GoTo Connect

GoTo Connect Portfolio

All-in-one CX-focused business communications

Everything a business needs to improve their customer satisfaction levels, boost staff productivity and reduce the burden on their IT teams. From GoTo Connect's award-winning cloud phone system to enhanced customer experience tools all the way to an AI-enhanced Contact Center solution, offering truly integrated UCaaS+CCaaS.

An award-winning phone system including meeting and messaging capabilities

A robust phone system with 100+ enterprise-grade features (minus the enterprise price tag) such as unlimited call routing, dial plans, auto attendant, a customizable softphone and much more. GoTo Connect has everything you need to communicate and collaborate – with teams and customers – all in one place.

All the CX tools and digital channels to connect with any customer, anywhere

Enable new digital channels and engage with more customers, faster, across WhatsApp, social, email, SMS, web chat, and more. Centralize all your conversations into one, easy-to-use, shared inbox. This ensures you'll never miss another message and allows any member of your team to pick up where another left off. You can also create personalized AI-powered SMS campaigns in just a few clicks.

AI-powered contact center solution creating seamless customer journeys

A true UCaaS+CCaaS integration designed to enhance agent productivity, unlock insights for supervisors and reduce the admin burden on IT Teams – a solution the entire team benefit from. Gauge customer sentiment with AI-enabled analysis, monitor and coach on staff performance in real time and create effortless team collaboration to help transform every interaction into a meaningful connection.

One unified admin to manage everything within GoTo Connect

GoTo Connect's unified administration puts all the features, channels, reporting and integrations within one consolidated system. It's simple to set up, easy to manage and helps business streamline operations and boost their self-serve capabilities. Make IT easy with our new virtual assistant, GoPilot, built directly into the admin interface, with deep links, quick deployments, and smart navigation.

Power your business growth by making every customer conversation count
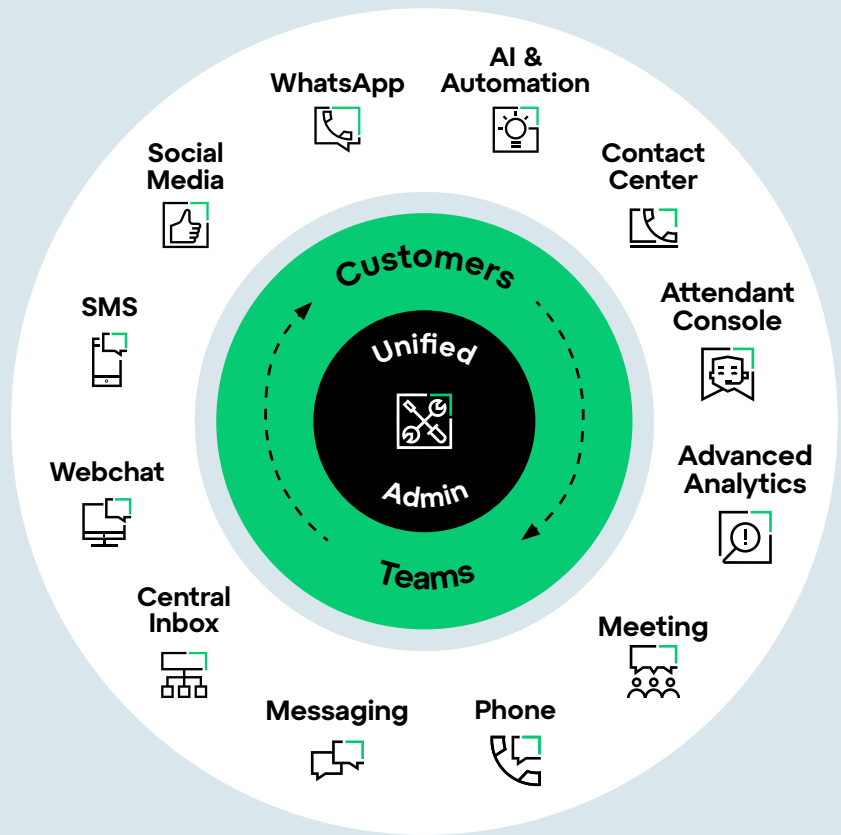
GoTo works for you

1 **99.999% uptime**

Low bandwidth usage and distributed cloud architecture keep you up and running.

2 **#1-rated support**

Our 24/7 customer support is #1 on the most trusted independent review sites.

3 **Go Pilot AI**

Reduce manual tasks, improve operational efficiency, and enhance customer interactions.

maidpro

"We were unhappy with our previous providers, not because their service was unstable but because they never innovated. With a planned expansion, we also needed better technology to support our team growth. In rolling out GoTo Connect, we managed to replace 3 other providers with one. GoTo Connect is by far a more efficient and cost-effective solution"
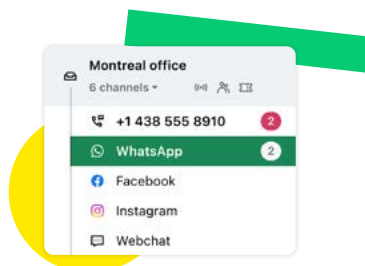
Jeff Hanlon
President, MaidPro

The GoTo Connect Portfolio

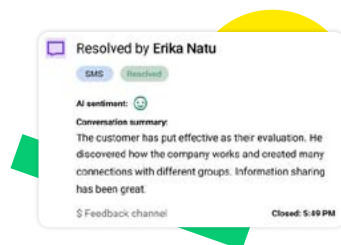## A progressive portfolio offering to cater for all business cases and company sizes

Phone System Business phone system with meeting & messaging	**CX** A comprehensive suite of customer experience tools	**Contact Center** AI-powered Contact Center solution
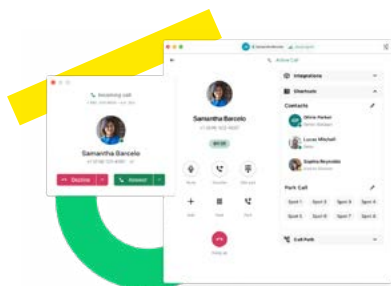
Desktop App/softphone

Multichannel Shared Inbox

Customer Sentiment Scoring

Highlighted Features

	Phone System	CX	Contact Center
Cloud Phone System			
Call from Any Device, Anywhere	✓	✓	✓
24/7 Customer Support	✓	✓	✓
Existing Number Porting	✓	✓	✓
Local, Toll-Free & Vanity Numbers	✓	✓	✓
Toll-Free Minutes*	1,000 free minutes shared across account*	1,000 free minutes shared across account*	1,000 free minutes shared across account*
International Calling	50+ countries included free*	50+ countries included free*	50+ countries included free*
Smart Call Routing	✓	✓	✓
Auto Attendance Recorded Greetings	Unlimited	Unlimited	Unlimited
Customizable Dial Plans	Unlimited	Unlimited	Unlimited
Ring Groups	Unlimited	Unlimited	Unlimited
Call Queues	✓	✓	✓
Hot Desking	✓	✓	✓
Emergency Calling (E911)	✓	✓	✓
Virtual Fax Manager	✓	✓	✓
Voicemail to Email	✓	✓	✓
Call Handling	✓	✓	✓
Paging	✓	✓	✓
Intercom	✓	✓	✓

	Phone System	CX	Contact Center
Cloud Phone System			
Call Recording	✓	✓	✓
Multi-Site Compatible	Unlimited	Unlimited	Unlimited
Attendant Console		✓	Available as add-on
Meetings and Messaging			
Team messaging with file sharing	✓	✓	✓
SMS & MMS*	✓	✓	✓
Automated SMS messages	✓	✓	✓
Video Meetings	Up to 250 meeting participants	Up to 250 meeting participants	Up to 250 meeting participants
Local & Cloud Meeting Recording	✓	✓	✓
AI Meeting Summary	✓	✓	✓
Closed Captioning	✓	✓	✓
End-to-End Encryption for video	✓	✓	✓
Flexible Layout	✓	✓	✓
Smart Notes	✓	✓	✓
Meeting Co-Organizers	✓	✓	✓
InRoom Link (H.323.SIP)	✓	✓	✓
Meeting Transcriptions	✓	✓	✓
Miro Integration	✓	✓	✓
Breakout rooms	✓	✓	✓
Emoji & Audio Reactions	✓	✓	✓
Customer Experience Tools			
Shared Inbox		✓	✓
Custom Surveys		✓	✓
AI Powered Messaging Assistant		✓	✓
WebChat Channel		✓	✓
Facebook & Instagram Messenger Channel		✓	✓
WhatsApp Channel		✓	✓
SMS & MMS Campaigns		✓	✓
Campaign Templates		✓	✓
Custom Contact Fields		✓	✓
Contact Segmentation		✓	✓
Chat Assistant			✓
Email Channel			✓
	Phone System	CX	Contact Center

	Phone System	CX	Contact Center
Analytics			
System Health Dashboard	✓	✓	✓
Call Routing Optimizer & Analytics	✓	✓	✓
SMS/MMS Volume & Delivery Status	✓	✓	✓
SMS Usage Reports	✓	✓	✓
Proactive System Alerts	✓	✓	✓
Real-Time & Historical reports	✓	✓	✓
Customizable Dashboards		✓	✓
Call Reports		✓	✓
Interaction Details		✓	✓
AI Call Summaries		✓	✓
AI Call Transcriptions		✓	✓
AI Chat Analysis			✓
Contact Center Capabilities			
Intelligent Call Routing			✓
Call Campaign			✓
Ring Strategy			✓
Position Announcement & Frequency			✓
Custom Ringback Music			✓
Call Dispositions			✓
Skills Assignment			✓
Tag Management			✓
Priority Management			✓
Call Wrap-Up			✓
Monitor & Coach Agents			✓
Auto Queue Callback			✓
Agent Softphone			✓
Agent Dashboard			✓
Co-Browsing			✓

	Phone System	CX	Contact Center
Administration			
Single Sign-On	✓	✓	✓
Call Management & Phone System	✓	✓	✓
Multi-Site Admin & Management	✓	✓	✓
Device Management	✓	✓	✓
Admin GoPilot	✓	✓	✓
AI Text-to-Speech Sound Clips	✓	✓	✓
Basic Integrations	✓	✓	✓
Custom Roles & Permissions		✓	✓
Advanced Integrations		✓	✓

 * Toll-Free Minutes and International Calling may differ by region.

** SMS availability and subsequent SMS credits may differ by region.

Choose GoTo Connect for all your customer communication needs.

See how GoTo Connect delivers seamless customer experiences for your business and helps it grow, making every conversation count.