BULLETIN: Go Integrator Nava 4.3.1

Introduction

This document provides an overview of the next release of Go Integrator Nava 4.3.1. The release contains a new features, improvements and bug fixes.

For full release notes refer to Release Notes on the product web page.
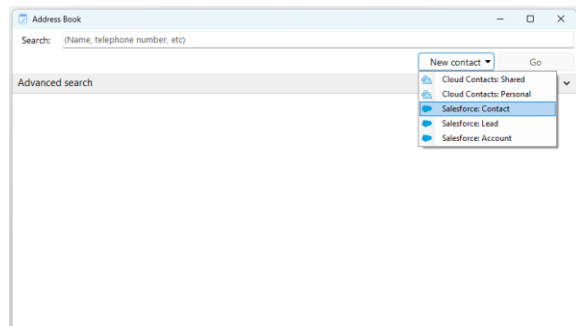
New Features

Trial license

If a user has a username, password and access code, but does not have a Nava license key assigned to them, then they have the option to activate a time limited trial. During the trial, the user will have the full functionality available within Nava allowing them to experience the benefits of the product.
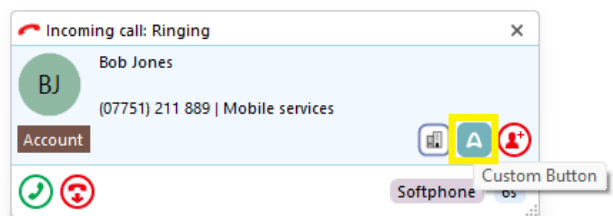

Allow users to add New Contact from the Address Book form

Users are now able to add a "New Contact" directly from the Address Book window for supported CRM integrations.

Custom Button on Toolbar and Preview window

Ability to add a Custom Button and assign actions on both Preview window and Toolbar. The Custom Button allows configuration relating to actions with optional parameters when the button is pressed. e.g. Open a webpage with the devices telephone number as a parameter.
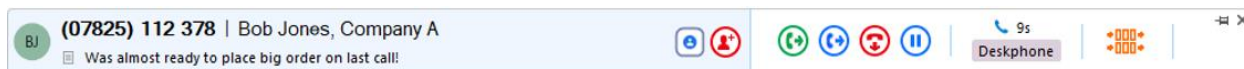
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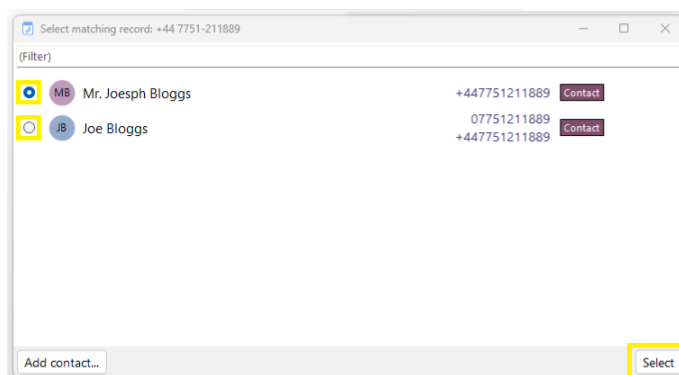
Improvements

Updated Toolbar Design

Go Integrator Nava Toolbar has been updated in design to improve the look and feel to enhance functions and usability.

Activity Tracking with Multiple Contacts

We have added an additional screen related to Activity Tracking, to manage the situation where there are multiple contact matches against a telephone number. The additional screen allows a user to now select which record the activity record will be logged against within a CRM.

Import Tool: Dialing Settings

For users upgrading from Go Communicator V3 to Nava, we can now import the dialing settings. This is alongside the Integrations, Username and Password.

Device Endpoints Table

Ticking or unticking devices in the Device Endpoints Table, will now only affect what is displayed in Preferred Device. Previously, disconnecting the primary device could cause a disconnection for Nava from the NetSapiens API.

Support for 'SIP 603 Decline' for softphone

Go Integrator Nava softphone now supports the ability to decline an incoming ringing call via a new button on preview window and toolbar.

Improvement to how Go Integrator Nava integrates to the Microsoft Graph API for Presence and call state features

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Microsoft have upgraded the v1 endpoint for accessing the "Graph API" that supports using Microsoft Teams status as the Presence in Go Integrator Nava, and thus publishing the Go Integrator Nava "in a call" state to Teams. This update enables Go Integrator Nava to no longer use the previous Beta only method of accessing the Graph API.

New CRM integrations

The following integrations have been added:

Standard	Controlled
Bitrix24	AlwaysOnTime (v3 Addin)
Halo Service Desk	Anva (v3 Addin)
JWC Group (v3 Addin)	Birdie (v3 Addin)
Powerweiss (v3 Addin with Events)	CurrentRMS
Redtail	Filemaker (v3 Addin)
Teamleader	FranConnect (v3 Addin)
Cliniko	Flexsoft Lexor (v3 Addin)
DezRez Rezi	FLG 360
eGroupware	LessAnnoyingCRM (v3 Addin)
Freshdesk	Re:amaze
Odoo	Smoobu (v3 Addin)
Quickbooks Online	MicroHis
SME Professional	Xero Accounting
Trengo	
vTiger	
WebCRM	