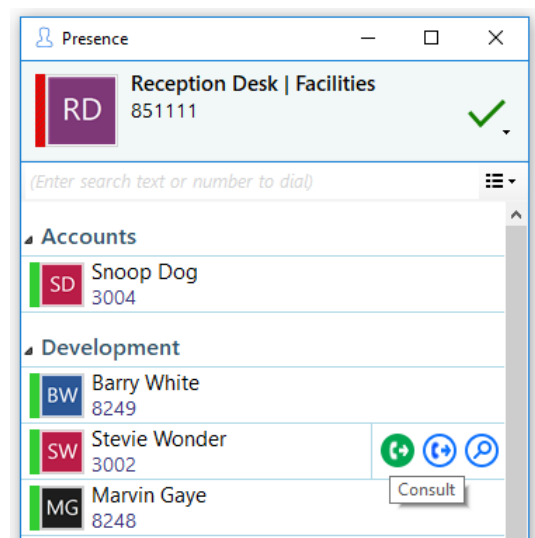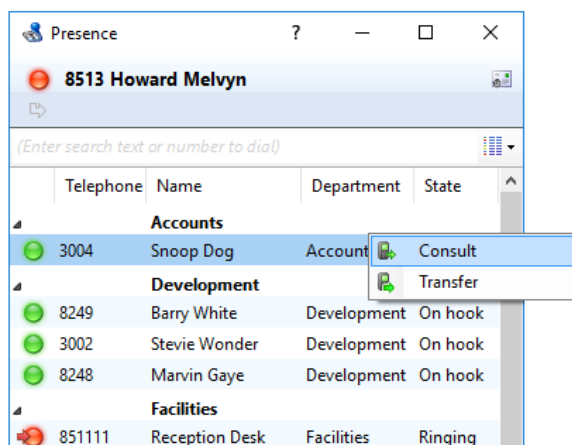

Set DND, Forward and CommPilot Express* states directly from Presence window.
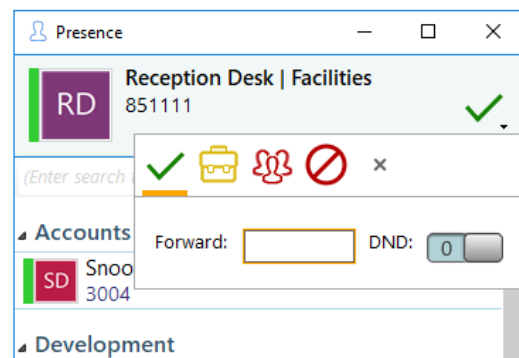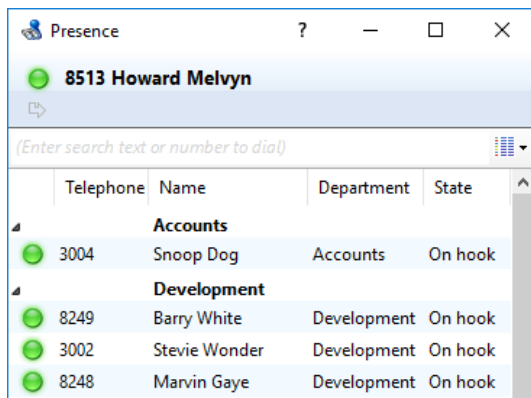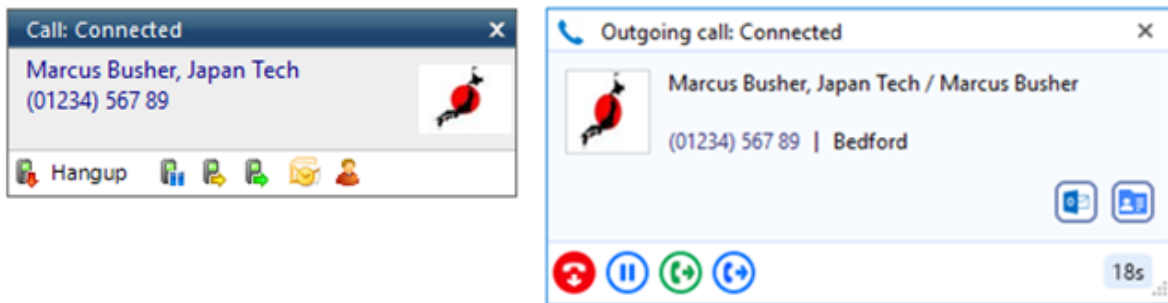

Hovering over a user or extension in the Presence window will cause a slider bar to appear on the right hand side of the window that will present any options available to the user.

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Preview Window

Improved larger window layout will resize according to the amount of content to display.

A new preview window is no longer displayed when multiple parties are involved in the same call (consult, on hold); instead, the windows are now stacked with the active call always at the front. The hidden call is simply selected by clicking its header box (behind the active call).
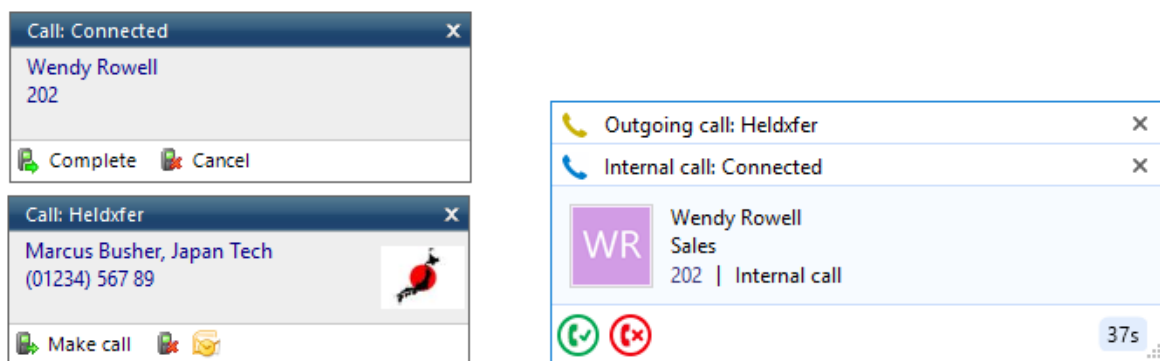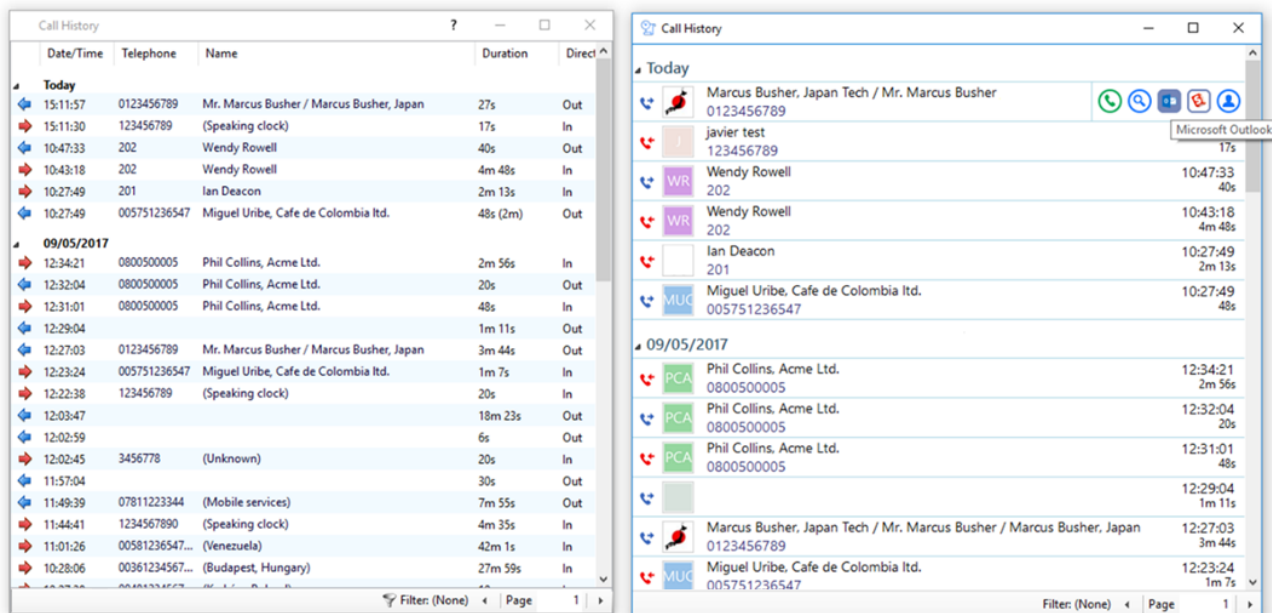

Microsoft Outlook and Go Integrator Contacts notes are now visible within this window.
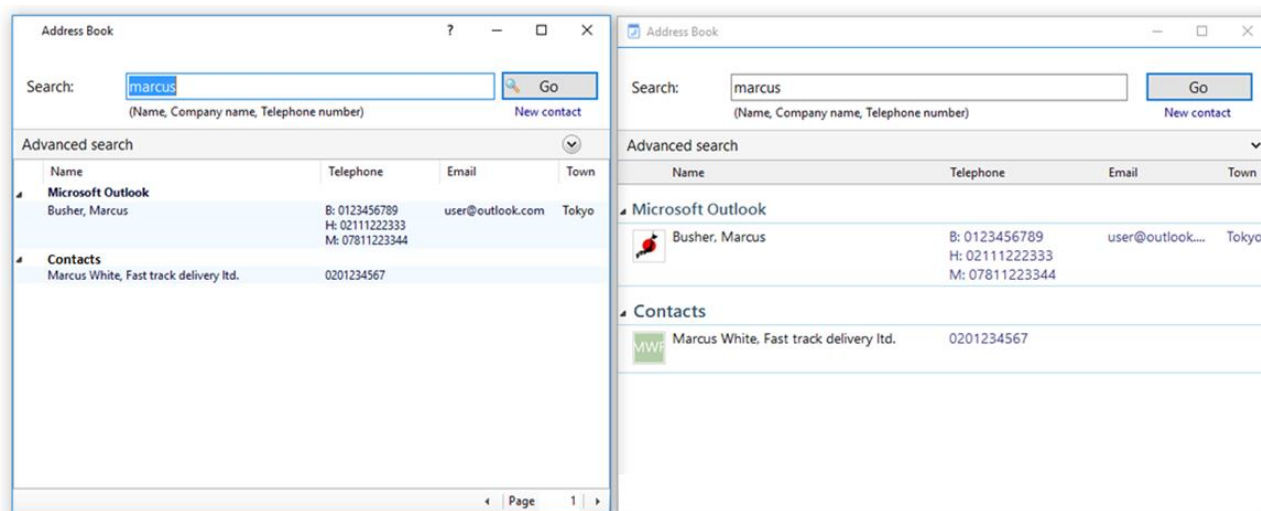
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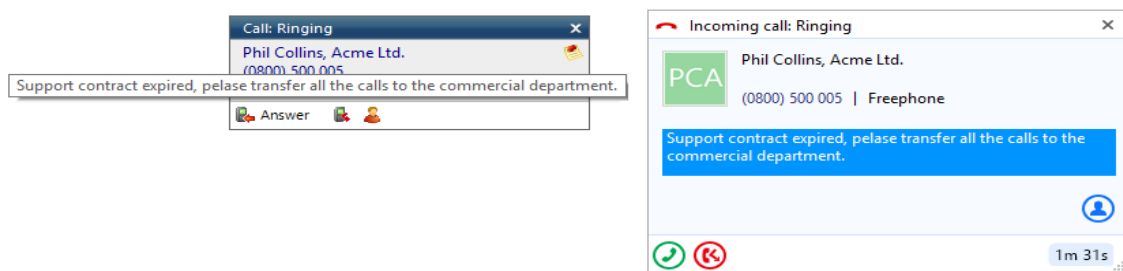
Call History

The Call history window has been updated to a two-line view per call with a unique coloured and initialled icon per contact. Available actions are presented as a pop out bar from the right-hand side of the screen.


Address Book

The contact icon has been changed to mirror that used in Call history.


Tray menu

The tray menu has changed significantly in layout, although the actual functions available are very similar to version 2.6. The most significant change is that search results are shown with the system tray itself; improving efficiency and use of screen space.
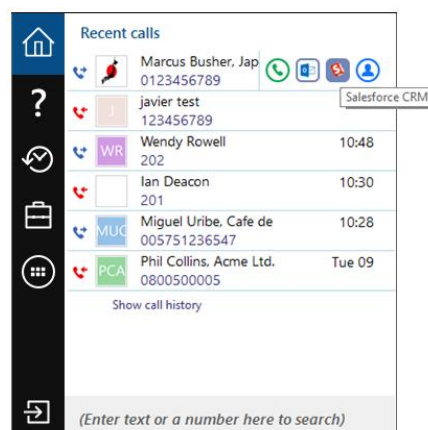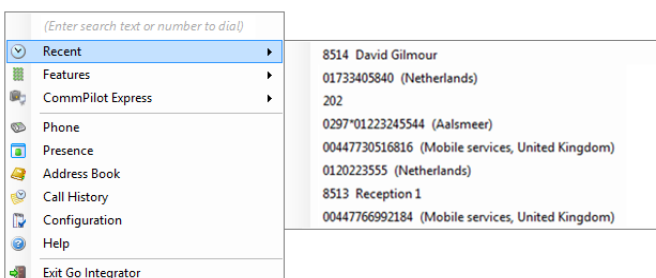
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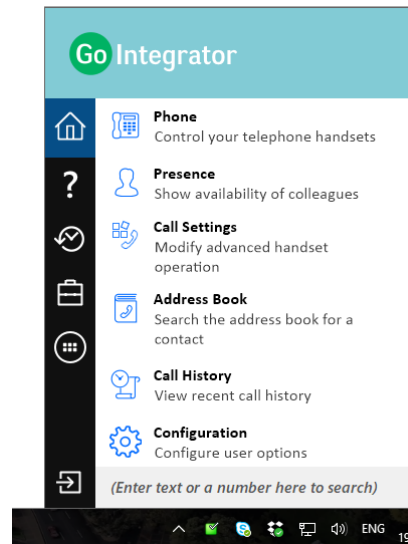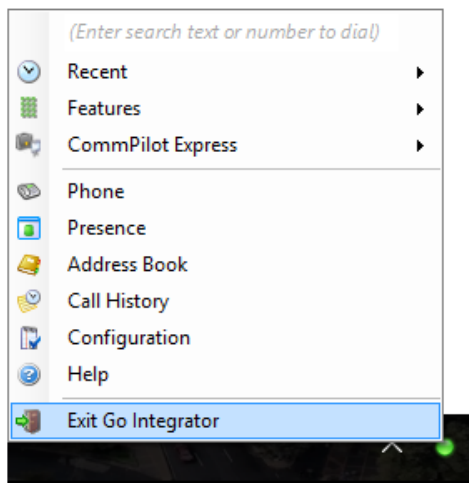
Search

Search results now show in the system tray menu rather than opening a separate search window.
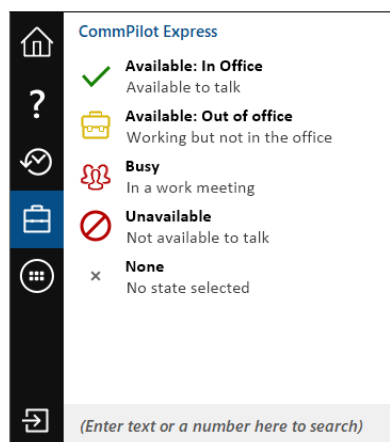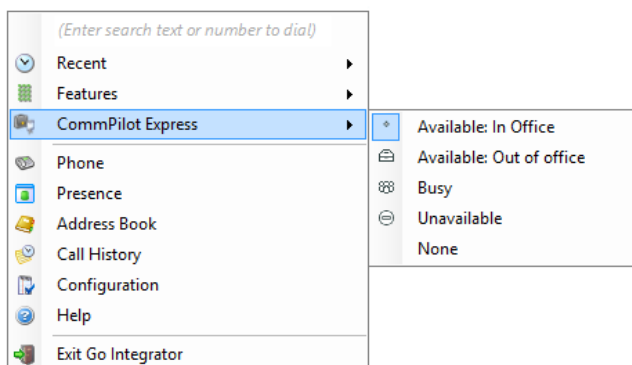Extension BLF status is also show (see New Features section below)

Recent calls
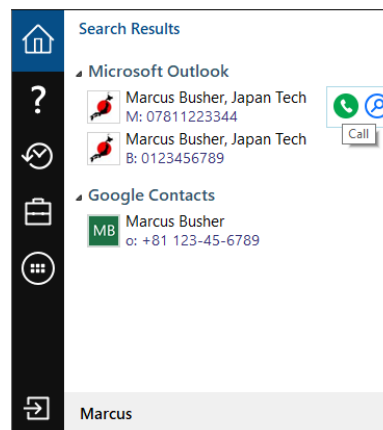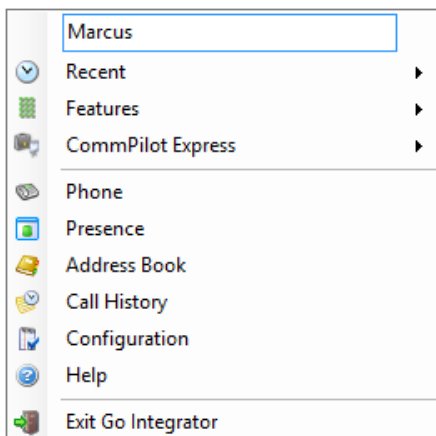
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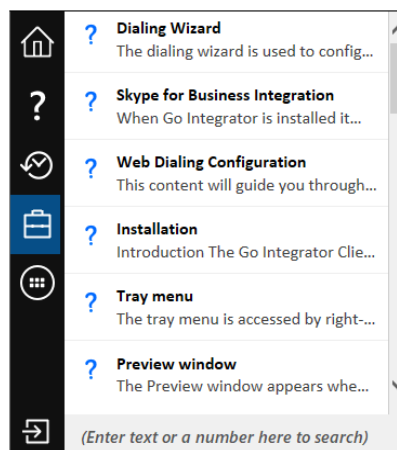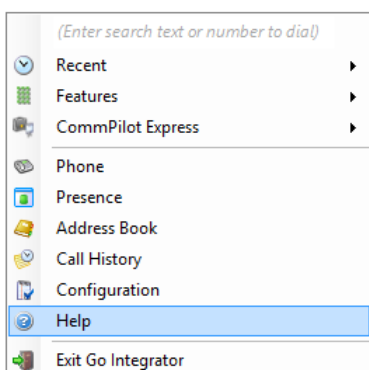# BULLETIN: Go Integrator version 3.0

CommPilot Express

Note that Some versions of Go Integrator either do not include or have modified implementations of this feature.
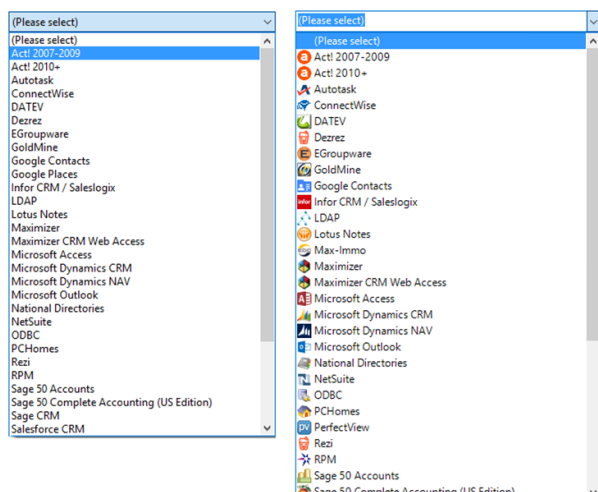

Help

Help is now indexed and searchable from within the system tray menu


Presentation of Standard Integrations

The Integrations dropdown list menu has changed significantly in layout.

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New features

System Tray BLF Status

The call status for a user/extension is also available in the search within the system tray search results, avoiding the need to go to the Presence window to check their status.
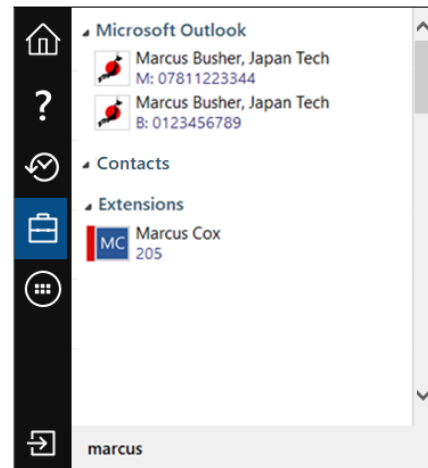

Show Details

Show details is used to display any information associated with the user that is not shown in other parts of the Presence screen (and which may previously have been shown in the Presence columns).
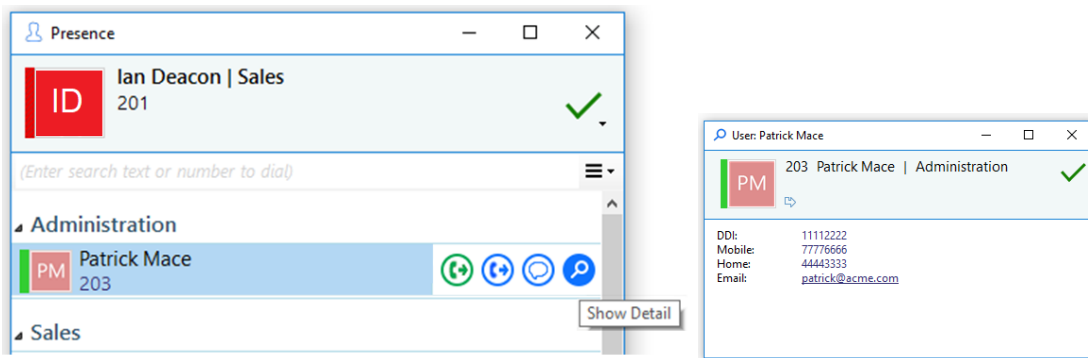

Outgoing as*

The "Outgoing as" option now allows the DNIS number presented for an outbound call to be manually selected as well as the automatic selection (based on matchin area codes) that was previously available with version 2.6.
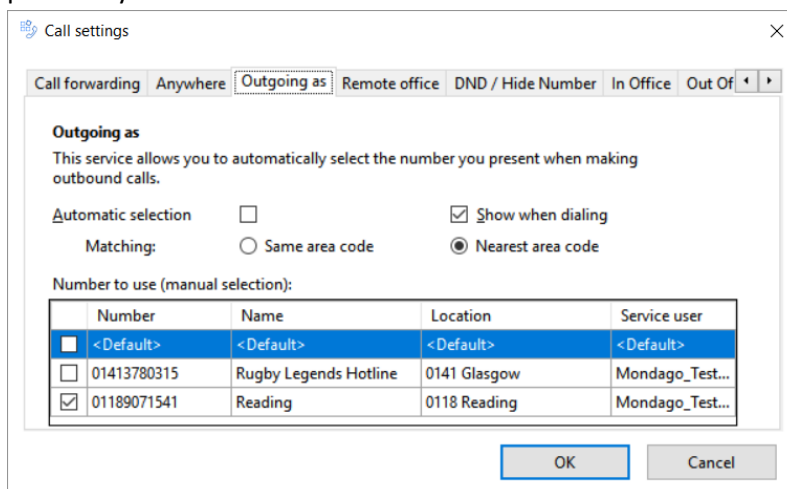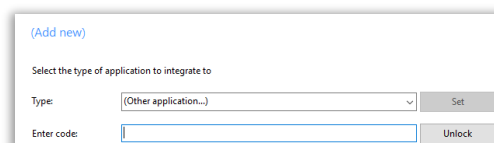
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Access to Add-in Guides

Standard add-in guides can now be accessed simply by clicking the help button in the relevant configuration area.
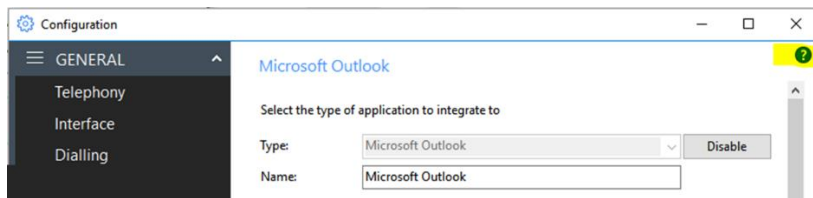
Enabling "Other" (or "Controlled") integrations

To integrate with "Other" (recently renamed as "Controlled" integrations, an un-lock code will be required to expose the add-in.
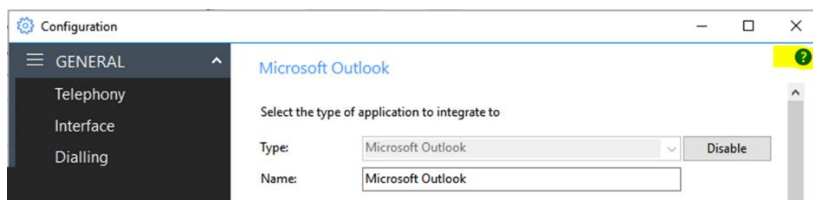

Pro-active update now*

V3 includes the ability to actively tell an end-user when a new version is available and even force an upgrade before Go Integrator can be opened.
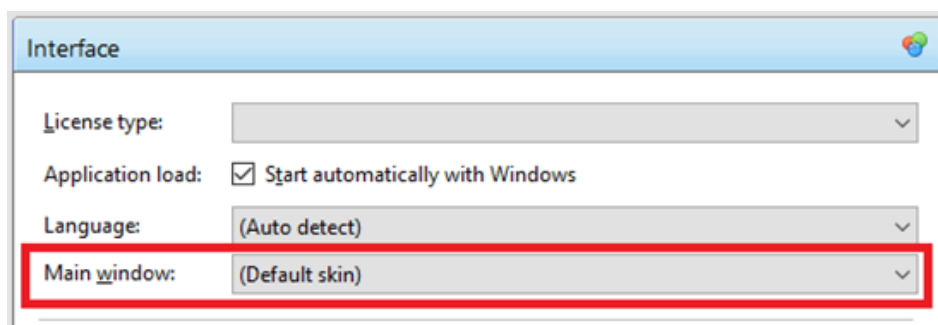
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Features removed

Selectable skins

The selectable skins option has been removed from the Interface settings (Main Window)

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*   Not available in all versions of Go Integrator

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