



# Go Integrator

Go Integrator is unified communications software which integrates common desktop software with JolaPhone. You can link callers to personal contacts and use your mouse to manage calls.

## Go Integrator Features



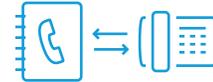
### Call Control

Users can manage inbound and outbound calls, including dialling, answering, transferring calls, consult and hang-up via the mouse.



### Address Book

Details of regular contacts can be stored in the Go Integrator local address book. When a contact calls associated notes will be automatically displayed.



### Contact Popping

If a caller is located in either the local Go Integrator address book or in an integrated application, their full details can be quickly popped on screen.



### Caller Preview

On inbound and outbound calls, if a match for the caller is located in the local address book or located within an integrated application 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.



### Recent and History lists

Users can quickly view a list of the most recent numbers that they have dialled, or a fuller history list of all inbound and outbound calls. Any telephone number in these lists can be re-dialled with a simple click.



### Application and Internet Dialling

Go Integrator supports several methods of dialling from applications. Many applications can be enabled to allow dialling directly from within the application. Web pages can be scanned for valid telephone numbers and, when found, they are turned into hyperlinks.

## Contact us

For further information  
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email [sales@jola.co.uk](mailto:sales@jola.co.uk)  
or visit [www.jola.co.uk](http://www.jola.co.uk)

# Go Integrator (CRM Connect)

## All features listed above plus the following:



### CRM Integration

Go Integrator (CRM Connect) has the ability to link with common CRM systems such as: ACT!, Connectwise, EGroupware, Goldmine, Google Contacts, LDAP, Lotus Notes, Maximiser, Microsoft Access, Microsoft Dynamics CRM, Microsoft Dynamics NAV, Microsoft Outlook, NetSuite, ODBC, Sage 50 Accounts, Sage CRM, Salesforce (Enterprise Edition) SalesLogix, SugarCRM, SuperOffice, Vtiger and Zoho CRM.

Contacts can be dialled from within the applications and when a customer calls in, all the detail stored in the application relating to that customer can be immediately displayed.



### Vertical Integration

If your CRM system is not listed in the list to the left we provide a custom integration service enabling integration with vertical-specific or other applications.



### Lync Integration

For Microsoft Lync users, Go Integrator (CRM Connect) will update the status of the user's Lync client to "In a call" when their JolaPhone handset goes busy.

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