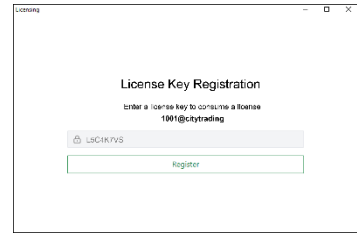


Key Features

License Key Activation

This applies to licenses issued through the Licensing portal only. If a User has not already been assigned to a License Pack, then they can use a License Key (previously referred to as Serial Number) to assign a License Pack via Go Integrator Nava.



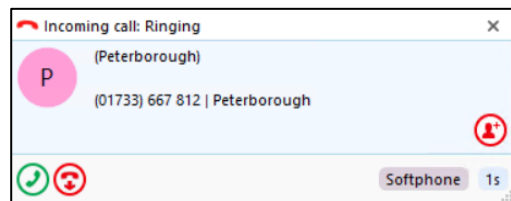
This is done via a registration screen (right), which appears when a user inputs valid credentials not assigned to a License Pack.

Support for Salesforce Open CTI API

A new integration has been added for Salesforce called “Salesforce Open CTI”. It offers the same functionality as the existing Salesforce integration but is available, as standard, with the lower cost Salesforce Essentials and Professional license types. This is because as it uses the Salesforce Open CTI API rather than the SOAP API which is only available with the Enterprise and higher license types. This significantly increases the number of Salesforce users that can now use our CRM integration. Although the functionality is the same, it does require some involvement from the customers Salesforce Administrator to complete the set up.

Softphone – Call Decline

Softphone users will be able to decline an incoming call. This will stop the call ringing on all devices associated with the user and close the Preview Window, which will not be presented until another call is made or received.



Improvements

Support Use of DNS SRV Record

Nava will now support failover, for Service Providers who have configured a DNS SRV entry for the SNAP API Server address.

Peer (Presence) Cache

Peer Cache is now refreshed when the Nava client is restarted.

Device Endpoints

Selecting/Unselecting devices will now only add/remove the device from the preferred device list. Previously this could change the behavior of the client as this affected the connection to the SNAP API.

CRM Integration Updates

STANDARD INTEGRATIONS		
Recruit Now	Zoho Bigin	Prof4Net Catch
Microsoft Dynamics Business Central	Salesforce using OpenCTI API	Efficcy CRM
Vanbrug Codex	Suppsonic	
CONTROLLED INTEGRATIONS		
Vectra CRM	ServiceM8	InsuredMine
Smart Advocate	Ezyvet	JobAdder
Rex CRM	noCRM	Job Nimbus
Zammad	iPro	Commtrak CRM
Allianes Staff Manager	Civica Cx Housing and Management	Acumatica
EMIS Residential		