AVALLE 4 business

Bridge the gap

between your
customers
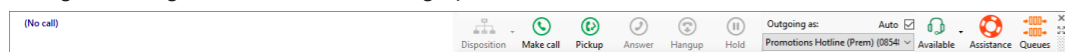
and your
business systems

Go Integrator

Go Integrator

Go Integrator is a powerful, unified communication software suite. It allows users a level of integration, communication and collaboration with their BroadWorks hosted telephone system, other phone system users, and the organization'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
- Realize the full potential of your hosted telephony solution
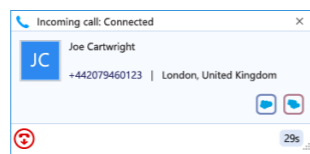
Call Control
Without needing to touch their handset, a Go Integrator user has access to a full range of control over inbound and outbound calls, including dialing, answering, transfer, consult and hang-up.

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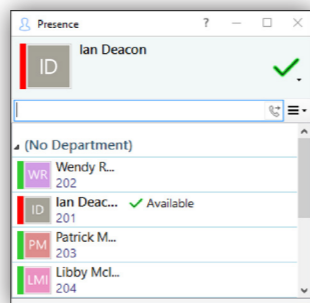Record activity in business applications for all calls made and received.

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.

The Go Integrator DB desktop client offers 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. It also offers additional integration into many other standard applications and systems.

* Currently available with a limited range of business applications - see gointegrator.com for the full, up-to-date list.

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
- PVCRM
- 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

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.

Go Integrator now supports activity logging.

See gointegrator.com for the full, up-to-date list of supported business applications.

ADDITIONAL FEATURES

- Easy configuration of call settings
- Automatic selection of outgoing DNIS number
- Automated Call Recording Pause / Resume (using SIPREC)
- 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

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. Please contact your Account Manager for more information

Go Integrator 3.1	PC
Presence Functions	
Extension presence view	✔
Custom presence view	✔
Own Caller/Called party details	✔
Set CommPilot profile	✔
Progressive search of users in presence window	✔
Call Control	
Hold	✔
Transfer	✔
Conference	✔
Consult	✔
Deflect	✔
Answer	✔
Other extension answer	✔
Hang up	✔
DND	✔
Forward	✔
Configurable "F" buttons-Hotkeys	✔
Toolbar Agent Features	
Join / Unjoin queue (Premium and Standard Call Center)	✔
Change Availability including custom Unavailability codes (Premium and Standard Call Center)	✔
Select a disposition code (Premium Call Center only)	✔
Check basic queue data (queuing calls, agents available) (Premium and Standard Call Center)	✔
Outgoing as (Premium Call Center only)	✔
Request Supervisor Assistance	✔
Call Settings	
Call forwarding	✔
Anywhere	✔
Remote Office	✔
DND / Hide number	✔
CommPilot Express-In Office	✔
CommPilot Express-Out of Office	✔
CommPilot Express-Busy	✔
CommPilot Express-Unavailable	✔
Password	✔
Outgoing as	✔

Directory Services

Feature	
Local contacts address book (stored on PC)	✓
Search of local contacts address book (stored on PC)	✓
Personal Phone List (stored on Broadworks Server)*	✓
Search of personal Phone List (stored on Broadworks Server)*	✓
Individual search of connected address books	✓
Simultaneous search of multiple address books	✓
Microsoft Outlook incoming call contact searching	✓
Local call logs	✓
Basic call logs*	✓
Display number type in Address Book	✓
Name/number search from system tray Dial field	✓
Email from search contact results	✓

Dialling

Feature	
Microsoft Outlook dialling integration	✓
Dialling from web browser page	✓
Dialling from Call History	✓
Dialling from clipboard	✓
Dialling from applications	✓
Dialling from TAPI enabled applications	✓
Focus Dialling	✓
Advanced dialling rules	✓

Functionality

Feature	
Call Preview window with call control	✓
Multi-language	✓
PC selectable ring tone	✓
PC sound mute on call activity	✓
Import and export of dial configuration settings	✓
Event driven application launch (call events)	✓
Support for Citrix and Terminal services	✓
Skype for Business client Integration (Update state with on call)	✓
Skype for Business client Integration (Call using desk-phone)	✓
Docking Presence window (Windows 8 and 10 only)	✓
Docking Toolbar (Windos 8 and 10 only)	✓
Online Help(?)	✓
Preview Window screen re-poistioning	✓
Tray menu icon updates according to DND and Forward	✓
Call Recording mute / unmute	✓
External LED Support	✓

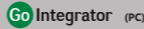*Based on the version

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Client Install File

Once you have purchased the Go Integrator product from your Account Manager, please using the following link to download and install the product -

http://www.voicestart.co.uk/share/client_install_files/misc_software/GoIntegrator-3-1-0-18316.12033.exe

Please use your Login Id (which can be found on your profile in the Uboss portal) and your Uboss and User Apps Password.

Once installed, please use the Go Integrator Quick Reference Guide to help you get started or press the '?' within the app.

(Please note: If you have previously had another version of Go Integrator, you will need to uninstall this version from your computer and reinstall the version in the link above)

Go Integrator (PC)	BROADWORKS SYSTEM REQUIREMENTS	MINIMUM SPECIFICATIONS	SUPP. PLATFORMS
	• Broadworks Rls 19 systems - AP.as.19.sp1.574.ap351602 • XSI-Actions/XSI-Event over HTTP(S) (TCP 80(443)) • CTI (TCP 8011 - TLS option available) • OCI-P (TCP 2208 - TLS option available)	• 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: • Windows 7 Pro • Windows 8 Pro (desktop mode) • Windows 10

All information in this brochure is correct at time of going to press