Go Connect
for Panasonic

Go Connect for Panasonic is a powerful unified communication software suite which allows users a high level of integration, communication and collaboration with both their Panasonic phone systems and their internal business systems.

Go Connect products allow for Panasonic end users to work more collaboratively and collectively, always having the caller information they need available quickly and efficiently. The Go Connect product suite is not only cost effective but also very easy to maintain and even easier to install.

SILVER
PARTNER

Go Connect Office

Go Connect Office is the entry level version of Go Connect and provides an extensive range of features at a very cost-effective price point. Features include call control, click-to-dial, call history, screen popping (Outlook, IBM/Lotus Notes and Google Contacts), real time presence and availability, instant messaging and custom events.

Go Connect Office Plus

Go Connect Office Plus is the mid-range license type and includes all the features of the Office license plus user and extension "combined" presence, preferred device selection, availability actions and all-device caller preview. The Plus license is particularly useful for users managing multiple devices e.g. a desk phone in the office and a softphone at home.

Go Connect CRM

Go Connect CRM is the top-level license and includes all the features of the Office Plus license plus integration to a large range of Standard and Partner integrations.

Go Connect Office and Go Connect CRM are also available for Mac computers.
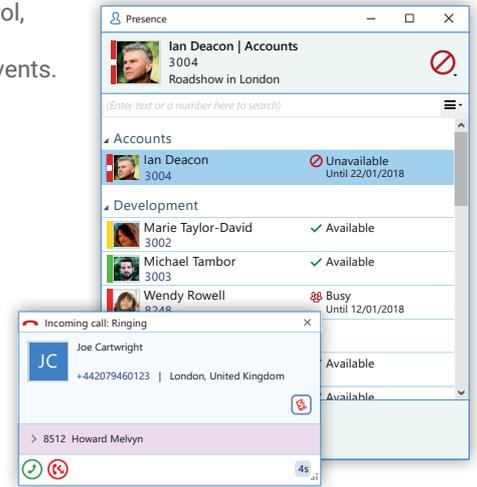
Go Connect Attendant is a fully featured PC-based operator console intuitively enabling the user to effectively distribute calls across a single or multiple sites.

- View all waiting calls and answer in any order*
- Use the 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
- Use a preferred mode of operation from mouse or keyboard or use the special touch-screen mode
- Set up personal extension tabs and configure Attendant to present the tab when a call to a selected DDI/DID number is received
- Add custom greetings/scripts for multiple tenants
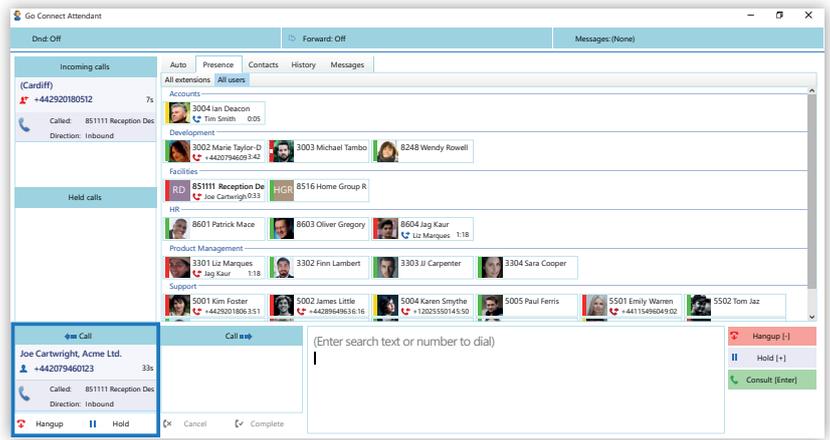
Go Connect Attendant supports all of the integrations supported by Go Connect CRM.

* dependent upon configuration of the telephone system

Go Connect Mobile is an Android client providing collaboration (presence, chat) and outbound calling features with other Go Connect users.

- Call colleagues directly in the office even if they do not have a DDI (Direct Dial Inward) number
- Take advantage of cheaper (or even free of charge) call rates
- Accessing the application's shared address book allows the mobile user to quickly access and call important external contacts without needing to store each number in the mobile phone contacts list
- Check status of colleagues before calling them
- Update colleagues of your availability from your mobile device
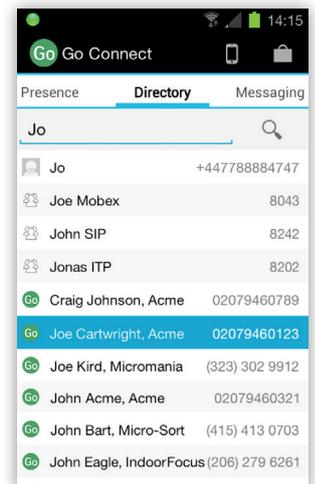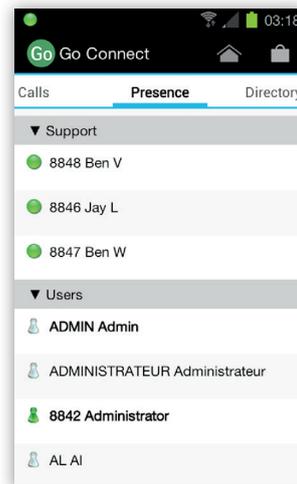
An iPhone variant is also available.

Integration information

Standard integration features

- 🔍 Contact searching
- 📇 Contact popping
- 📞 Caller preview
- 🖱 Click-to-dial

Types of integration

Integrations are divided into three types:

- Standard
- Partner
- Other

Standard integrations

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

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 listed above or an alternative set of enhanced integration features. The integration can be easily installed and configured directly by the customer or reseller.

Other integrations

Integration to over another 200 cross-vertical or vertical-specific CRM and DB applications can be made available on a project request basis. Integration features may vary by application and support for future versions might not be available. The integration must be installed by the Go Connect for Panasonic Developer.

STANDARD INTEGRATIONS	OFFICE (PC)	OFFICE PLUS (PC)	CRM (PC)	OFFICE (MAC)	CRM (MAC)	ATTENDANT (PC)	TAPI DRIVER (PC)
Act!	✗	✗	✓	✗	✗	✓	✗
ConnectWise Manage	✗	✗	✓	✗	✗	✓	✗
ConnectWise PSA	✗	✗	✓	✗	✗	✓	✗
eGroupware	✗	✗	✓	✗	✗	✓	✗
GoldMine	✗	✗	✓	✗	✗	✗	✗
Google Contacts	✓	✓	✓	✗	✗	✗	✗
IBM/Lotus Notes	✓	✓	✓	✗	✗	✓	✗
Infor CRM	✗	✗	✓	✗	✗	✓	✗
LDAP	✗	✗	✓	✗	✗	✗	✗
Maximizer	✗	✗	✓	✗	✗	✗	✗
Maximizer CRM Web Access	✗	✗	✓	✗	✗	✗	✗
Microsoft Access	✗	✗	✓	✗	✗	✓	✗
Microsoft Dynamics CRM	✗	✗	✓	✗	✗	✓	✗
Microsoft Dynamics NAV	✗	✗	✓	✗	✗	✗	✗
Microsoft Outlook (32bit)	✓	✓	✓	✗	✗	✓	✗
Microsoft Outlook (64bit)	✓	✓	✓	✗	✗	✓	✗
Netsuite	✗	✗	✓	✗	✗	✗	✗
ODBC	✗	✗	✓	✗	✗	✗	✗
OSX Contacts	✗	✗	✗	✓	✓	✗	✗
Sage 50 Accounts (UK Edition)	✗	✗	✓	✗	✗	✓	✗
Sage 50 Complete Accounting (US Edition)	✗	✗	✓	✗	✗	✓	✗
Sage CRM	✗	✗	✓	✗	✗	✓	✗
Salesforce CRM	✗	✗	✓	✗	✓	✓	✗
SalesLogix	✗	✗	✓	✗	✗	✓	✗
Sugar CRM	✗	✗	✓	✗	✓	✗	✗
SuperOffice CRM	✗	✗	✓	✗	✗	✗	✗
vTiger	✗	✗	✓	✗	✗	✓	✗
Zoho CRM	✗	✗	✓	✗	✓	✓	✗
PARTNER - ADDIN INTEGRATIONS							
1-2-Access Limited ServiceMax	✗	✗	✓	✗	✗	✓	✗
ACA Systems WinSIMS	✗	✗	✓	✗	✗	✓	✗
Autotask	✗	✗	✓	✗	✗	✓	✗
Carerix	✗	✗	✓	✗	✗	✓	✗
CPL Software RPM	✗	✗	✓	✗	✗	✓	✗
DATEV	✗	✗	✓	✗	✗	✓	✗
Dezrez One/PM	✗	✗	✓	✗	✗	✓	✗
Dezrez Rezi	✗	✗	✓	✗	✗	✓	✗
Estates IT Ltd PCHomes	✗	✗	✓	✗	✗	✓	✗
Max-Immo	✗	✗	✓	✗	✗	✓	✗
Perfectview CRM	✗	✗	✓	✗	✗	✓	✗
Salpo CRM	✗	✗	✓	✗	✗	✓	✗
Tall Emu CRM	✗	✗	✓	✗	✗	✓	✗
Teamleader	✗	✗	✓	✗	✗	✓	✗
Titan	✗	✗	✓	✗	✗	✓	✗
Web CRM	✗	✗	✓	✗	✗	✓	✗
Workbooks	✗	✗	✓	✗	✗	✓	✗
Zoho (PhoneBridge)	✗	✗	✓	✗	✗	✓	✗
PARTNER - TAPI INTEGRATIONS							
Agent Pro	✗	✗	✗	✗	✗	✗	✓
Mirage Computer Systems GmbH CTI Data Connector for Salesforce	✗	✗	✗	✗	✗	✗	✓
NetHelpDesk	✗	✗	✗	✗	✗	✗	✓

A full list of supported applications can be found at www.goconnectcrm.com. Other databases can be supported on a custom basis. Please contact Mondago or your local Panasonic representative for further information.

Go Connect TAPI Driver allows a TAPI-compliant application to monitor and control extensions on a Panasonic 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.

The Go Connect TAPI driver connects to a standard Go Connect server. It consumes a Go Connect TAPI license and works independently of the other Go Connect client license types. It can work in 1st party (client side) or 3rd party (server side mode) and can also work in Terminal Services / Citrix environments.
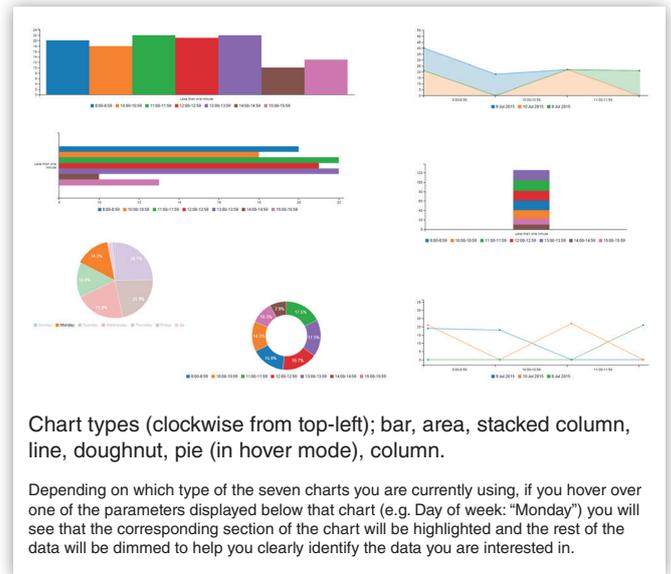
Mondago are an experienced provider of TAPI drivers and maintain a list of known supported applications and can, in some instances, make changes to improve performance with a TAPI-compliant application. When combined with Mondago's proven CSTA interface to Panasonic phone systems it makes for an effective and reliable product.

Business Intelligence is a charting tool designed to give managers and supervisors a high-level graphical overview of their inbound and outbound call statistics.

Business Intelligence uses a browser connection to access the information enabling the user to quickly analyze the performance of call handling within the business from both desktop and portable devices.

Charts can be instantly viewed using pre-defined or custom date ranges for multiple variables such as answered / missed, direction, device etc. Filters can also be applied to narrow down the results. Chart types can range from bar, line and pie (see image).

The data is stored on the Go Connect Server, which also acts as the web server, so no additional infrastructure is required. The feature is enabled through a "charting" license which can be installed just like any other Go Connect license. Each license will allow a single browser connection.

Chart types (clockwise from top-left); bar, area, stacked column, line, doughnut, pie (in hover mode), column.

Depending on which type of the seven charts you are currently using, if you hover over one of the parameters displayed below that chart (e.g. Day of week: "Monday") you will see that the corresponding section of the chart will be highlighted and the rest of the data will be dimmed to help you clearly identify the data you are interested in.

Go Connect can be licensed to include an integrated SIP softphone instantly turning a user's PC into a handset*.

Users can also easily switch** between their desk set and the softphone, making this the ideal solution for travellers and homeworkers.

* requires a Go Connect Softphone license and a Panasonic SIP 3rd party license.
** Requires Office Plus or higher license.

Multi-tenant mode can be enabled on the Go Connect for Panasonic server which can then be configured to contain partitions or tenants that are each dedicated to a single end customer.

This is an ideal solution for resellers who want to provide their own cost effective voice solution.

Further information about all of the products in this brochure can be found at www.goconnectcrm.com

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	MINIMUM SPECIFICATIONS	SUPP. PLATFORMS	SUPP. PBXS
Go Connect (PC) **for Panasonic** **Go Connect (PC)** **Attendant** **Go Connect (PC)** **TAPI Driver**	• 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	• KX-TDA • KX-TDE • KX-NCP • KX-NS300 • KX-NS500 • KX-NS700 • KX-NS1000 • KX-NSX1000 • KX-NSX2000 • uaCSTA* * Requires handsets that support uaCSTA
Go Connect (Mac) **for Panasonic**	• 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 • 10.12 Sierra	

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