# BULLETIN: Go Integrator Nava

## Introduction

This document provides an overview of Go Integrator Nava and is aimed at partners who have previous experience of Mondago's Go Communicator v3 product. If you are interested in finding out more about the product, please contact your Account Manager.

## What is Go Integrator Nava

Go Integrator Nava is Mondago's next generation of desktop CTI and CRM integration product for the netsapiens hosted telephony platform. Although it retains many of the features of Go Communicator, it is a separate product and should not be considered as a direct upgrade. As well as benefitting from our own product experience, it also incorporates many of the partner and customer enhancement requests we have received over the past years.

## Licensing

Nava uses a three-tier licensing model Solo, Team and Unite. Each is a superset of each other with Solo being the lowest level license and Unite the highest. Features by license type are given later in the bulletin along with a Go Communicator versus Nava feature comparison. Please contact Mondago to get license pricing details.

## Key features

**Presence**

Nava introduces presence, providing a user with a real time view of their co-worker's status. The presence is made of up PBX hook state, which would indicate if a user is on a netsapiens call, and Microsoft Teams availability (details below). By combining the two, a user can gain a complete view of their co-workers' activity.

**Microsoft Teams integration**

Nava combines a user's PBX hook status and Microsoft Teams status, creating a unique view of a user's and co-worker's presence. This enables a range of integration features with Microsoft Teams 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 MS Teams chat from Nava Presence
- Show photo / avatar in Nava Presence
- Show co-workers Teams availability

[#] Require MS Teams direct routing (or similar) / Microsoft 365 Business Voice
[##] Require MS Teams direct routing (or similar)
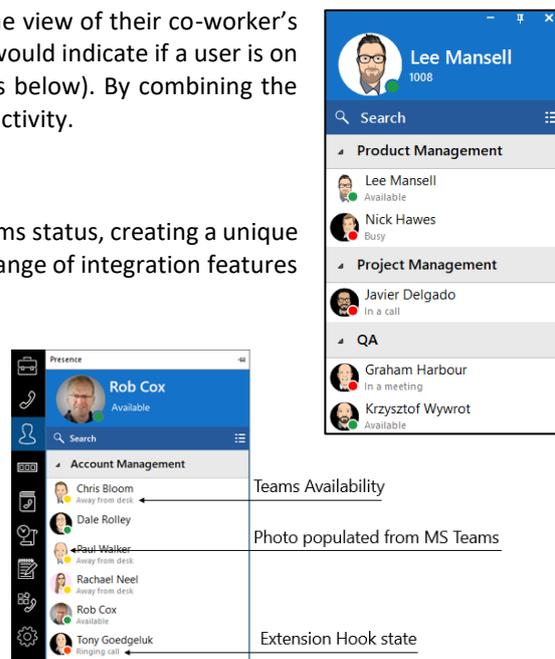
**Update Microsoft Teams Presence (beta feature*)**

Nava can also update a user's MS Teams presence, displaying with "in a call" when a user is on netsapiens Call.

*MS-Teams Availability feature in the Presence window uses the Microsoft Graph API. Calendar based "Out of Office" and publishing "In a call" status to Teams are Microsoft Graph API Beta features therefore these functions are subject to modification / removal.

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### Search and Call for Microsoft Teams (aka Teams Adapter)

Search and Call is an application that can be added to Microsoft Teams from the App Store. 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
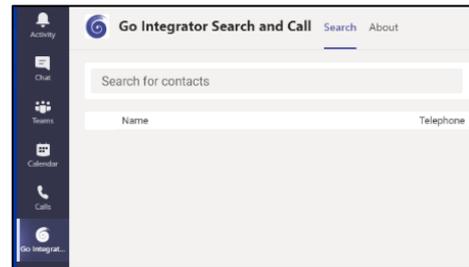
### Preferred Device

Nava enables a user to monitor all devices associated with their account, allowing the user to decide which device to answer a call on or make a call from. This is known as Preferred Device. The user can even decide to stop monitoring certain devices altogether if preferred. Preferred devices can also include Microsoft Teams
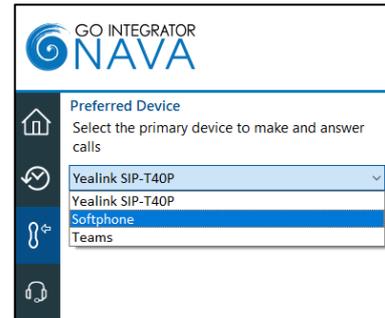
### Embedded Softphone

Nava comes with a built in SIP Softphone which can be configured and enabled using a standard Netsapiens device profile.

### Toolbar

Toolbar can be accessed via the AppBar or Tray Mode, and is dockable at the top or bottom of a user's screen. It provides an alternate method of managing calls, with the interface designed around the easier management of Call Queues.
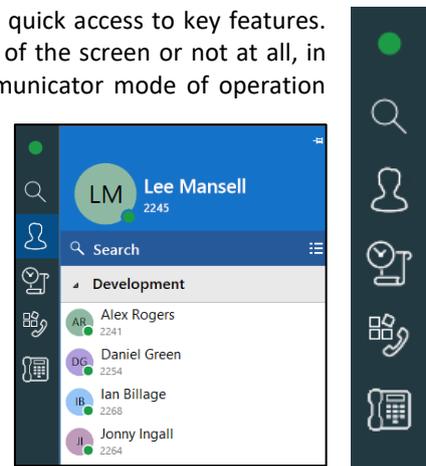
### AppBar

The AppBar is a vertically aligned permanently displayed interface with quick access to key features. The user can decide to show the AppBar on the left or right-hand side of the screen or not at all, in which case, the user interface presented is more like classic Go Communicator mode of operation (known as Tray mode).

The AppBar is interactive and expands according to user selection. The AppBar presents the following options:

*Address book, Presence, Calls, Call Settings, Agent Status (see Call Centre Agent below), Toolbar, Help, Configuration, Exit*.

Selecting the options from the AppBar will cause the selection to expand and render alongside the AppBar (see an example with presence to the left). The view can be locked by clicking the "drawing pin" icon.

### Call Centre

User can now log in and log out of the call queues they are a member of using Nava. Call Queue status will automatically update on the netsapiens portal if altered in this way. This can be done from Tray Mode, AppBar or Toolbar.

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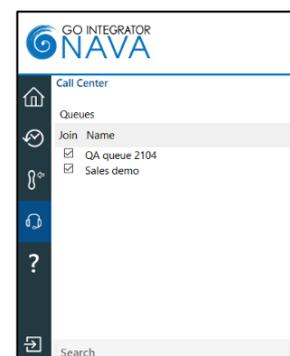
**Adding New Leads and Contacts**
Nava ships with a new CRM integration library that allows calls from new contacts to be added to the integrated application.

If Nava is integrated to multiple applications, then the Add contact option will continue to show until the contact is added to each application, plus an existing contact in one system can be easily duplicated to another. A contact can be added from multiple locations such as the live call Preview window, Call history and Missed calls pop up.
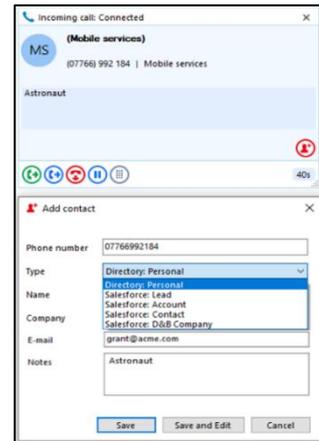
**Go Communicator CRM library support**
Nava incorporates Go Communicator v3 CRM integration libraries and hence can support integrations currently available with Go Communicator v3.

**Install Wizard**
For first time users, an initial setup screen has been introduced before the user runs the client for the 1<sup>st</sup> time. This allows a user to select which devices they will be using.
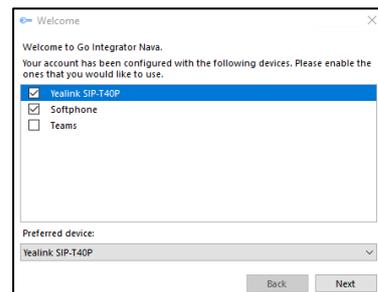
This is particularly important for Microsoft Teams users, as it allows the user to control when they go through the Teams log process to connect to Nava.

**Cloud Contacts**
Nava can be made available with its own online directory known as Cloud
Contacts, making it easy to store a new contact as a private or shared contact (with co-workers). It is also a very effective way to duplicate contacts between the disparate contact management systems companies often have e.g., a contact record in the CRM system could be easily added to the Helpdesk system, by different users, without the need to provide each user a license for each application.

**Show Contact in Edit Mode**
Allows you to select whether you open a caller's contact record, in view or edit mode when the "pop" contact icon in the Preview window, Call history or Address book is clicked. The example below shows it from the Address book
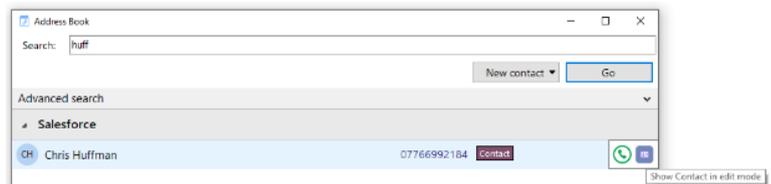
**Screen Read dialing**
Nava also introduces "Screen Read" dialing (Patent Pending). Screen Read allows you to "click to dial" from any number type on the screen even those presented as an image. The example right shows it working in an email signature.
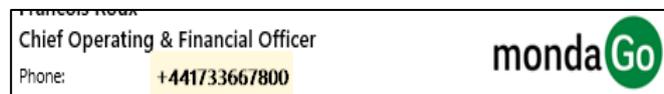
**Favorites**
The Presence window allows favorites to be added. This is done by selecting the star symbol in the slide out menu against a co-worker in the Presence window.
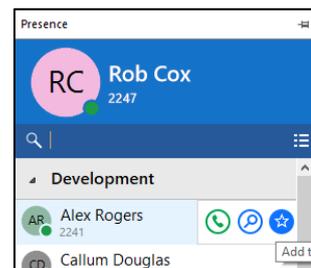
**Discovery and branding**
Nava supports the use of Access Codes to allow dynamic branding. This means when the product is started for the first time the user will be required to enter a Service Provider specific access code that will cause certain baseline parameters such as server address, branding images, and proxy settings to be set. It also means these parameters can be changed without having to issue new software.

**Call Events**

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Custom Events are introduced, allowing configuration relating to actions taken when a call or device changes state.

For example, a user could configure a specific program to run based on a call being received.

### Client-Side API
Nava introduces a client-side API, that can be used by Developers of CRM applications to add their own telephony integration features into their application. This is only available with a Unite license.
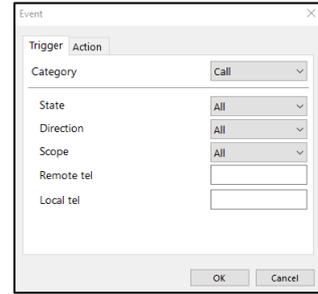
### Login screen
Rather than keeping the login credentials only accessible from the configuration menu as in Go Communicator, Nava prompts the user to login each time the client is started (unless Auto login box selected). This method is more in line with the industry standard for applications of this type.
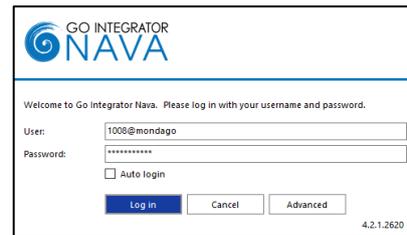
### Missed Call support
A pop-up window will show on the screen when a call has been missed. Multiple options are available from this including call back, pop contact and add contact.

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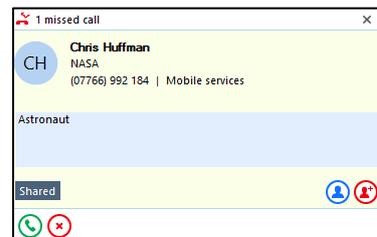
## Summary of features

| Feature | Solo | Team | Unite |
|---|---|---|---|
| Click to Dial | ✔ | ✔ | ✔ |
| Presence / BLF | ✔ | ✔ | ✔ |
| Address book | ✔ | ✔ | ✔ |
| Call history | ✔ | ✔ | ✔ |
| Recent calls | ✔ | ✔ | ✔ |
| Missed call notification | ✔ | ✔ | ✔ |
| Call Control * | ✔ | ✔ | ✔ |
| Preview window | ✔ | ✔ | ✔ |
| Call Toolbar | ✔ | ✔ | ✔ |
| Busylight support | ✔ | ✔ | ✔ |
| App Bar | ✔ | ✔ | ✔ |
| Preferred Device (Multi-device support) | ✔ | ✔ | ✔ |
| MS Teams Search and Call | ✔ | ✔ | ✔ |
| MS Teams - Show, Add, Pop CRM contact for call ringing / answered using Teams[#] | ✔ | ✔ | ✔ |
| MS Teams - Select Teams as preferred dialing device[#] | ✘ | ✔ | ✔ |
| MS Teams - Open MS Teams chat from Nava Presence | ✘ | ✔ | ✔ |
| MS Teams - Show photo / avatar in Nava Presence | ✘ | ✔ | ✔ |
| MS Teams - Show peers Teams availability[##] | ✘ | ✔ | ✔ |
| Softphone | ✘ | ✔ | ✔ |
| Custom Events | ✘ | ✔ | ✔ |
| Client API | ✘ | ✘ | ✔ |
| Agent features | ✘ | ✘ | ✔ |
| CRM integrations (Outlook / Google Contacts) | ✔ | ✔ | ✔ |
| CRM integrations for all other applications | ✘ | ✘ | ✔ |
|  |  |  |  |
| Cloud Contacts** | ✔ | ✔ | ✔ |

\* Call control will vary by device type
\*\* Database hosted by Service Provider


\# Require MS Teams direct routing (or similar)

\#\# Purple 'Out of Office' states use beta version of Graph API

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## Key differences compared to Go Communicator

| Feature | V3 | Nava |
|---|---|---|
| Click to Dial | ✓ | ✓ |
| Presence / BLF | ✗ | ✓ |
| Address book | ✓ | ✓ |
| Call history | ✓ | ✓ |
| Recent calls | ✓ | ✓ |
| Missed calls | ✓ | ✓ |
| Call Control | ✓ | ✓ |
| Preview window | ✓ | ✓ |
| Toolbar | ✗ | ✓ |
| Busylight support | ✓ | ✓ |
| App Bar | ✗ | ✓ |
| Show contact in edit mode | ✗ | ✓ |
| Missed Call Notification | ✗ | ✓ |
| V3 CRM integrations (Outlook / Google Contacts) | ✓ | ✓ |
| CRM Plus integrations (Outlook / Google Contacts) | ✗ | ✓ |
| MS Teams - Search and Call | ✗ | ✓ |
| MS Teams - Show, Add, Pop CRM contact for call ringing / answered using Teams | ✗ | ✓ |
| MS Teams - Select Teams as preferred dialing device | ✗ | ✓ |
| MS Teams - Open MS Teams chat from Cara Presence | ✗ | ✓ |
| MS Teams - Show photo / avatar in Cara Presence | ✗ | ✓ |
| MS Teams - Show peers Teams availability | ✗ | ✓ |
| Softphone | ✗ | ✓ |
| Preferred Device (Multi-device support) | ✗ | ✓ |
| Custom Events | ✗ | ✓ |
| Client API | ✗ | ✓ |
| Agent features | ✗ | ✓ |
| V3 CRM integrations (All others) | ✓ | ✓ |
| CRM Plus  integrations (All others) | ✗ | ✓ |

| | V3 | Nava |
|---|---|---|
| Cloud Contacts | ✗ | ✓ |