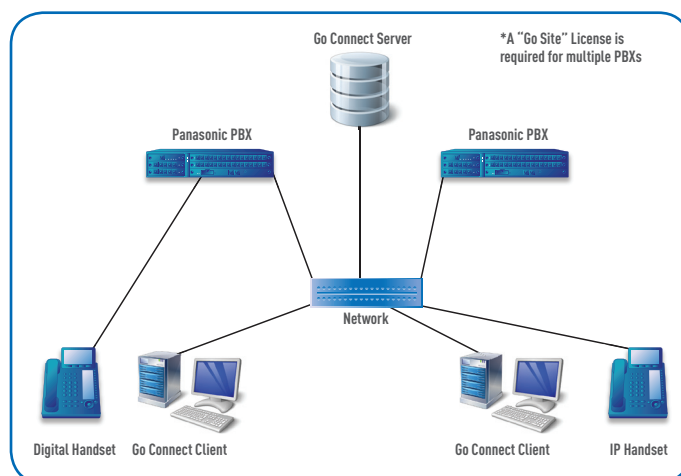


Go Connect CRM

Go Connect CRM is a powerful business tool that allows businesses to get the benefits of linking their CRM application to their telephone system, at an affordable price. Users can easily manage calls and other communications to improve the quality of service they offer to customers.

With Go Connect CRM every employee has an easy-to-use application for managing their communications and making maximum use of their time on the phone. It has an easy to use internal address book, which complements their CRM package, and much more – all from an easy access tray menu. Managing call handling with Go Connect CRM enables you to streamline how your team works, creating a faster, more personal service. This can save seconds on each call and can dramatically reduce company overheads.



Features

Server

- Monitoring of user and extension states
- Customisable extension options
- Customisable security policies
- Directory download
- Monitoring of extensions, trunks and groups
- Call matching
- Microsoft OCS integration*
- Remote client update
- Multiple PBX support*
- Supports up to 500 clients

* requires additional software licences

Client

- Availability and presence functionality
- Visible extensions states/presences
- Customisable interface and skin
- Call control from preview and phone window
- Tray icon menu access and dialling
- Contact Searching with CRM integration
- Client and global address Book
- Integration to retrieve contact information
- Call history
- Clipboard dialling
- Web page dialling
- Application dialling
- TAPI dialling

Supported Languages

Language
English UK
English US
French
German
Spanish
Italian
Dutch
Hungarian
Japanese
Swedish
Russian

Minimum Requirements

Server	Client
1.8 GHz Pentium-class processor	1 GHz Pentium-class processor
2 GB Memory	1 GB Memory
1 GB free hard drive space	500MB free hard drive space
Operating System:	Operating System:
<ul style="list-style-type: none"> • Windows XP Professional SP3 • Windows Server 2003 and 2008 • Windows Vista • Windows 7 • 32 bit and 64 bit 	<ul style="list-style-type: none"> • Windows XP Professional SP3 • Windows Server 2003 and 2008 • Windows Vista • Windows 7 • 32 bit and 64 bit
SVGA display	SVGA display
Keyboard and mouse	Keyboard and mouse
Network adapter connected to a TCP/IP network	Network adapter connected to a TCP/IP network
IBM-PC or 100% compatible	IBM-PC or 100% compatible

*Based on a 64 client network.

CRM Integration

Supported CRM Applications	Version
ACT!	2008-2011
GoldMine	5.5-8.5
Lotus Notes	7-8.5
Maximizer	9-11
Microsoft Access	2000-2010
Microsoft CRM	3-5
Microsoft NAV	4-5
Microsoft Outlook	2000-2010
NetSuite	N/A
Sage CRM	N/A
Sage 50 Accounts	2008-2010
Sage MME	5.8-7
Salesforce	Pro & Enterprise
Sugar CRM	5.0-6.0
SuperOffice	6.1-6.3