



# Go Integrator

Go Integrator is a powerful, unified communication software suite. It allows users a level of integration, communication and collaboration with their Access4 BroadWorks hosted telephone system, other phone system users, and the organisation's internal business systems.

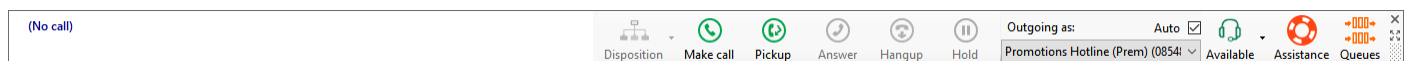
- Improve the quality and professionalism of your call handling and the caller's experience
- Increase the productivity and collaboration of your phone system's users
- Reduce the time and costs involved with making and receiving large volumes of calls
- Realise the full potential of your hosted telephony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

## Call Control

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

## ADDITIONAL FEATURES

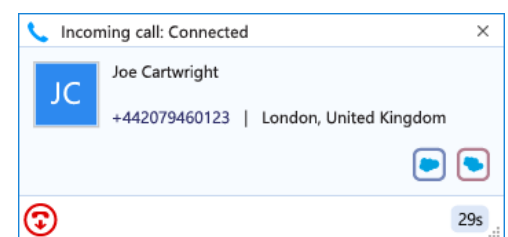
- Easy configuration of call settings
- Automatic selection of outgoing DNIS number
- Dialing from Skype for Business
- Docking of Presence window
- Transfer to Address Book lookups
- Enhanced Salesforce plug-in
- kuando BusyLight & Embrava Blynclight support
- System tray notification
- Preview window positioning
- Transfer to groups
- Personal phone list support
- Online help



**The new Toolbar** replaces the Phone Window providing the features of the Phone Window but in a smaller, dockable format. It also includes features essential for use by Call Centre Agents significantly enhancing their user experience. The features visible on the toolbar are controlled by the services assigned to the user and the license type, for example the agent features will only show for users with a DB license and assigned BroadWorks Call Centre services.

## 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 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.

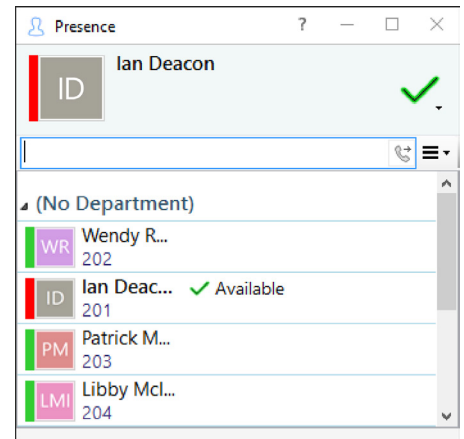
## Recent and History Lists

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 users to check the busy status of their colleagues’ extensions. You can also see who your colleagues are talking to if there is a match with an integrated application. This feature greatly improves coordination and collaboration between users.

*\*Currently available with a limited range of business applications - see [gointegrator.com](http://gointegrator.com) for the full, up-to-date list.*



**Go Integrator  
now supports  
activity logging.**

## 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 releases might not be available. The integration add-in is not available by default within the Go Integrator client and must be enabled by the Go Integrator developer at the time of installation.*

## STANDARD INTEGRATIONS

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

### STANDARD INTEGRATIONS

- ACT!
- Autotask
- Candor SIS
- Carerix
- ConnectWise\*
- DATEV
- Dezrez One/PM
- Dezrez Rezi
- eGroupware
- Envoy Taxi Dispatch System
- Excat Online
- Flexkids
- GoldMine
- Google Contacts
- Hubspot\*
- Infor CRM
- intelli-CTi
- Logical Office
- Lotus/IBM Notes
- LDAP
- Max-Immo
- Maximizer CRM & Web Access
- Microdec Profile CRM
- MS Access
- MS Dynamics 365 for Sales\*
- MS Dynamics CRM
- MS Dynamics NAV
- MS Outlook
- MobileMax
- National Directories
- NetSuite\*
- ODBC
- Patient Connect
- PCHomes
- Perfectview Online
- PVC CRM
- RPM
- Sage 50 Accounts
- Sage 50 Complete Accounting
- Sage CRM
- Salesforce\*
- SalesLogix
- Salpo CRM\*
- SugarCRM\*
- SuperOffice CRM
- TallEmu CRM
- TeamLeader
- TechMan
- TITAN
- vTiger
- WebCRM\*
- winSIMS
- Workbooks
- Zendesk
- Zoho CRM
- Zoho Phonebridge (CRM/Desk)

*\*denotes activity logging support*