Go Communicator
for metaswitch

Go Communicator for metaswitch provides integration to an unprecedented range of business and contact-orientated applications, offering a standard set of integration features with a huge range of popular cross-vertical and vertical-specific applications.

Go Communicator will:

- **Improve the quality and professionalism of your call handling and the caller's experience**
- **Increase the productivity and collaboration of your phone system's users**
- **Reduce the time and costs involved with making and receiving large volumes of calls**
- **Realise the full potential of your hosted telephony solution**

Go Communicator is a client-only solution, specifically designed for use with hosted telephony systems and is easy to install, configure and upgrade. Features include:

Click-to-dial
A comprehensive range of click-to-dial techniques comes as standard with Go Communicator, enabling significant time savings from your favorite applications. You can even train it to work with applications we know nothing about.

Contact Popping
If a caller is located in an integrated application, their full details can be quickly "popped" on screen.

Note Taking*
Quickly and easily add call notes to the business system.

Licensing
Go Communicator comes in two versions: "Express" and "CRM". Both versions offer the same click-to-dial functions, call history, and contact searching/popping integration with Microsoft Outlook, Lotus/IBM Notes and Google Contacts. The CRM version offers the same contact searching/popping into many other business applications and systems.

Caller Preview
For both inbound and outbound calls, if a match for the caller is located in any integrated directories then the caller's summary details are displayed on screen. This allows the Go Communicator user to see who is calling them before they answer the call.

Address Book
Details of a new caller can be easily saved in the user's personal directory. Integrated applications can be searched and dialed from the results.

Activity Logging*
Record activity in business applications for all calls made and received.

Recent and History Lists
Users can quickly view a list of the most recent calls that they have made or received, or a fuller history list of inbound and outbound calls. Any telephone number in these lists can be redialed with a single click.

* Currently available with a limited range of business applications

Go Communicator for metaswitch now includes MaX UC mode. The WebSocket server available in the metaswitch MaX UC desktop client detects when connected to Go Communicator for metaswitch and changes its behaviors to match the features from Go Communicator for metaswitch.
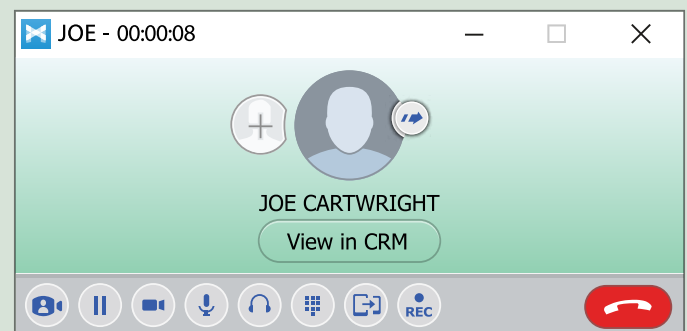
In MaX UC mode:

- **Go Communicator will detect when Max UC is running on the desktop and suppress its normal Preview window in favor of the Max UC Call window**

- **Go Communicator will send a "make call" command directly to MaX UC rather than via the metaswitch EAS server**

- **Go Communicator will provide CRM look up data to MaX UC which will be presented in its own Call window**

- **MaX UC will present an option to "pop" a caller's CRM contact record when a match with an active call is made**

- **Go Communicator will revert to normal desk phone when MaX UC is closed**
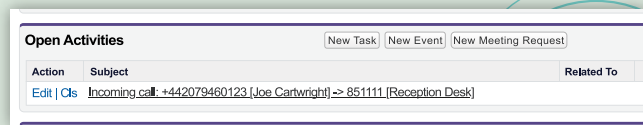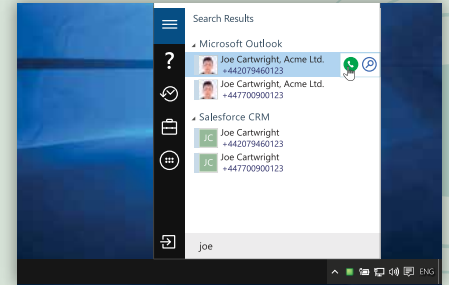
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Popping a Salesforce contact from the Preview window prior to picking up a call from the contact

Incoming call: Ringing

JC Joe Cartwright, Acme Ltd.
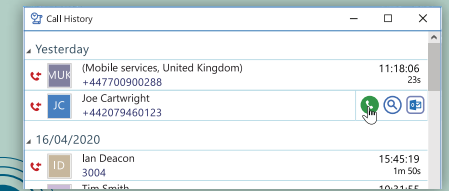
+442079460123 | London, United Kingdom

2s

Contact found in Salesforce and Microsoft Outlook using the tray menu search feature and then dialed from the tray menu with a single click

Search Results

Microsoft Outlook
Joe Cartwright, Acme Ltd.
+442079460123
Joe Cartwright, Acme Ltd.
+447700900123

Salesforce CRM
JC Joe Cartwright
+442079460123
JC Joe Cartwright
+447700900123

joe

Open Activities   New Task New Event New Meeting Request

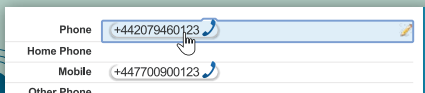| Action	Subject	Related To
Edit	Cls	Incoming call: +442079460123 [Joe Cartwright] -> 851111 [Reception Desk]	

A native activity record that was added automatically* to the contact's record in Salesforce once the call ended
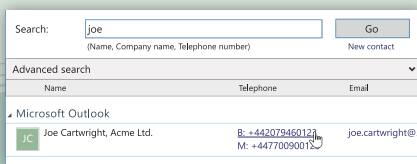* Currently available with a limited range of business applications

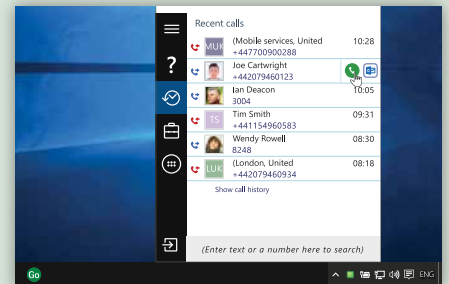**Dialing a Microsoft Outlook contact using the pop-out menu in the Call History**

Call History

Yesterday
MUK (Mobile services, United Kingdom) 11:18:06
+447700900288 23s
JC Joe Cartwright
+442079460123

16/04/2020
ID Ian Deacon 15:45:19
3004 1m 50s
Tim Smith

Dialing a Salesforce contact from the Salesforce web app with a single click

Phone +442079460123
Home Phone
Mobile +447700900123
Other Phone

Dialing a number from the Recent list in the tray menu

Recent calls

MUK (Mobile services, United 10:28
+447700900288
Joe Cartwright
+442079460123
Ian Deacon 10:05
3004
TS Tim Smith 09:31
+441154960583
Wendy Rowell 08:30
8248
LUK (London, United 08:18
+442079460934

Show call history

(Enter text or a number here to search)

Dialing a contact found in Microsoft Outlook after searching the Address Book for the contact

Search: joe Go
(Name, Company name, Telephone number) New contact

Advanced search

Name	Telephone	Email
Microsoft Outlook		
JC Joe Cartwright, Acme Ltd.	B: +442079460123 M: +447700900123	joe.cartwright@...

INTEGRATION INFORMATION

Integrations are split into two categories:

STANDARD INTEGRATIONS

Standard integrations are available by default within Go Communicator and installation can be completed by the reseller / end user using the provided add-in guide where applicable.

CONTROLLED INTEGRATIONS

In addition to the Standard integrations, there is a wide range of integrations known as Controlled integrations. These are made available on a case by case basis.

To check out the latest Standard and Controlled integrations available, go to **www.metaswitch.gocommunicator.com** and select Integrations.

- ACT!
- Autotask
- Capita SIMS 7**
- Carerix*
- ConnectWise*
- DATEV
- Dezrez One/PM
- Dezrez Rezi
- eGroupware
- GoldMine
- Google Contacts
- Logical-Office
- Lotus/IBM Notes
- LDAP
- Max-Immo
- Maximizer
- MS Access
- MS Dynamics CRM*
- MS Dynamics NAV
- MS Outlook
- National Directories
- NetSuite*
- ODBC
- PCHomes
- Perfectview Online CRM
- PVCRM
- RPM
- Sage 50 Accounts
- Sage 50 Complete Accounting
- Sage CRM
- Salesforce*
- SalesLogix/Infor CRM
- Salpo CRM*
- ServiceMax
- Sugar CRM*
- SuperOffice CRM
- TeamLeader
- TechMan
- TITAN
- TPP SystmOne**
- vTiger
- webCRM*
- winSIMS
- Workbooks*
- Zendesk*
- Zoho CRM*

All integrations require a Go Communicator CRM license except MS Outlook, Lotus/IBM Notes, and Google Contacts which require an Express licence.

* denotes activity logging supported.
** requires installation by a Mondago Select Installer - contact Mondago for more details

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