BULLETIN: Go Integrator Nava 4.2

Introduction

This document provides an overview of the 4.2 Q1 2022 release of Go Integrator Nava and is aimed at partners who have already adopted and introduced Nava 4.1. 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. 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.

The Q1 2022 release provides new features to enhance the Nava experience, based on customer feedback and new developments.

Key new features

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.

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.
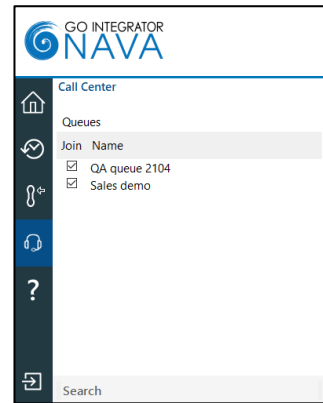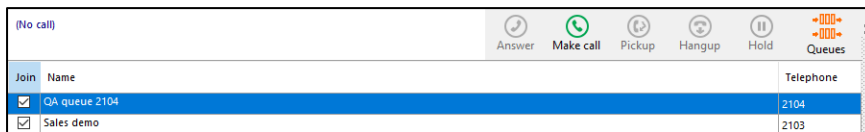

Enhanced Device Control

Nava introduced Preferred Device, that could determine where an outbound call was made from. However, this was limited to device type, with options for Deskphone, MS Teams and Softphone as examples. Enhanced Device Control takes this a step further, identifying individual devices as opposed to device type. This allows a user to select the <u>exact</u> device that a call will be made from.

Edit Device Names

Uses can now edit the default name of their devices, with the edited name reflected in the Preferred Device options.
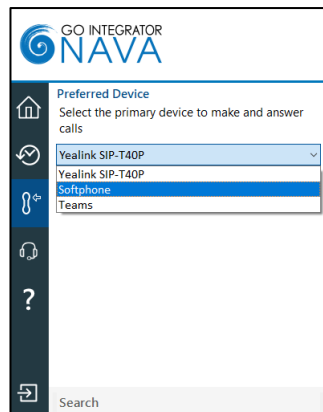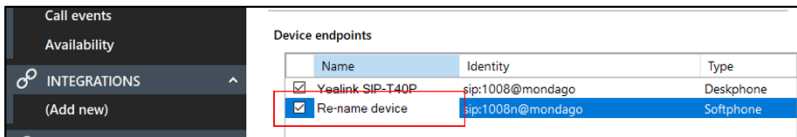
Update Microsoft Teams Presence (beta feature*)

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. However, Nava was not able to update MS Teams presence when a PBX call was taking place. The Q1 2022 release enables this feature, with MS Teams presence updating with "in a call" when a user is on a 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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Install Wizard

For first time users, an initial setup screen has been introduced before the user runs the client for the 1st 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.
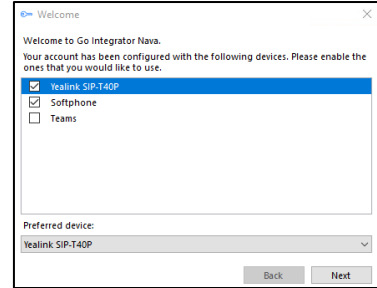
Auto Pop

Allow a user to automatically pop a CRM contact when an inbound call is received. This can be done when an inbound call is ringing or connected.

Custom Call Events

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.
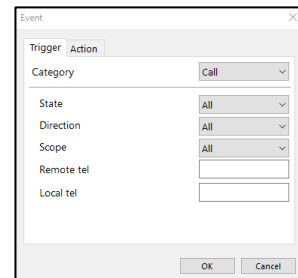
Minor Improvements

Search Results in Presence

Nava will now produce search results based on *starts with* rather than *contains*. Previously a search for *Ian*, would produce results for *Ian*, but also names that contained *Ian*, such as *Brian*. This will make it easy to search the internal directory for larger organizations.

Contacts from a CRM via address book will be added later.
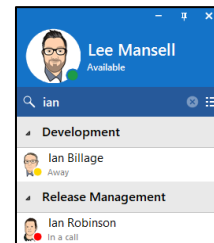
Integration Features List

List of available features will be displayed when selecting a new integration.