GO INTEGRATOR NAVA

mondaGo
an akixi company

Leaders in
Computer Telephony
& CRM Integration

THE NEXT GENERATION OF COMPUTER TELEPHONY & CRM INTEGRATION

Go Integrator Nava is a unified communications client for the Netsapiens hosted telephony platforms. It provides integration to contact-orientated business systems and CRM applications, offering a standard set of integration features with over 225 popular cross-vertical and vertical-specific applications.

This provides significant productivity gains, for example, know who is calling and quickly get their details on the screen or simply click on their contact number to automatically make your handset dial the number.
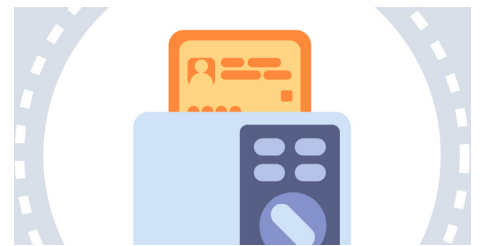
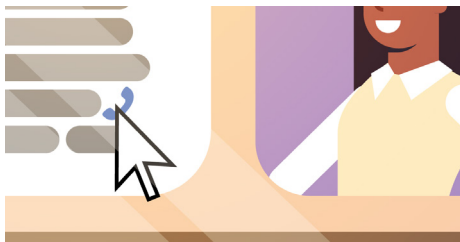CRM integration features included with Nava:
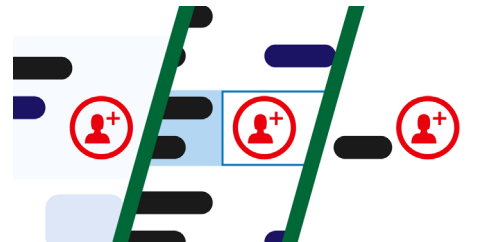

Contact Searching

Contact Popping

Caller Preview

Click-to-dial

Activity Logging*

Add Contact / Account

STANDARD INTEGRATIONS

for a full list of integrations, please visit:
https://integrations.nsp.gointegrator.com/

80+ CRM integrations and business system applications are classified as STANDARD for Go Integrator Nava. Integration features will vary by CRM. Use our CRM Viewer to see a full list of integrations and check the features supported by the Windows client, macOS client or both.

- 4me
- Accelerate *
- Access Microsoft
- Access Profile
- ACT!
- Autotask PSA *
- Call Connect GP (Patient Connect)
- Carerix *
- ConnectWise Manage *
- crmSeries
- DATEV
- Dezrez
- Dynamics 365 CRM *
- eGroupware

- Envoy Taxi Dispatch System
- Exact Online
- Faster Forward *
- Flexkids
- FuseMetrix
- Goldmine
- Google Contacts
- HaloITSM
- HaloPSA
- Halo Service Desk
- HubSpot *
- IBM Notes
- in2crm
- inforCRM
- JobDiva

- Keap Max Classic *
- LDAP
- Logical Office
- Max Immo
- Maximizer *
- Medicom
- Mirage Salesforce Connector
- MobileMax
- NetSuite *
- ODBC
- OnContact CRM
- Outlook
- PCHomes
- PerfectView Online CRM

- Profile CRM
- PVCRM
- Really Simple Systems
- Rezi
- Ridder IQ
- RobinHQ
- RPM
- Sage 50c
- Sage 200 with Sage CRM module
- Sage CRM 2018 R3
- Saleslogix
- Salesforce *
- Salesforce Service Cloud
- Salos AutomaaT GO

- Simplicate
- SIS
- Sugar CRM *
- SuperOffice *
- Teamleader
- TechMan
- TITAN
- vtiger CRM
- WebSolve
- WinSIMS
- Workbooks *
- Yoobi
- Zendesk *
- Zoho CRM *
- Zoho Recruit

Bold denotes integration available in Go Integrator Nava Unite only | * denotes activity logging support

CONTACT SEARCHING
Concurrently searches integrated CRMs and enables Contact Popping or Click-to-dial from the results.
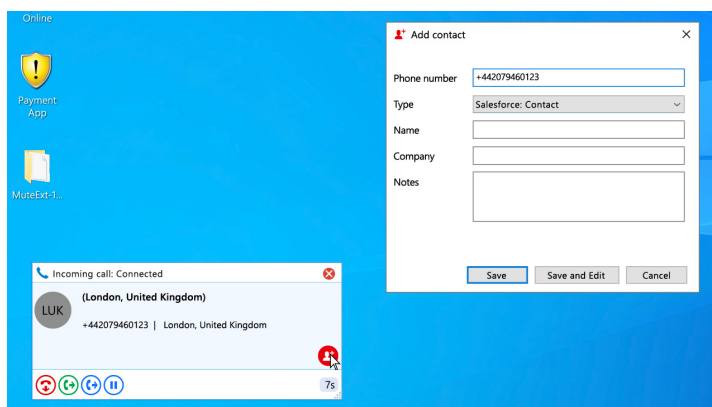
CLICK-TO-DIAL
Makes it possible to dial directly from the CRM.

ADD CONTACT / ACCOUNT
Add a new record to the CRM directly from the client Caller Preview Window or Call History page.

CONTACT POPPING
Manually or automatically "pop" a customer record when a match is found for an active call.

ACTIVITY LOGGING
Manually or automatically create an activity record of a call received within the CRM and easily add further notes.

In addition to the CRM integration features, Nava has a range of powerful unified communication features including:

PRESENCE
See extension status of co-workers. From the dockable presence window a user can also make calls, transfer, or pick up co-worker calls.

PREFERRED DEVICE
Users can select which connected device they would like to use to make or receive calls with.

AGENT FEATURES
Nava provides a simple way for a Call Center agent to change settings, including join and unjoin queue, and check queue data. CRM integration features also available in the Toolbar interface for Agents.
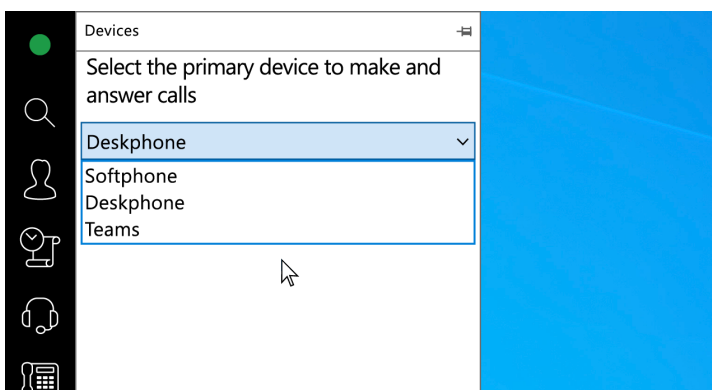
CLOUD CONTACTS
A simple multi-tenant contact database that allows an end customer to add and share external contacts across its user base. New contacts are added easily while on a call or from the Call History.

SOFTPHONE
As well as monitoring and controlling your typical device types such as a desk phone etc. Nava also provides its own built-in softphone and provides the user a seamless user experience across all of these device types.

MULTIPLE INTERFACES
The AppBar is an interactive bar that provides quick access to features. The Preview Window allows for call control during a call. The Toolbar provides a dockable UI with comprehensive set of agent features.

To view our product overview video, please visit:
https://vimeo.com/570300296

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MICROSOFT TEAMS INTEGRATION

A range of deep-level features that enhance Nava including:

- Show, Add, Pop CRM contact for call ringing / answered using Teams[#]
- Select Teams as preferred dialing device and Click to dial through Teams client[#]
- Open Microsoft Teams chat from Nava Presence
- Show photo / avatar in Nava Presence
- Show co-workers Microsoft Teams availability in Nava Presence*

[#] Require Microsoft Teams direct routing (or similar)
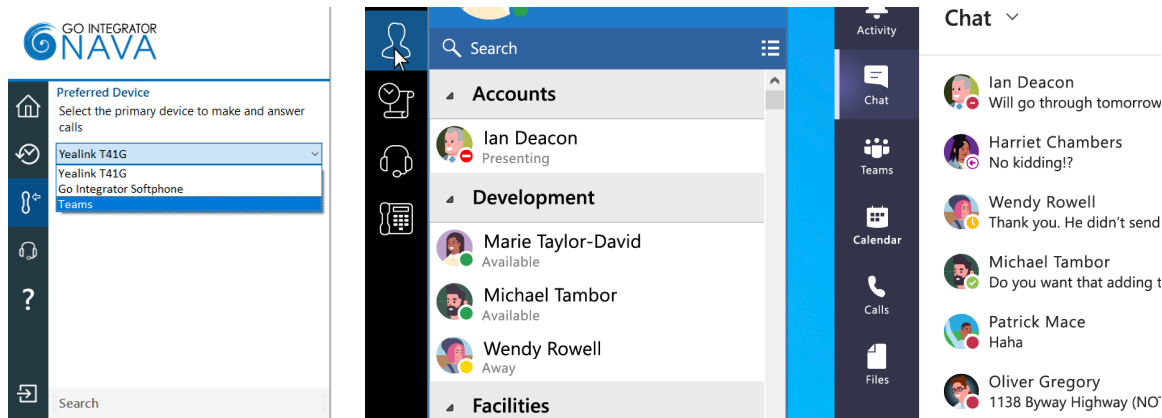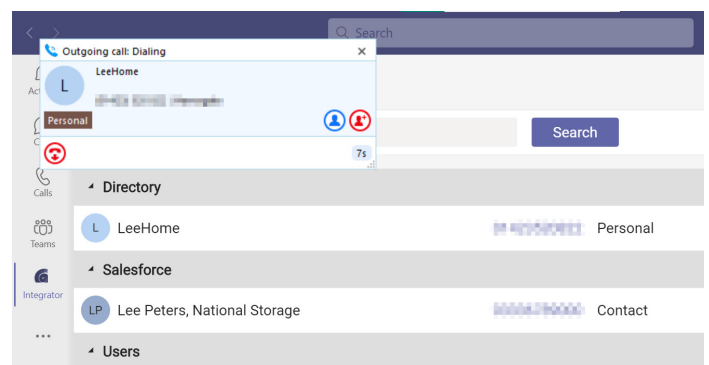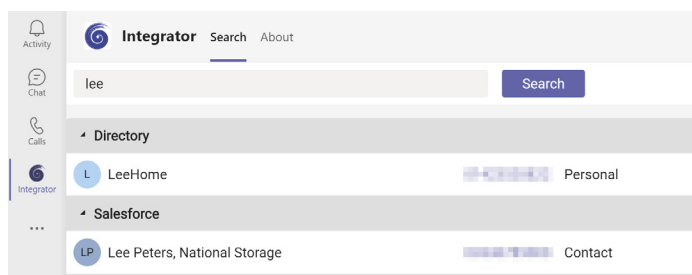

UPDATE MICROSOFT TEAMS PRESENCE

Sets the user's Microsoft Teams presence to "In a call" when a user is on a Netsapiens Call.

* Calendar-based "Out of Office" states and publishing "In a call" status to Microsoft Teams are Microsoft Graph API Beta features therefore these functions are subject to modification/removal.

SEARCH AND CALL FOR MICROSOFT TEAMS

Search and Call is a companion application that can be added to Microsoft Teams. It connects to Go Integrator Nava and enables users access to key Nava features from within Microsoft Teams. Users of Search and Call can:

- Perform a search of contacts and display results in Microsoft Teams.
- Make a call through Nava from Microsoft Teams

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