



What's new in Go Integrator for Webex Calling?

Product Update: v4.5.0

Go Integrator for Webex Calling is a unified communications client for the Webex Calling hosted UC platform. In this latest version, 4.5.0, new features have been added, along with various improvements, bug fixes and an updated CRM Integration library with 4 new CRM Integrations.



New Features

Related Data

Go Integrator for Webex Calling extends its CRM integration feature set with Related Data, providing the user the ability to quickly locate and present additional data related to the caller*.

This enhancement to CRM integration improves customer experience by providing impactful data from one or more integrated CRMs, arming the user with key information they need at the time of the call.

The screenshot displays the contact profile for Glen Wilson at Acme Limited. The contact information includes business and home phone numbers, a fax number, an email address, a contact ID, town, country, postal code, street address, and a description. To the right, a 'Related' tab is active, showing a timeline of events from June 2024 back to May 2024. The events include a meeting for related data, an email about CRM integration, two incoming calls, a case number update, and another meeting to discuss integration, followed by a major software release event.

Activity	Related	Other CRM
28 June 2024		
Meeting for Related data		10:00:00
Today		
Subject - Integration with CRM		16:31:50
[CAUTION] This email originated from outside Akixi. Do not click li...		
Incoming call: (07751) 211 889 [Glen Wilson] -> 2265 [Nick Hawes]		
Direction: Incoming		
20 June 2024		
Incoming call: (07751) 211 889 [Glen Wilson] -> 2265 [Nick Hawes]		
Direction: Incoming		
07 June 2024		
Case number 701 - Agent needs extension update		11:56:34
16 May 2024		
Meeting to discuss Integration		17:30:00
15 May 2024		
Event : Major release of software v4.5		15:00:00

Examples of related data include the **callers tickets**, **cases**, **call activity records**, and **emails**. The related data is presented to the user within an expanded window, accessible from a number of locations including the Preview Window, Call Toolbar, AppBar, and Tray Menu search.

Users can simply access this data within the tabs:

- **Activity** - A timeline of Activities (time related data) - e.g. Call activity records, emails, calendar

meetings

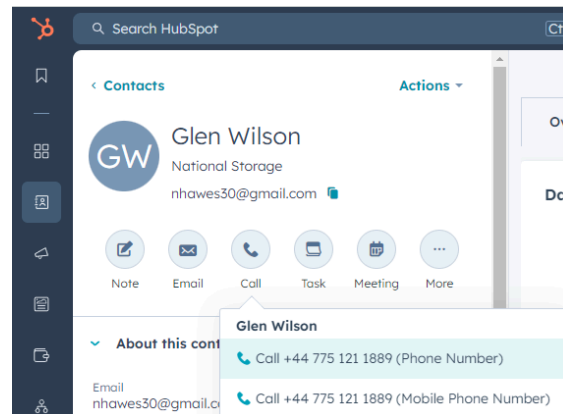
- **Related Data** - Related data to the caller, e.g. the company they work for, open deals they have, and open tickets.
- **Other CRM** - When multiple CRM's are used this displays additional CRM's where the contact appears, with the ability to screen pop.

When multiple CRMs are configured, Related Data combines search results into one window to deliver an extended set of shared information tied to the contact.

**Related Data is currently available for a number of CRM Integrations: Freshdesk, HubSpot, Keap, Microsoft Dynamics 365, Microsoft Outlook (desktop) and Salesforce.*

Native Dialling within HubSpot

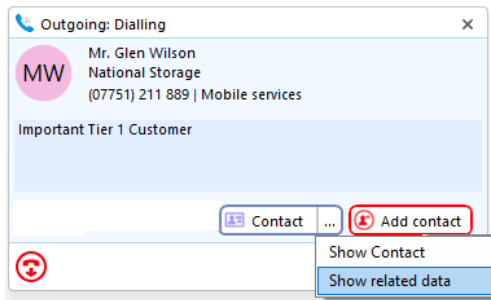
Go Integrator for Webex Calling now integrates with the HubSpot Calling Extensions SDK. This directly integrates to the HubSpot calling options, to make calls directly from HubSpot.




Improvements





Combined Context Buttons

User display enhancements have been made to combine "Show Contact" and "Action buttons" from a number of locations within Go Integrator for Webex Calling that include Preview Window, Call History, and the new Related Data window. Combined context buttons now present multiple actions that come from a single CRM into a combined button, making it clearer and easier to navigate for users whilst keeping Screen Pop as the default action.



 **New Integrations**

The following CRM Integrations have been added, or improved, in this version:

 AUTO GARAGE NETWORK	<p>All-in-One Elite Workshop ProMax Garage Management Software For Garage Workshop, MOT Centre & Tyre Fitting Centre</p>
	<p>Innovative sales software for insurance advice, contracts and claims administration, CRM, workflows and client portals.</p>
 Freshsales	<p>Freshsales helps you run smart sales campaigns to generate more leads, then capture, qualify, route, and track them with the power of Freddy AI.</p>
	<p>Tyresoft is a one-stop complete business management system for the tyre and automotive industry that integrates accounts, sales, stock and marketing functions into one secure, cloud-based platform for easier, more effective management of a business.</p>

For the full details on this release, please refer to the Release Notes [here](#).