Product Update: Go Integrator Nava v4.3.5

Go Integrator Nava v4.3.5 contains both new and improved features, various bug fixes and an updated CRM Integration library with over 20 new CRM Integrations.

New CRM integrations

The following integrations, categorised by their vertical, have been added:

GENERAL CRM

- 2solar
- Baka Glass
- Cobra CRM
- Gingr
- Gorilla CRM
- Interactive Blue
- Kustomer
- LDAP
- rev.io
- SimPRO
- Smart Advocate (v3 Addin)
- UtilityPOWERnet
- Vantagepoint
- Veeqo (v3 Addin)
- weclapp

AUTOMOTIVE

- Acumatica
- Motiondata DMS
- Tekmetric

CONSTRUCTION

- Survey Booker

PROPERTY

- Apex27
- AgentOS (v3 Addin)
- Propertyware
- VaultEA (v3 Addin)

HELP DESK

- BMS

HOSPITALITY

- Airship

RECRUITMENT

- HighLevel
- MatchMaker Kairos
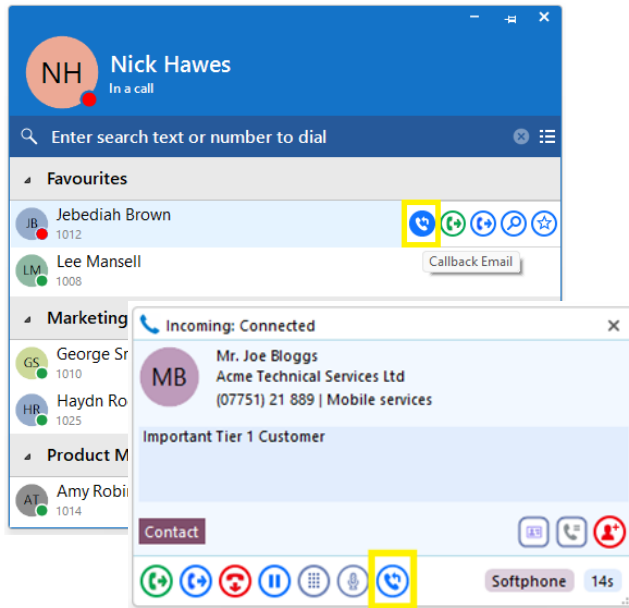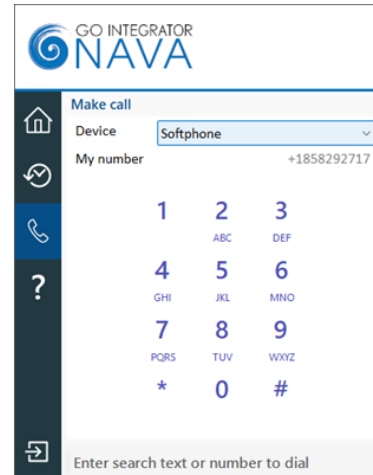
RETAIL

- SquareUP (v3 Addin)

New Features

Dialpad Interface

A new Dialpad user interface has been added, offering users an alternative method for placing telephone calls. This new interface includes the flexibility to set a preferred device for users and seamlessly functions in both System Tray and AppBar modes.

Send Callback Email request

To simplify callback requests, users can now easily initiate an email request during an active inbound call from both the Preview window and the Presence screen.

Pressing the callback button generates an email through the default email application, containing details of the current caller, including information from integrated CRMs. The "To" field in the generated email will be populated with the extension's email address, if available, when the Callback Email request is made from the Presence screen.

Customer Feedback option added to First Run Wizard

In addition to the existing Customer Feedback option within the client configuration, the Customer Feedback window is now integrated into the first run wizard. The data collected is anonymous and will contribute to ongoing enhancements in product development and provide valuable market data to Go Integrator Nava partners. Data collected includes statistics on the most popular CRM Integrations, and the most used features.
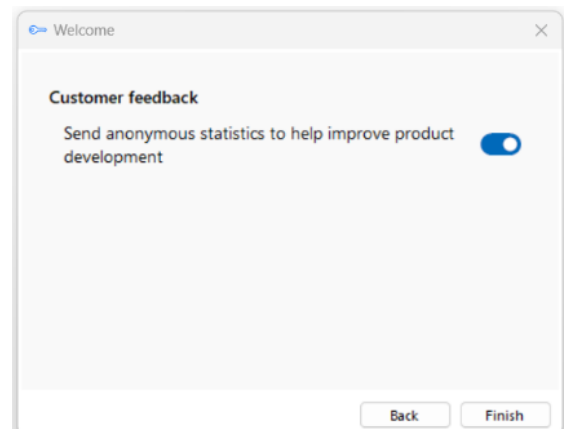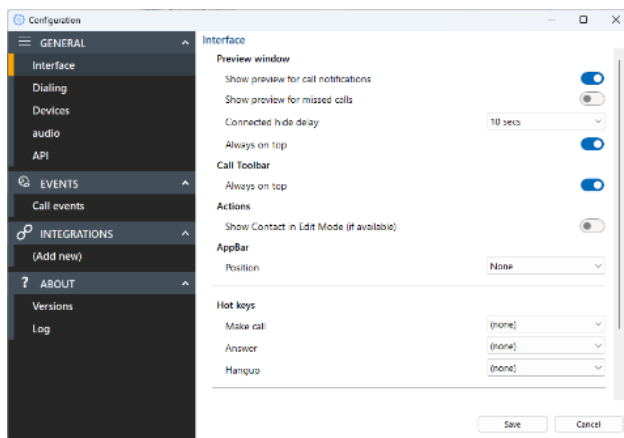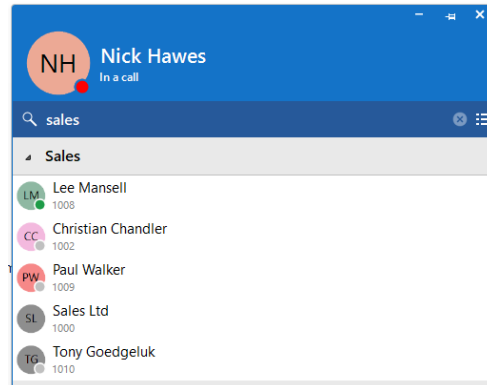
Improvements

Department name searchable in the Presence Window

When using the Presence window, users can search for a department name and see results of all users within that department.

Improved look and feel to the Client Configuration

The configuration check boxes have been updated with sliding controls to give a better design and expected user experience.

CRM Integration List

All standard integrations are now visible in the integration list, irrespective of the user's license type. If a particular integration is not included in the user's license type, it will be displayed in *italics* and greyed out. This enhancement aims to highlight the complete range of CRM Integration capabilities offered by Go Integrator Nava. For clarity, Controlled integrations are still hidden and CRM Viewer should be used to check which integrations are available with this classification.
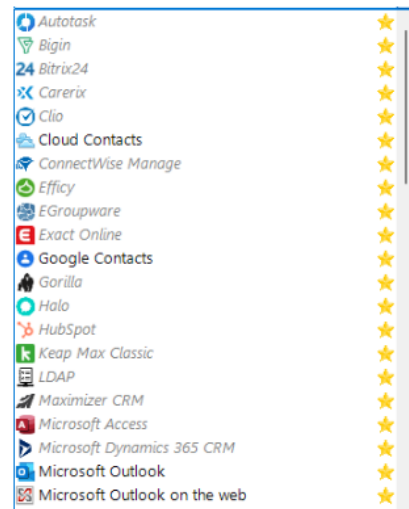
For full release notes refer to Release Notes on the product web page.

Mondago Public