



What's new in Go Integrator Nava?

Product Update: v4.6.0

Go Integrator Nava is a unified communications client for the NetSapiens hosted telephony platform. In this latest version, 4.6.0, new features have been added, along with various improvements, bug fixes and an updated CRM Integration library with 15 new CRM Integrations.



New Features

Telephony support for direct headset call control using Human Interface Device (HID)

With the implementation of Windows HID telephony for headsets, the Go Integrator Nava softphone now supports basic call control directly from the headset.

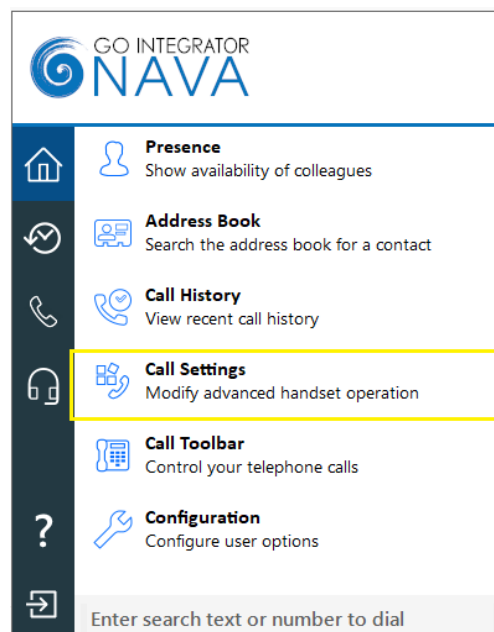
Answer, Hangup and Hold/Resume call controls are now available when the headsets device supports Windows HID.

See the Go Integrator Nava online help for setup and configuration.

Tested verified headsets - Yealink WHB660 and Jabra Evolve 75

Direct Call Settings link to NetSapiens User Portal

Go Integrator Nava now has the ability to add a link that allows users quick access to their NetSapiens user portal directly from Go Integrator Nava. Please speak to your account manager about enabling this feature.



Nava ACD features now available for additional User types

Nava ACD features are now available to other User types. In 4.6 ACD features are now shown, not just for the Call Centre Agent scope alone, but for Supervisor, Site manager, Office Manager and Super users if they are part of a Queue.

Support for NetSapiens User queue assignment and Device assignment

NetSapiens now has the ability to assign User or Device to a queue (release v42 onward). If Queue assignments are made as a User, Go Integrator Nava call queue agents can now join a call queue as a “user”. This enables calls from a call queue calls to be routed to all devices.

Support for Callback Queues in Netsapiens

Go Integrator Nava now supports answering a Callback call. Previous behavior prevented calls coming via the Callback queue to be answered.



Improvements

Additional Related data CRMs

In 4.5 Go Integrator Nava extended the CRM integration feature set with Related Data, providing the user the ability to quickly locate and present additional data related to the caller. This was released with support for 7 CRM's. In 4.6 we have now added support for 13 new CRM integrations to include Related Data : Arthur, Adapt, Clio, HaloCRM, HaloITSM, HaloPSA, Lisaas, Odoo, Pipedrive, TOPdesk, Zendesk, Zoho CRM, and Zoho Desk.



New Integrations

The following CRM Integrations have been added, or improved, in this version:

	<p>TOPdesk is one of the fastest-growing service management providers worldwide. Our mission? Helping your organization achieve excellent service delivery. TOPdesk employees get the trust and the freedom to create innovative solutions for all your service management needs.</p>
	<p>Vtiger is a Customer Relationship Management (CRM) software that empowers businesses to manage customer interactions and relationships effectively. Here are some key features of Vtiger:</p>
	<p>HaloCRM is omnichannel customer service software, designed for teams looking to drive greater efficiency when handling enquiries from members of the public.</p>
	<p>Lisaas ERP software distinguishes itself from other ERP packages by the completeness and completeness of the application. Lisaas provides many possibilities and useful tools.</p>
	<p>All-in-One PSA Software for Service Providers - Deliver exceptional service with a fast, simple and fully configurable system. Fully tailored to help you run a successful MSP business.</p>
	<p>HaloITSM is a single, all-inclusive ITSM software solution, and it won't just standardise your processes- it will also deliver valuable analytics.</p>
	<p>JobAdder is simplifying recruitment for recruitment agencies, staffing firms and HR and talent acquisition teams who want everything in one place without the complexity.</p>
	<p>Arthur is the only cloud-based property management platform designed with your business in mind. With our suite of bespoke apps, you can save time, boost efficiency and focus on what really matters.</p>



Zoho Desk is context-aware help desk software that helps businesses of all sizes provide proactive and well informed customer support. Combine effective ticket management.



Bullhorn Adapt is a specialist staffing and recruitment software application. The application has earned them the reputation for enhancing business growth and profitability throughout the global recruitment industry.



Housecall Pro helps home service professionals thrive. We offer an industry-leading SaaS operating platform combined with modern financial services and supporting business solutions, helping Pros run all aspects of their business.



ModMed is transforming healthcare by placing doctors and patients at the center of care through an intelligent, specialty-specific cloud platform. With our electronic health records (EHR) and practice management (PM) systems, and our revenue cycle management (RCM) services, our all-in-one solution empowers specialty medical practices to do their best work by providing them with clinical, financial and operational software solutions designed to enable better, more personalized patient care.



LeadSquared is a new-age SaaS CRM platform that provides end-to-end sales, marketing, and onboarding automation solutions.



Aptify by Community Brands is a configurable member management platform for membership-focused organizations worldwide.



Archie CRM is a solution that supports, CRM, Sales, Marketing and Services. and can be extended in a modular way. Information about

organizations, contacts and projects is accessible to all Archie CRM users from any location, so you can focus your attention on efficient and valuable communication with customers and prospects.

For the full details on this release, please refer to the Release Notes [here](#).