

**Bridge the
gap**

between your
customers

and your
**business
systems**

Go **Integrator**
by **mondago**

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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 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.

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 CRMs 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.

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.

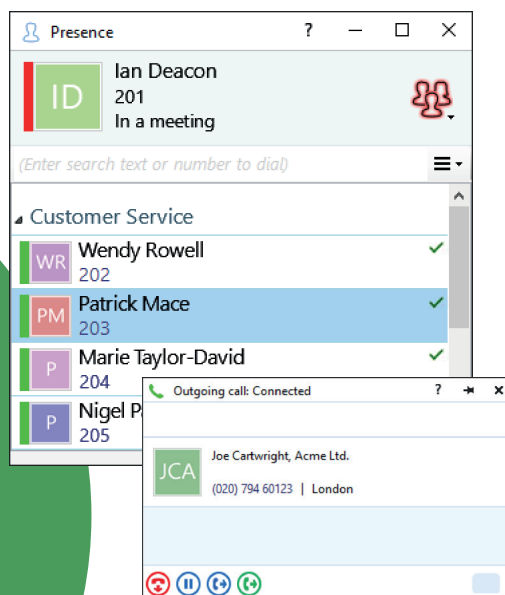
Real-Time Presence

The Presence screen allows Go Integrator users to check the busy status of their colleagues' extension. This feature greatly improves co-ordination and collaboration between users.

The Go Integrator 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 offers additional integration into many other standard CRM applications and systems.

- Dialing from Lync / Skype for Business
- Docking of Presence window
- Transfer to Address Book lookups
- Enhanced Salesforce plug-in
- BusyLight support
- System tray notification
- Preview window positioning
- Transfer to groups
- Personal phone list support
- Online help



STAN INTEGR

- ACT!
- Connectwise
- eGroupware
- Address Book
- Goldmine
- Google Contacts
- Lotus/IBM Notes
- LDAP
- Maximiser
- MS Access
- MS Dynamics CRM
- MS Dynamics NAV
- MS Outlook
- National Directories
- NetSuite

Integration to a range of globally established cross-vertical CRM and DB applications with support for the standard integration features. The integration can be easily installed and configured directly by the customer or reseller.

NEW

Go Integrator & Go Operator now include automatic recording pause and resume via supported call recording systems.

PAI INT

- AgentPro
- Autotask
- DATEV
- Dezrez One/PM
- Dezrez Rezi
- NetHelpDesk
- PCHomes
- Perfectview CRM
- RPM
- Salpo CRM
- ServiceMax
- Tall Emu CRM
- winSIMS
- Workbooks

STANDARD INTEGRATIONS

- ODBC
- Sage 50 Accounts
- Sage 50 Complete Accounting
- Sage CRM
- Salesforce
- SalesLogix
- Sugar CRM
- SuperOffice CRM
- vTiger
- Xing
- Zoho CRM

Bold denotes integration available in Go Integrator DB & Go Operator only

OTHER INTEGRATIONS

Integration to over 200 cross-vertical or vertical-specific CRM and DB applications where integration has been achieved to meet a specific customer request. Integration features may vary by application and support for future versions might not be available. The integration must be installed by the Go Integrator Developer.

PARTNER INTEGRATIONS

Integration to an increasing range of cross-vertical or vertical-specific CRM and DB applications with support for either the standard integration features or an alternative set of integration features. The integration can be easily installed and configured directly by the customer or reseller.

Bold denotes integration requires Go TAPI

Go Operator

by **mondago**

Go Operator is a full-screen PC Attendant Console application designed to improve the effectiveness and speed of call handling into your business. Go Operator has all the features expected in an Attendant Console application and also incorporates additional features such as presence, web page dialing, multi-tenant scripting and full CRM/DB integration for directory searching, dialing and contact popping.

Key Benefits

- Fast and efficient call handling
- Use one Go Operator to manage multiple sites
- Add custom greetings/scripts for multiple tenants
- Realise the full potential of your hosted telephony solution

Operation

- Easily answer, transfer, hold, consult and make calls
- View all waiting calls and answer in any order
- Use a preferred mode of operation from mouse or keyboard or use the special touch-screen mode
- See name of callers before answering calls

Auto View

- Auto-populate the "Recent" section with a list of extensions that have been assigned to the same department as the called extension
- Show caller preview data for any integrated CRM/DB application and a customized greeting linked to the dialed DDI/DID number

Extensions View

- Use a wallboard-type view to check if co-workers are available to take a call, are already on a call, are set as DND or if call forward has been set
- Set up personal extension tabs and configure Go Operator to present the tab when a call to a selected DDI/DID number is received
- Monitor voice-mail messages waiting for colleagues

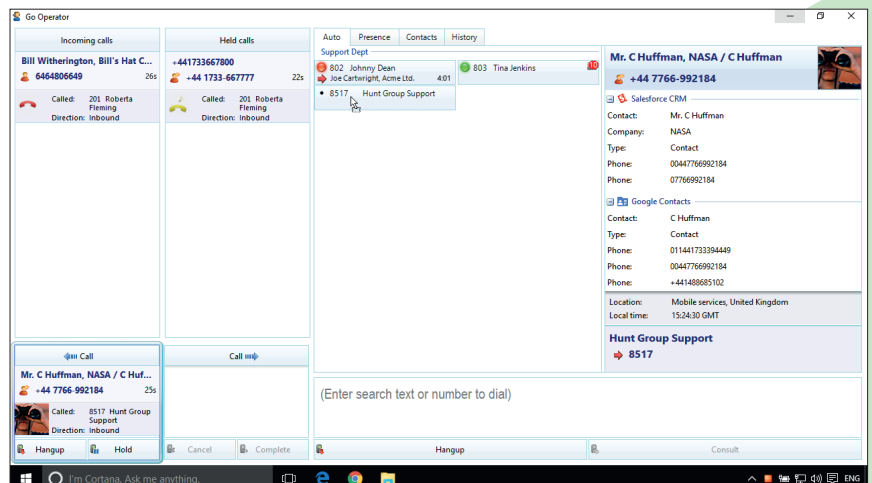
Contacts

- Concurrently search all integrated CRM address books and dial from the results
- Transfer calls to external contacts available from an integrated CRM address book

History

- View Call History, allowing the Operator to easily review and return calls

Users familiar with Go Integrator will quickly master and benefit from the familiar feel of Go Operator.



Go Wallboard

by mondago

AVAILABLE STATISTICS

Queue Level Statistics

- Agents Available
- Average Queue Time
- Average Talk Time
- Abandoned Average Wait
- Answered Average Wait
- Abandoned Calls
- Answered Calls
- Calls in Queue
- Abandoned Calls
- Busy Agents
- Longest Wait

Agent Level Statistics

- Agent Name
- Agent Status
- ACD Calls
- Outbound
- Average ACD Call Time
- Average Wrapup

Go Wallboard is a PC client application that displays live statistics of a BroadWorks Call Center. It's a lightweight, easy to install and cost effective ACD wallboard for the BroadWorks Call Center solution. A range of different wallboard views are available and additional views can be provided on request.

A single browser connection can also be made to the host PC, mirroring the information of the currently active wallboard. This is designed to enable remote viewing of Wallboard statistics from any browser enabled device.

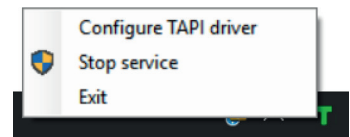
- Makes a direct XSI (HTTP/S) connection to the BroadWorks server
- Client only solution - no server required at either the customer site or in the cloud
- Statistics displayed are a mixture of statistics from the BroadWorks server and those calculated by the application itself
- Automatically show statistics for all the Call Centers (queues) that the 'Supervisor' account is assigned to
- Requires just three simple pieces of information; XSP server address, BroadWorks username (configured to supervise the call center) and BroadWorks password



Go TAPI

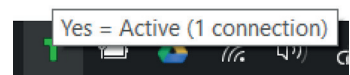
by mondago

Go TAPI allows a PC to monitor and control extensions on a BroadWorks communication system. TAPI is most frequently used by application developers so that they can build telephony features such as screen popping and click to dial natively into their applications.



Mondago are an experienced provider of TAPI drivers and maintain a list of known supported applications and can, in some instances, make changes to improve performance with a TAPI compliant application. When combined with Mondago's proven XSI interface it makes for an effective and reliable product.

The Go TAPI driver is delivered as standalone installation disks. The TAPI driver is monitored and controlled using a system tray utility which provides a visual indication of the connection state and quick access to the utility tool.



	BROADWORKS SYSTEM REQUIREMENTS	MINIMUM SPECIFICATIONS	SUPP. PLATFORMS
Go Integrator (PC)	<ul style="list-style-type: none"> • Broadworks Rls 19 systems - APas.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) 	<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: • Windows 7 Pro • Windows 8 Pro (desktop mode) • Windows 10
Go Wallboard (PC)	<ul style="list-style-type: none"> • Broadworks Rls 19 systems - APas.19.sp1.574.ap351921 • XSI-Actions/XSI-Event over HTTP(S) (TCP 80(443)) • Requires Standard or Premium Call Center 		
Go Operator (PC)	<ul style="list-style-type: none"> • Broadworks Rls 19 systems - APas.19.sp1.574.ap351602 • XSI-Actions/XSI-Event over HTTP(S) (TCP 80(443)) • CTI (TCP 8011 - TLS option available) 	<ul style="list-style-type: none"> • Mac with an Intel processor • SVGA display • 1GB Memory • 1GB free hard drive space • Network adapter connected to TCP/IP network • Keyboard and mouse 	OSX Versions: • 10.8 Mountain Lion • 10.9 Mavericks • 10.10 Yosemite • 10.11 El Capitan
Go TAPI (PC)	<ul style="list-style-type: none"> • Broadworks Rls 19 systems - APas.19.sp1.574.ap351602 • XSI-Actions/XSI-Event over HTTP(S) (TCP 80(443)) • CTI (TCP 8011 - TLS option available) 		
Go Integrator (Mac)	<ul style="list-style-type: none"> • Broadworks Rls 19 systems - APas.19.sp1.574.ap351602 • XSI-Actions/XSI-Event over HTTP(S) (TCP 80(443)) • CTI (TCP 8011 - TLS option available) 		

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

Further information about all of the products in this brochure can be found at <http://gointegrator.com>

Alternatively, contact your BroadWorks Service Provider or send an email to Mondago at sales@gointegrator.com