

# Go Communicator

by **mondago**

Go Communicator by Mondago provides integration to an unprecedented range of business and contact-orientated applications, offering a standard set of integration features with a huge range of popular cross-vertical and vertical-specific applications.

Go Communicator will:

- Improve the quality and professionalism of your call handling and the caller's experience
- Increase the productivity and collaboration of your phone system's users
- Reduce the time and costs involved with making and receiving large volumes of calls
- Realise the full potential of your hosted telephony solution

Go Communicator is a client-only solution, specifically designed for use with hosted telephony systems and is easy to install, configure and upgrade. Features include:

## Click-to-dial

A comprehensive range of click-to-dial techniques comes as standard with Go Communicator, enabling significant time savings from your favorite applications. You can even train it to work with applications we know nothing about.

## Contact Popping

If a caller is located in an integrated application, their full details can be quickly "popped" on screen.

## Note Taking\*

Quickly and easily add call notes to the business system.

## Licensing

Go Communicator comes in two versions: "Express" and "CRM". Both versions offer the same click-to-dial functions, call history, and contact searching/popping integration with Microsoft Outlook, Lotus/IBM Notes and Google Contacts. The CRM version offers the same contact searching/popping into many other business applications and systems.

## Caller Preview

For both inbound and outbound calls, if a match for the caller is located in any integrated directories then the caller's summary details are displayed on screen. This allows the Go Communicator user to see who is calling them before they answer the call.

## Address Book

Details of a new caller can be easily saved in the user's personal directory. Integrated applications can be searched and dialed from the results.

## Activity Logging\*

Record activity in business applications for all calls made and received.

## Recent and History Lists

Users can quickly view a list of the most recent calls that they have made or received, or a fuller history list of inbound and outbound calls. Any telephone number in these lists can be redialed with a single click.

\* Currently available with a limited range of business applications

For further information, contact us at [sales@gocommunicator.com](mailto:sales@gocommunicator.com)



## INTEGRATION INFORMATION

Integrations are split into two categories:

### STANDARD INTEGRATIONS

Standard integrations are available by default within Go Communicator and installation can be completed by the reseller / end user using the provided add-in guide where applicable. Standard integrations use open APIs or benefit from partner agreements with the application developer and it is expected that support for future release will be maintained.

- ACT!
- Autotask
- Carerix
- ConnectWise
- DATEV
- Dezrez One/PM
- Dezrez Rezi
- eGroupware
- GoldMine
- Google Contacts
- Logical-Office
- Lotus/IBM Notes
- LDAP
- Max-Immo
- Maximizer
- MS Access
- MS Dynamics CRM
- MS Dynamics NAV
- MS Outlook
- National Directories
- NetSuite
- ODBC
- PCHomes
- Perfectview Online CRM
- PVC CRM
- RPM
- Sage 50 Accounts
- Sage 50 Complete Accounting
- Sage CRM
- Salesforce
- SalesLogix/Infor CRM
- Salpo CRM
- ServiceMax
- Sugar CRM
- SuperOffice CRM
- TeamLeader
- TechMan
- TITAN
- vTiger
- WebCRM
- winSIMS
- Workbooks
- Zendesk
- Zoho CRM

### CONTROLLED INTEGRATIONS

Controlled integrations have typically been provided on a customer project basis and either a limited agreement or no agreement is maintained with the application developer and support for future versions might not be available. The integration add-in is not available by default within the Go Communicator client and must be enabled by the Go Communicator developer at the time of installation.

All integrations require a Go Communicator CRM license except MS Outlook, Lotus/IBM Notes, and Google Contacts.

## SKYPE FOR BUSINESS INTEGRATION

Go Communicator also integrates with Skype for Business allowing a user to make a call on their hosted handset from Skype for Business and for their Skype for Business availability to change based on the status of their hosted handset.