

Go Communicator

For further information,
contact us at
sales@gocommunicator.com
or visit
www.gocommunicator.com

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.

* Currently available with a limited range of business applications

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.

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.

CONTROLLED INTEGRATIONS

In addition to the Standard integrations, there is a wide range of integrations known as Controlled integrations. These are made available on a case by case basis.

To check out the latest Standard and Controlled integrations available, go to www.gocommunicator.com and select Integrations.

- | | | | |
|--------------------------------------|----------------------|---------------------------------|----------------------------|
| • 4me | • Exact Online | • ODBC | • Salesforce Service Cloud |
| • Accelerate * | • Flexkids | • OnContact CRM | • Salos AutomaaT GO |
| • Access Microsoft | • Goldmine | • Outlook | • Simpicate |
| • Access Profile | • Google Contacts | • PCHomes | • SIS |
| • ACT! | • HaloITSM | • PerfectView Online CRM | • Sugar CRM * |
| • Autotask PSA * | • HaloPSA | • PVC CRM | • SuperOffice * |
| • Call Connect GP (Patient Connect) | • Halo Service Desk | • Really Simple Systems | • Teamleader |
| • Carerix * | • HubSpot * | • Rezi | • TechMan |
| • ConnectWise Manage * | • IBM Notes | • RobinHQ | • tel.search.ch |
| • DATEV | • in2crm | • RPM | • TITAN |
| • Dezrez | • intelli-CTi | • Sage 50c | • vtiger CRM |
| • Dynamics 365 Customer Engagement * | • JobDiva | • Sage 200 with Sage CRM module | • webCRM * |
| • Dynamics CRM * | • Keap Max Classic * | • Sage CRM 2018 R3 | • WebSolve |
| • eGroupware | • LDAP | • Saleslogix | • WinSIMS |
| • Envoy Taxi Dispatch System | • Logical Office | • Salesforce * | • Workbooks * |
| | • Maximizer * | | • Yoobi |
| | • MobileMax | | • Zendesk * |
| | • NetSuite * | | • Zoho CRM * |

All integrations require a Go Communicator CRM license except MS Outlook, Lotus/IBM Notes, and Google Contacts which require an Express licence. * denotes activity logging supported.