

Introduction

This document provides an overview of the first release of Go Integrator Nava, and is aimed at Distributors and Suppliers of Mondago’s previous product for the netsapiens hosted telephony platform, Go Communicator. 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

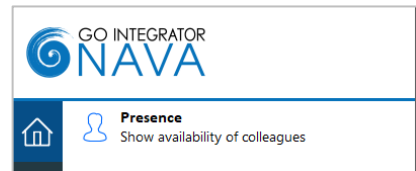
Nava uses a three-tier licensing model Solo, Team and Unite. Each is a superset of each other with Solo being the lowest level license and Unite the highest. Features by license type are given later in the bulletin. Please contact Mondago to get license pricing details.

Key Features

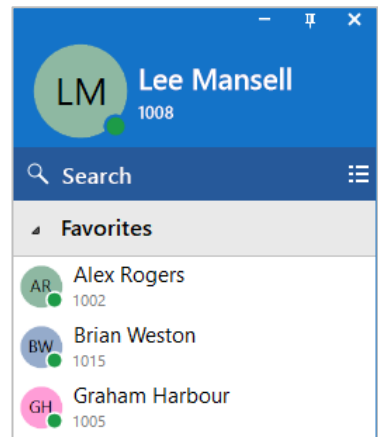
Presence

A Presence window has been introduced in Nava. This will display a co-worker’s telephone extension status, displaying in real time if it is:

- In a call
- Available
- Held
- Ringing



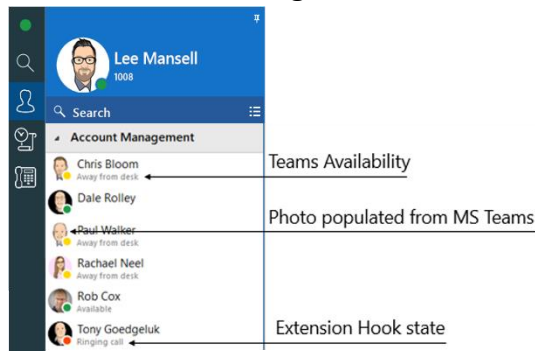
Co-workers are grouped by department, but a user can select their favorites and position them at the top of the window. A user can also search for a particular user to display their presence.



The presence window itself can be pinned to the left or right of a user’s screen.

In combination with extension status, Nava can also be configured to display the Microsoft Teams availability^{###}. (see *Microsoft Teams Integration*).

Microsoft Teams integration



Nava supports 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^{###} (beta)

[#] Require MS Teams direct routing (or similar) / Microsoft 365 Business Voice

^{##} Require MS Teams direct routing (or similar)

^{###} Currently available as a customer beta feature only with limited support. Feature may change without notice.

BULLETIN: PartnerCRM

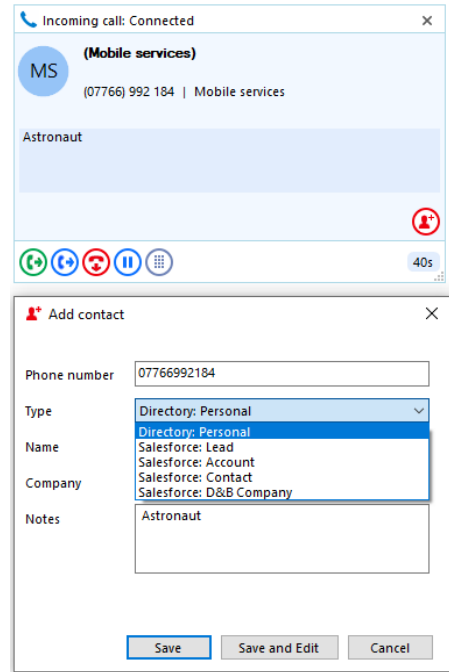
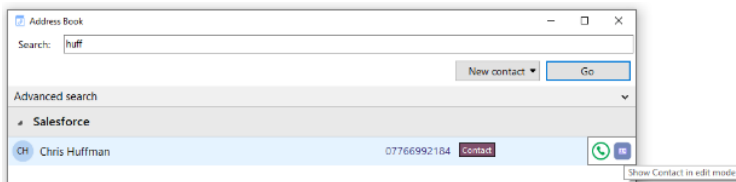
Adding New Leads and Contacts

Nava ships with a new set of add ins (known as Plus Add-in's) 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.

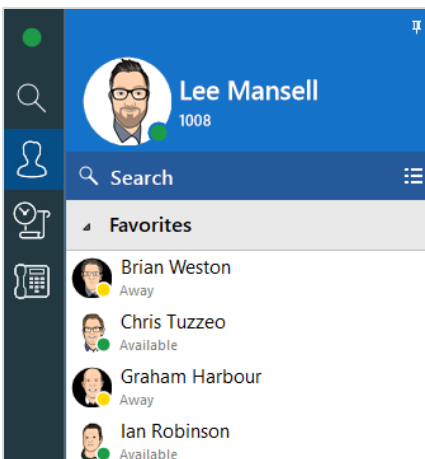
Show Contact in Edit Mode

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



AppBar

The AppBar is an alternate method of accessing the key features within Nava, such as the address book and call creation. A user can have the app bar permanently displayed on the right or left of their screen, depending on their preference



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

- Presence
- Address book
- Calls
- Help
- Configuration
- Exit

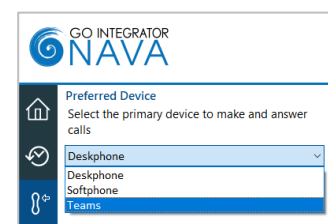
Selecting the options from the AppBar will cause the selection to expand and render alongside the AppBar (see an example with presence to the left). The view can be locked by clicking the "drawing pin" icon.



AppBar is off by default, in which case, the user interface presented is more like the Go Communicator mode of operation (known as Tray mode).

Device control and 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.

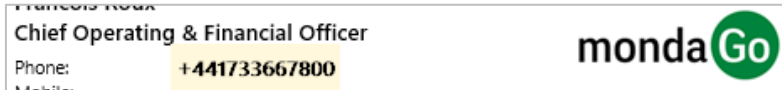


Embedded Softphone

Nava comes with a built in SIP Softphone which which is automatically configured as a device on the netsapiens platform at the time of installation.

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 above shows it working in an email signature.

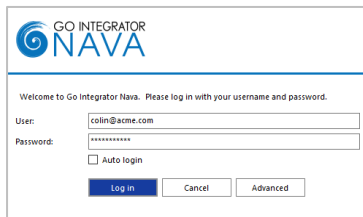


Discovery and branding

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.

Go Communicator CRM library support

Nava incorporates Go Communicator CRM integration libraries and hence can support integrations currently available with Go Communicator.

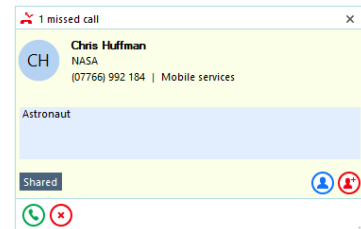


Login screen

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.



Summary of features

Feature	Solo	Team	Unite
Click to Dial	✓	✓	✓
Presence / BLF	✓	✓	✓
Address book	✓	✓	✓
Call history	✓	✓	✓
Recent calls	✓	✓	✓
Missed calls	✓	✓	✓
Call Control *	✓	✓	✓
Preview window	✓	✓	✓
Busylight support	✓	✓	✓
App Bar	✓	✓	✓
Show contact in edit mode	✓	✓	✓
CRM Plus integrations (Outlook / Google Contacts)	✓	✓	✓
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 ^{####} (beta)	✗	✓	✓
Softphone	✗	✓	✓
Preferred Device (Multi-device support)	✗	✓	✓
V3 CRM integrations (All others)	✗	✗	✓
CRM Plus integrations (All others)	✗	✗	✓

* Call control will vary by device type

** Database hosted by Service Provider

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