



Go Connect for Panasonic



*Bridge the gap between your customers and your business systems with **Go Connect for Panasonic***

Go Connect

Go Connect 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 products suite is not only cost effective but also very easy to maintain and even easier to install.

The suite consists of multiple clients including; **Go Connect Office, Go Connect Office Plus, Go Connect CRM, Go Connect Attendant** and **Go Connect Mobile**, allowing end users to get the maximum benefit depending on their specific requirements. A Mac version of Go Connect Office and CRM is also available.



Core PC features include:

- ✓ Address Book
- ✓ Call History
- ✓ Web page dialling
- ✓ TAPI dialling
- ✓ Activity sensing
- ✓ Online help
- ✓ Screen popping
- ✓ Chat (instant messaging)
- ✓ Call control
- ✓ Real-time Presence
- ✓ Customisable UI
- ✓ Busylight support

The Go Connect Product Suite

Go Connect CRM

With Go Connect CRM for Panasonic, every employee's productivity is increased. For instance, the caller's phone number and other relevant data can be shown on screen before the call is answered. Telephone numbers for contacts can also be searched and dialed directly from within the CRM application.

Beyond the core features, time-saving functions like the ability to automate actions depending on the user's availability state, selection of a preferred device in multi-device setups and an all-device caller preview.

Go Connect Office Plus

Go Connect Office Plus for Panasonic shares the full feature set of Go Connect CRM except database integrations are limited to Outlook, Lotus Notes, Google Contacts, Eniro, Infobel and Tel.Search.

Go Connect Office

Go Connect Office for Panasonic is the entry level product and supports all the core features of Go Connect Office Plus except activity-based routing and management of multiple end user devices.

Go Connect Attendant

Go Connect is a fully featured PC-based operator console intuitively enabling the user to effectively distribute calls across a single or multiple sites.

Go Connect Mobile

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

Go Site

For customers who have Panasonic telephone systems at multiple sites, Go Site allows users to operate from a single server, providing enterprise-wide presence and messaging.

Go Gateway

Go Gateway connects Panasonic telephone systems to a Microsoft® Lync server enabling a user's Lync client to monitor and control a Panasonic handset

Go Connect Application Integration

Integration

Go Connect for Panasonic is a powerful business productivity CTI tool that allows businesses to benefit by providing an easy and affordable way to link their CRM database application with their Panasonic business telephone system.

Table of supported integrations*:

Database Integrations	Office	Office Plus	CRM	Version
ACT!	✗	✗	✓	2008 - 2013
ConnectWise	✗	✗	✓	1.6
eGroupware	✗	✗	✓	1.0 - 1.8
GoldMine	✗	✗	✓	5.5 - 9.2
Google Contacts	✓	✓	✓	N/A
LDAP	✗	✗	✓	N/A
Lotus Notes	✓	✓	✓	7 - 8.5
Maximizer	✗		✓	9 - 12
Microsoft Access	✗	✗	✓	2000 - 2010
Microsoft Dynamics CRM	✗	✗	✓	3, 4 & 2011
Microsoft Dynamics NAV	✗	✗	✓	4 - 5
Microsoft Outlook 32bit	✓	✓	✓	2000 - 2013
Microsoft Outlook 64bit	✓	✓	✓	2010 - 2013
National Directories	✓	✓	✓	Eniro (SE), Tel. Search (CH), Infobel (BE)
NetSuite	✗	✗	✓	11
Sage 50 US (Peachtree Accounting)	✗	✗	✓	2012
Sage CRM	✗	✗	✓	7
Sage 50 Accounts	✗	✗	✓	2008 - 2012
Sage SalesLogix	✗	✗	✓	7.2 - 7.5
Salesforce	✗	✗	✓	Enterprise
Sugar CRM	✗	✗	✓	5.0 - 6.0
SuperOffice	✗	✗	✓	6.1 - 7
vtiger	✗	✗	✓	5, On Demand
Zoho CRM	✗	✗	✓	4

* PC Client only. Check with Mondago for integrations supported by other clients

A full list of features and 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.

For more details contact Mondago at sales@goconnectcrm.com