

Bridge the gap

between your
customers

and your
**business
systems**

CISCO

Solution
Partner

Go Integrator for Webex Calling

Go Integrator for Webex Calling is a feature rich desktop-based Computer Telephony Integration (CTI) product, providing integration between your Webex Calling telephone system and favored CRM and/or other business applications. It has an unparalleled range of over 60 integrations available as standard, and over another 200 available on request.

Benefits

- Increase productivity through click to call and contact popping
- Personalise the customer experience and increase customer satisfaction
- Automatically add a record of a customer call into the business application
- Quickly add a note to the call record while the call is in progress
- Helps keep your customer contact records up to date

Call Control

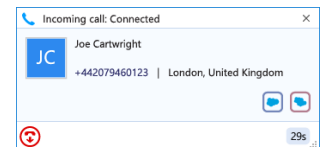
Without needing to touch their handset, a Go Integrator for Webex Calling user has access to a full range of control over inbound and outbound calls, including dialing, answering, transfer, consult and hang-up.



Call control features are available from the Toolbar or Preview windows.

Caller Preview

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



Contact Searching & Popping

Concurrently search many supported business applications manually (as required) or automatically (as calls come in). If a caller is located in an integrated application, their full details can be quickly "popped" on screen.

Address Book

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

Activity Logging*

Record activity in business applications for all calls made and received. Add notes to the call activity record.

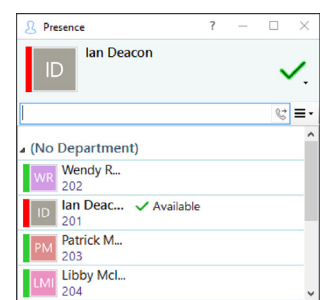
Recent and History Lists

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 one click.

Real-Time Presence

The Presence screen allows Go Integrator for Webex Calling users to check the busy status of their co-workers' extensions. You can also see who your co-workers are talking to if there is a match with an integrated application. This feature greatly improves coordination and collaboration between users.

The Go Integrator for Webex Calling desktop client comes in two versions: "Lite" and "DB". Both versions offer the full call control functions, call history, contact searching/popping, extension presence, as well as integration with Microsoft Outlook, Lotus/IBM Notes and Google Contacts. The DB version is required for integration to all other applications.



* Currently available with a limited range of business applications - search at integrations.webexcalling.gointegrator.com to check if an application is supported.

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STANDARD INTEGRATIONS

Standard integrations are available by default within the Go Integrator for Webex Calling client and installation can be completed by the reseller / end user using the add-in guide provided.

- 4me
- 50c
- Accelerate
- Access
- Access Profile
- ACT! Premium
- ACT! Professional
- Autotask PSA*
- Call Connect GP (Patient Connect)
- Carerix*
- ConnectWise Manage*
- DATEV
- Dezrez
- Dynamics 365 Customer Engagement*
- Dynamics 365 for Sales
- Dynamics CRM*
- eGroupware
- Envoy Taxi Dispatch System
- Exact Online
- Flexkids
- GoldMine
- Google Contacts
- HaloTSM, Halo Service Desk and HaloPSA. Formerly NetHelpDesk
- Hubspot*
- IBM Notes
- intelli-CTi
- JobDiva
- LDAP
- Logical Office
- Maximizer
- Maximizer Web CRM*
- MobileMax
- Mondago Adapter for Salesforce
- NetSuite CRM*
- ODBC
- OnContact CRM
- Outlook
- Outlook Web Access (OWA)
- PCHomes
- Perfectview Online CRM
- PIVCRM
- Really Simple Systems
- Rezi
- RobinHQ
- RPM
- Sage 200 with Sage CRM Module
- Sage CRM 2018 R3
- Sage SalesLogix
- Salesforce*
- SalesLogix
- Salos Automaat GO
- Simplicite
- SIS
- Sugar CRM*
- SuperOffice
- SuperOffice Online Cloud*
- TeamLeader
- TechMan
- tel.search.ch
- TITAN
- vTiger CRM
- webCRM*
- WebSolve
- winSIMS
- Workbooks*
- Yoobi
- Zendesk*
- Zoho CRM*

Bold denotes integration available in Go Integrator DB

* applications with Activity Logging available as of May 2021

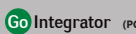
CONTROLLED INTEGRATIONS & NEW INTEGRATIONS

Over 200 additional integrations are available on a project request basis. A standardized process is also available to request new integrations.

monda 

Further information
about all of the products
in this brochure can be found at
webexcalling.gointegrator.com

Alternatively, contact Mondago at
sales-webexcalling@gointegrator.com

	MINIMUM SPECIFICATIONS	SUPP. PLATFORMS
	<ul style="list-style-type: none">• 1.8 GHz Pentium-class processor• SVGA display• 2GB Memory• 1GB free hard drive space• Network adapter connected to TCP/IP network• Keyboard and mouse	32-bit & 64-bit: <ul style="list-style-type: none">• Windows 10

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