Go Integrator DB-CRM Connect

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Go Integrator DB* is an application for Windows Desktop that integrates leading CRM Applications into the WHC service. It works in conjunction with a User's primary** phone and CRM software to enhance a User's productivity, i.e. screen popping a CRM file based on the number calling in.

This application is provided from a partner called Mondago and they provide two variants; Go Integrator Lite and Go Integrator DB.

*Go Integrator DB is referred to as CRM Connect on the Business Zone Ordering Page and Business Portal Service Settings page. This will change to Go Integrator DB in a future release.

**Devices set up a shared devices to the primary device cannot be controlled.

Function

Go Integrator DB enables users to integrate call control into an approved CRM system providing the following functionality:

- Manual (default) or Automatic screen popping of customer files when inbound calls are received
- Call Control from PC
- Click-to-dial from CRM file

In addition the application will allow:

- Configuration/control of a number of features
- Monitoring of a User's presence status

For SIPT users, internal calls between PBX users that do not pass through the WHC platform will not go to the app.

Configuration/Operation

For guidance on how to download, install, configure and use this application please refer to the application user guide.

Online URL: https://kb2.ic.uk/article.php?id=328