

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 significantly 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.

3	Presence		?	_		×						
S513 Howard Melvyn												
(Enter search text or number to dial)												
	Telephone	Name	Depa	rtment	State	^						
4		Accounts										
Θ	3004	Snoop Dog	Accou	unts	On hook							
4		Development										
Θ	8249	Barry White	Devel	opment	On hook							
0	3002	Stevie Wonder	Devel	opment	On hook							
\bigcirc	8248	Marvin Gaye	Devel	opment	On hook							
4		Facilities										
Θ	851111	Reception Desk	Facilit	ties	On hook							
•	8516	Hunt Group Rece	. Facilit	ties	Not mo.							
4		HR										
Θ	8510	Gladys Knight	HR		On hook							
Θ	3003	Toni Braxton	HR		On hook							
0	8601	Diana Ross	HR		On hook							
4		Product										
0	3005	Chaka Khan	Produ	ıct	On hook							
4		Sales										
0	8519	Otis Redding	Sales		On hook							
Θ	3000	Luther Vandross	Sales		On hook							
•	8518	Call Center Prom	Sales		Not mo.	. 🗸						
8511	111 Recepti	on Desk Facilities										
5												

	×
RD Reception Desk Facilities 851111	✓.
(Enter search text or number to dial)	:=-
⊿ Sales	^
Call Center Record Sales 8514	
Call Center Promotions Hotline 8518	
LV Luther Vandross	
OR Otis Redding 8519	
⊿ Support	
FJ Freddie Jackson 3001	
HS Hunt Group Support 8517	
HM Howard Melvyn 8513	
JB James Brown 8512	
Department: None	
	~
8513 Howard Melvyn Support	
😍 Reception Desk	∂= °



Additional information previously shown in columns is now available in the bottom panel and Contact details window.

		🔎 User: Barry White	- 🗆 X
	_	8249 Barry White D	evelopment
⊿ Development		Mobile: 00447730516816	
BW Barry White 8249	S 2	Email: BarryW@mowtown.con Location: Detroit	n
SW Stevie Wonder 3002	Show Detail		

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

a 1	Presence		?	_		Х
Θ	8513 How	ard Melvyn				
₽> (Ente	er search text	or number to dial)				•
	Telephone	Name	Dep	partment	State	^
4		Accounts				
Θ	3004	Snoop Dog	Acc	ounts	On hool	c
⊿		Development				
Θ	8249	Barry White	Dev	elopment	On hool	c
Θ	3002	Stevie Wonder	Dev	elopment	On hool	c
Θ	8248	Marvin Gaye	Dev	elopment	On hool	c

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.

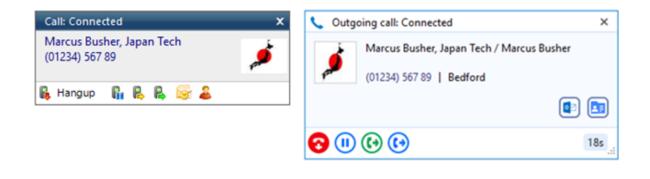
-	Presence		? -	-		×
0	8513 How	ard Melvyn				ø.
	er search text	or number to dial)				•
	Telephone	Name	Depart	ment	State	^
4		Accounts			-	
Θ	3004	Snoop Dog	Accoun	t 🕒	Consult	
4		Development		R	Transfer	
Θ	8249	Barry White	Develop	ment	On hook	:
Θ	3002	Stevie Wonder	Develop	ment	On hook	:
0	8248	Marvin Gaye	Development		On hook	:
4		Facilities				
->	851111	Reception Desk	Facilitie	s	Ringing	

2 Presence		_			\times
	eception Desk 51111	Facilities			✓,
(Enter search t	ext or number to	dial)			:≣ •
▲ Accounts					^
SD Snoot 3004	p Dog				
⊿ Developm	ent				
BW 8249	White				
SW Stevie	Wonder		G	•	0
MG Marvi 8248	n Gaye		Co	nsult	[

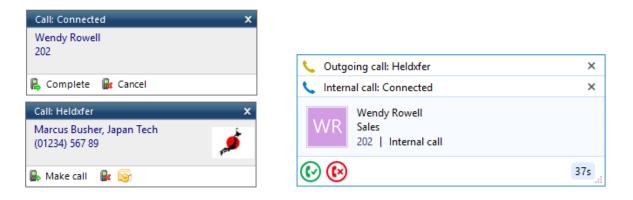


Preview Window

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.

Call: Ringing X	 Incoming call: Ringing 	×
Phil Collins, Acme Ltd. (0800) 500 005 Support contract expired, pelase transfer all the calls to the commercial department.	PCA Phil Collins, Acme Ltd.	
🖳 Answer 💽 🚨	Support contract expired, pelase transfer all the calls commercial department.	to the
		٩
	 ⊗ (S) 	1m 31s



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.

					🐒 Call Hi	,	- 🗆 X
Date/Time	Telephone	Name	Duration	Direct ^	⊿ Today		
	0123456789	Mr. Marcus Busher / Marcus Busher, Japan	27s	Out	ए 🍠	Marcus Busher, Japan Tech / Mr. Marcus Busher	💶 🔕 🔔
15:11:30	123456789	(Speaking clock)	17s	In			Microsoft Ou
10:47:33	202	Wendy Rowell	40s	Out	v	123456789	17s
10:43:18	202	Wendy Rowell	4m 48s	In		Wendy Rowell	10:47:33
10:27:49	201	lan Deacon	2m 13s	In	W R	202	40s
10:27:49	005751236547	Miguel Uribe, Cafe de Colombia Itd.	48s (2m)	Out	😍 WR	Wendy Rowell 202	10:43:18 4m 48s
	0800500005	Phil Collins, Acme Ltd.	2m 56s	In	v 👘	lan Deacon 201	10:27:49 2m 13s
12:32:04	0800500005	Phil Collins, Acme Ltd.	20s	Out		Miquel Uribe, Cafe de Colombia Itd.	10:27:49
12:31:01	0800500005	Phil Collins, Acme Ltd.	48s	In	G MOC	005751236547	48s
12:29:04			1m 11s	Out			
12:27:03	0123456789	Mr. Marcus Busher / Marcus Busher, Japan	3m 44s	Out	a 09/05/		
12:23:24	005751236547	Miguel Uribe, Cafe de Colombia ltd.	1m 7s	In	😍 PCA		12:34:21 2m 56s
12:22:38	123456789	(Speaking clock)	20s	In			
12:03:47			18m 23s	Out	😍 PCA		12:32:04 20s
12:02:59			6s	Out			12:31:01
12:02:45	3456778	(Unknown)	20s	In	😍 PCA	0800500005	48s
11:57:04			30s	Out			12:29:04
11:49:39	07811223344	(Mobile services)	7m 55s	Out	4		1m 11s
11:44:41	1234567890	(Speaking clock)	4m 35s	In	- 	Marcus Busher, Japan Tech / Mr. Marcus Busher / Marcus Busher, Japan	12:27:03
11:01:26	00581236547	(Venezuela)	42m 1s	In	V 🔎	0123456789	3m 44s
	00361234567	S	27m 59s	ln v	👽 мис	Miguel Uribe, Cafe de Colombia Itd. 005751236547	12:23:24 1m 7s
	Today 15:11:57 15:11:30 10:47:33 10:43:18 10:27:49	Item Today Today 15:11:57 0123456789 10:47:33 202 10:47:33 202 10:47:33 202 10:27:49 201 10:27:49 005751236547 09/05/2017 080050005 12:34:21 080050005 12:32:04 680050005 12:27:03 012456789 12:22:04 005751236547 12:22:04 005751236547 12:23:24 005751236547 12:22:03 012456789 12:23:24 005751236547 12:23:24 05751236547 12:23:24 05751236547 12:23:24 05751236547 12:24:54 12456789 12:02:45 3456778 11:02:26 05812236547 10:02:26 005812236547 10:28:06 00361234567	Today Today Today 0123456789 Mr. Marcus Busher / Marcus Busher, Japan 15:11:50 0123456789 (Speaking clock) 10:47:33 202 Wendy Rowell 10:47:33 202 Wendy Rowell 10:47:34 202 Wendy Rowell 10:27:49 201 Ian Deacon 10:27:49 005751236547 Miguel Uribe, Cafe de Colombia Itd. 09/05/2017 202 Phil Collins, Acme Ltd. 12:32:42 080050005 Phil Collins, Acme Ltd. 12:34:01 080050005 Phil Collins, Acme Ltd. 12:32:04 080050005 Phil Collins, Acme Ltd. 12:23:01 0123456789 Miguel Uribe, Cafe de Colombia Itd. 12:23:24 05751236547 Miguel Uribe, Cafe de Colombia Itd. 12:23:24 123456789 (Speaking clock) 12:23:24 123456789 (Speaking clock) 12:03:47 12:04:05 3456778 11:57:04 11:14:439 07811223444 11:44:41 12:34567890 (Speaking clock)	Today Today Today Virition (Station	Today Institution Today 15:11:57 0123456789 Mr. Marcus Busher / Marcus Busher, Japan 275 Out 15:11:50 123456789 (Speaking clock) 17s In 10:47:33 202 Wendy Rowell 40s Out 10:47:33 202 Wendy Rowell 4ms 48s In 10:27:49 201 Ian Deacon 2m 13s In 10:27:49 005751236547 Miguel Uribe, Cafe de Colombia Itd. 48s (2m) Out 09/05/2017 12:32:421 080050005 Phil Collins, Acme Ltd. 2m 56s In 12:32:40 080050005 Phil Collins, Acme Ltd. 2m 56s In 12:32:40 080050005 Phil Collins, Acme Ltd. 2m 56s In 12:32:40 080050005 Phil Collins, Acme Ltd. 2m 56s In 12:23:41 080050005 Phil Collins, Acme Ltd. 2m 56s In 12:23:42 005751226547 Miguel Uribe, Cafe de Colombia Itd. 1m 75 In 12:22:34 123456	Today Today Today Today 15:11:57 0123456789 Mr. Marcus Busher / Marcus Busher, Japan 27s Out 15:11:30 123456789 (Speaking clock) 17s In 10:47:33 202 Wendy Rowell 40s Out 10:47:33 202 Wendy Rowell 4m 48s In 10:27:49 201 Ian Deacon 2m 13s In 10:27:49 005751236547 Miguel Uribe, Cafe de Colombia Itd. 48s (2m) Out 09/05/2017 12:32:421 0800500005 Phil Collins, Acme Ltd. 2m 56s In 12:23:40 0800500005 Phil Collins, Acme Ltd. 20s Out 12:23:401 0800500005 Phil Collins, Acme Ltd. 20s Out 12:23:401 0800500005 Phil Collins, Acme Ltd. 20s In 12:23:401 080050005 Phil Collins, Acme Ltd. 1m 71s Out 12:23:401 0305751226547 Miguel Uribe, Cafe de Colombia Itd. 1m 75 In	Today Today Today Today 1511:50 0123456789 Mr. Marcus Busher / Marcus Busher, Japan 27s Out 1511:10 123456789 (Speaking clock) 17s in 1047:33 202 Wendy Rowell 40s Out 123456789 (D123456789 (D1234567

Address Book

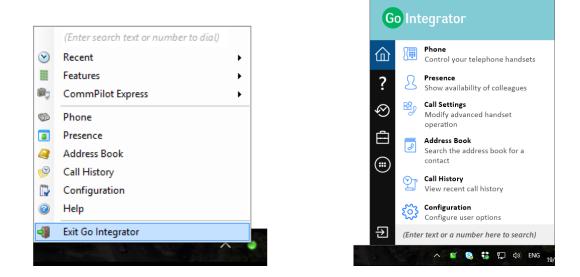
The contact icon has been changed to mirror that used in Call history.

A	ddress Book		? – 🗆	×	Address Book		- 0	×
Sea			G		Search: marcus		Go	
	(Name, Company name, Tele	phone number)	New co	ontact	(Name, Company name, Teleph	one number)	New cont	tact
Adva	anced search			۲	Advanced search			~
3	Name	Telephone	Email	Town	Name	Telephone	Email	Town
. 1	Microsoft Outlook							
E	Busher, Marcus	B: 0123456789	user@outlook.com	Tokyo	Microsoft Outlook			
		H: 02111222333 M: 07811223344			Busher, Marcus	B: 0123456789	user@outlook	Tokyo
. (Contacts				-	H: 02111222333		
1	Marcus White, Fast track delivery Itd.	0201234567				M: 07811223344		
					. Contacts			
					MWF Marcus White, Fast track delivery Itd.	0201234567		
_			4 Page	1 .				

Tray menu

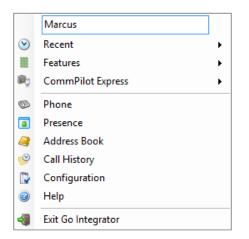
The tray menu has changed significantly in layout, although the actual functions available are very similar to version 2.6. The most significant change is that search results are shown with the system tray itself; improving efficiency and use of screen space.

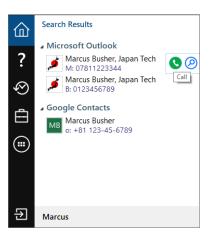




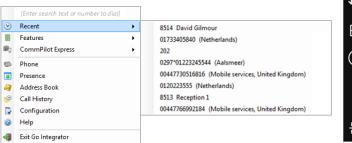
Search

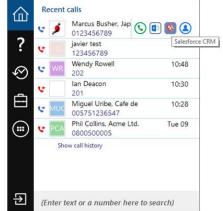
Search results now show in the system tray menu rather than opening a separate search window. Extension BLF status is also show (see New Features section below)





Recent calls







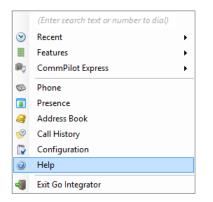
CommPilot Express

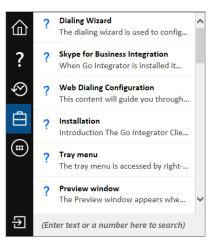
Note that Some versions of Go Integrator either do not include or have modified implementations of this feature.

					企	Comr	mPilot Express
_	(Enter search text or number to dial)					\checkmark	Available: In Office Available to talk
3	Recent				?	æ	Available: Out of office Working but not in the of
	Features	•			\bigotimes	છે	Busy
ØÇ.	CommPilot Express		٠	Available: In Office		55	In a work meeting
0	Phone	é	=	Available: Out of office	Ē	\oslash	Unavailable Not available to talk
	Presence	8	38	Busy	\bigcirc		None
4	Address Book	6	⊜	Unavailable		×	No state selected
C	Call History			None			
	Configuration						
3	Help						
-	Exit Go Integrator	_			€	(Ente	r text or a number here to

Help

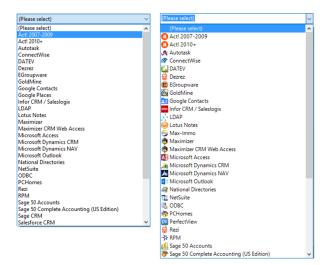
Help is now indexed and searchable from within the system tray menu





Presentation of Standard Integrations

The Integrations dropdown list menu has changed significantly in layout.





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.

企	 Microsoft Outlook Marcus Busher, Japan Tech 	^
?	M: 07811223344 Marcus Busher, Japan Tech B: 0123456789	
\bigotimes	Contacts	
Ē	Arcus Cox	
	ж.	
		~
Ð	marcus	

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).

& Presence	-		×					
ID Ian Deacon Sales			✓.	ι.				
					🔎 User: Patric	k Mace	-	×
(Enter search text or number to dial)			≡-		PM	203 Patrick Mace	Administration	\checkmark
Administration			^		DDI:	11112222		
PM Patrick Mace	()	0	0		Mobile: Home: Email:	77776666 44443333 patrick@acme.com		
⊿ Sales			Show	Detail				

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.

Call settings							
Call forwardin	g Anywhere	Outgoing as	Remote office	DND /	Hide Number	In Office	Out Of 1
Outgoing a	IS						
	This service allows you to automatically select the number you present when making outbound calls.						
<u>A</u> utomatic	Automatic selection			Show when dialing			
Match	Matching:		○ Same area code ● Nearest area code				
Number to use (manual selection):							
Num	Number N		Lo	Location		Service user	
📃 <defa< td=""><td>ault></td><td><default></default></td><td><[</td><td colspan="2"><default></default></td><td><default< td=""><td>></td></default<></td></defa<>	ault>	<default></default>	<[<default></default>		<default< td=""><td>></td></default<>	>
01413	780315	Rugby Legend	s Hotline 01	0141 Glasgow		Mondago_Test	
01189	071541	Reading	01	0118 Reading		Mondago_Test	
					ОК		Cancel



Access to Add-in Guides

Standard add-in guides can now be accessed simply by clicking the help button in the relevant configuration area.

🔅 Configuration					×
\equiv general	^ Microsoft	Outlook			0
Telephony					^
Interface	Select the typ	pe of application to integrate to			
Dialling	Type:	Microsoft Outlook 🗸	Disa	ble	l,
	Name:	Microsoft Outlook			

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.

(Add new)			
Select the type of	f application to integrate to		
Туре:	(Other application)	∽ Set	
Enter code:		Unloc	:k

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.

Access to Add-in Guides

Standard add-in guides can now be accessed simply by clicking the help button in the relevant configuration area.

Onfiguration				-		×
≡ GENERAL ^ Microsoft Outlook						0
Telephony Interface	Select the ty	pe of application to integrate to				^
Dialling	Туре:	Microsoft Outlook	~	Disa	ble	
	Name:	Microsoft Outlook				

Features removed

Selectable skins

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

Interface		6
License type: Application load:	Start automatically with Windows	~
Language:	(Auto detect)	~
Main <u>w</u> indow:	(Default skin)	~

* Not available in all versions of Go Integrator