

### Data Sheet

### **GoTo Connect CX**

Everything your business needs to easily connect with customers

A simple yet comprehensive platform that centralizes customer communications through one unified experience. Engage with customers on their favourite digital channels, including WhatsApp, SMS, web chat, Facebook, and Instagram as well as GoTo's award-winning phone system.



# All the digital channels you need to connect with any customer, anywhere

Enable new digital channels and engage with more customers faster across WhatsApp, social media, SMS, web chat, and more. Centralize all your conversations into one easyto-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 Al-powered SMS campaigns in just a few clicks.

### An award-winning phone system including meeting and messaging capabilities

A robust phone system with 100+ enterprisegrade 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.



### Simplify tasks with Alenhanced admin tools

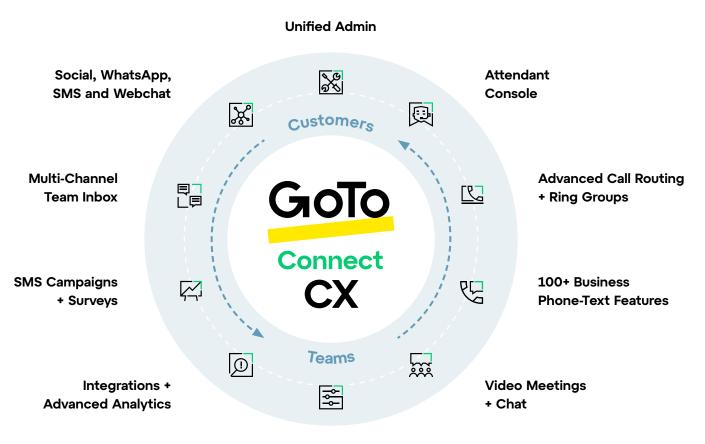
GoTo Connect's unified administration puts all the setup, controls, reporting, and monitoring within a single, easy-to-manage solution. Make IT easy with our new virtual assistant, GoPilot, built directly into the admin interface. With deep links, quick deployments, and smart navigation, this fully integrated chatbot empowers your admin with more knowledge and control to streamline operations and increase self-serve capabilities.



## Deliver outstanding CX with data-driven insights

Uncover actionable insights and optimize customer experiences with Al-powered analytics. Our call transcription, summarization, and intelligence tools transform raw call data into data-driven strategies, ensuring every interaction drives customer satisfaction and business growth.

## Equip every employee with the tools, channels, insights, and AI capabilities needed to delight customers and drive business growth



AI & Automation

### GoTo works for you



#### 99.999% uptime

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



3

#### **#1-rated** support

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

Top-notch security

Enterprise-grade security and compliance with standards like SOC 2 Type II and GDPR keep your data safe.



Fig 1: GoTo Connect Desktop App (Phone)



Fig 2: GoTo Connect Multichannel Shared Inbox

### **Highlighted Features**

Cloud Phone System	
Call from Any Device, Anywhere	$\checkmark$
24/7 Customer Support	✓
Existing Number Porting	$\checkmark$
Local, Toll-Free, & Vanity Numbers	✓
Toll-Free Minutes	1,000 free minutes shared across account (\$0.019/additional minute)
International Calling	50+ countries included free (additional countries charged per minute)
Smart Call Routing	$\checkmark$
Auto Attendance Recorded Greetings	Unlimited
Customizable Dial Plans	Unlimited
Ring Groups	Unlimited
Call Queues	$\checkmark$
Hot Desking	$\checkmark$
Emergency Calling (E911)	$\checkmark$
Virtual Fax Manager	✓
Voicemail to Email	$\checkmark$
Call Handling	$\checkmark$
Paging	$\checkmark$
Intercom	$\checkmark$
Call Recording	$\checkmark$
Multi-Site Compatible	Unlimited
Attendant Console	$\checkmark$
Meetings and Messaging	
Team messaging with file sharing	$\checkmark$
SMS & MMS	$\checkmark$
Automated SMS messages	$\checkmark$
Video Meetings	Up to 250 meeting participants
Local and Cloud Meeting Recording	$\checkmark$
Al Meeting Summary	✓
Closed Captioning	$\checkmark$
End-to-End Encryption for video	✓

Nuescings and messaging           Flexible Layout <ul> <li>Smart Notes</li> <li>Image Submessaging</li> <li>Smart Notes</li> <li>Image Submessaging</li> <li>Smart Notes</li> <li>Image Submessaging</li>                     &lt;</ul>	Meetings and Messaging	
Smart NotesMeeting Co-OrganizersInRoom Link (H.323.SIP)Meeting TranscriptionsMiro IntegrationBreakout rooms <b>Customer Experience Tools</b> Shared InboxCustom SurveysAl-Powered Messaging AssistantWebChat ChannelKeebook & Instagram Messenger ChannelWhat App ChannelSMS & MMS CampaignsCustom Contact FieldsContact SegmentationSystem Health DashboardCall Routing Optimizer & AnalyticsSMS MMS Volume and Delivery StatusSMS MMS Volume fieldsCall Routing Optimizer & AnalyticsSystem Health DashboardCall Routing Optimizer & AnalyticsSMS Mage ReportsProactive System AlertsReal-Time & Historical reportsCustomizable DashboardsCall Routing DetailsCustomizable DashboardsCustomizable Dashboards<		,
Meeting Co-OrganizersIInRoom Link (H.323.SIP)IMeeting TranscriptionsIMiro IntegrationIBreakout roomsICustome Experience ToolsIShared InboxICustom SurveysICustom SurveysIAl-Powered Messaging AssistantIWebChat ChannelIFacebook & Instagram Messenger ChannelIWhatsApp ChannelISMS & MMS CampaignsICustom Contact FieldsIContact SegmentationIShared InboxICall Rooting Optimizer & AnalyticsISystem Health DashboardICall Rooting Optimizer & AnalyticsISMS MS Volume and Delivery StatusISMS Mage ReportsIProactive System AlertsIReal-Time & Historical reportsICustomizable DashboardsICall ReportsIChalter Experience RootsICustomizable DashboardsICall ReportsICustomizable DashboardsICall ReportsICustomizable DashboardsICall ReportsICustomizable DashboardsICustomizable DashboardsICall ReportsICustomizable DashboardsICustomizable DashboardsICustomizable DashboardsICustomizable DashboardsICustomizable DashboardsICustomizable Dashboar		
InRoom Link (H.323.SIP)Meeting TranscriptionsMiro IntegrationBreakout roomsCustomer Experience ToolsShared InboxCustom SurveysAl-Powered Messaging AssistantWebChat ChannelFacebook & Instagram Messenger ChannelWhatsApp ChannelSM & MMS CampaignsCustom Contact FieldsContact SegmentationShared InboxCustom Contact FieldsCustom Contact FieldsSystem Health DashboardCall Routing Optimizer & AnalyticsSystem Health DashboardsSystem Health DashboardsCustom System AlertsReal-Time & Historical reportsCustomizable DashboardsCustomizable Das		
Meeting TranscriptionsImage: constraint of the grationMiro IntegrationImage: constraint of the grationBreakout roomsImage: constraint of the grationCustomer Experience ToolsImage: constraint of the grationShared InboxImage: constraint of the grationCustom SurveysImage: constraint of the grationALPowered Messaging AssistantImage: constraint of the grationWebChat ChannelImage: constraint of the grationWebChat ChannelImage: constraint of the grationWebChat ChannelImage: constraint of the grationWhatsApp ChannelImage: constraint of the grationWhatsApp ChannelImage: constraint of the grationCampaign TemplatesImage: constraint of the grationCustom Contact FieldsImage: constraint of the grationSystem Health DashboardImage: constraint of the grationt of the grationt of the grationSystem Health DashboardImage: constraint of the grationt of the gratient of the grationt of the grationt of the grationt of the g		-
Miro IntegrationImage: constraint of the sector		
Breakout rooms       Image: Customer Experience Tools         Shared Inbox       Image: Custom Surveys         Custom Surveys       Image: Custom Surveys         Al-Powered Messaging Assistant       Image: Custom Surveys         VebChat Channel       Image: Custom Surveys         Facebook & Instagram Messenger Channel       Image: Custom Surveys         WhatsApp Channel       Image: Custom Surveys         SMS & MMS Campaigns       Image: Custom Contact Fields         Custom Contact Fields       Image: Custom Contact Fields         Custom Contact Fields       Image: Custom Contact Fields         Shared Inbox       Image: Custom Contact Fields         System Health Dashboard       Image: Custom C		
Customer Experience ToolsShared InboxCustom SurveysAL-Powered Messaging AssistantWebChat ChannelFacebook & Instagram Messenger ChannelWhatsApp ChannelSMS & MMS CampaignsCustom Contact FieldsCustom Contact FieldsSystem Health DashboardCall ReportsSMS Usage ReportsSMS Usage ReportsCustomizable DashboardsCustom Zontact FieldsCall ReportsCall ReportsCall ReportsCustom Contact Signer AnalyticsSystem Health DashboardCall ReportsCall ReportsCustomizable DashboardsCustomizable Dashboards <t< td=""><td>-</td><td>•</td></t<>	-	•
Shared InboxImage: constant index of the start index of the star	Breakout rooms	$\checkmark$
Custom SurveysImage: constraint of the second s	Customer Experience Tools	
Al-Powered Messaging AssistantImage: constraint of the sector	Shared Inbox	$\checkmark$
WebChat ChannelImage: ChannelFacebook & Instagram Messenger ChannelImage: ChannelWhatsApp ChannelImage: ChannelSMS & MMS CampaignsImage: ChannelCampaign TemplatesImage: ChannelCustom Contact FieldsImage: ChannelContact SegmentationImage: ChannelShared InboxImage: ChannelSystem Health DashboardImage: ChannelCall Routing Optimizer & AnalyticsImage: ChannelSMS Usage ReportsImage: ChannelProactive System AlertsImage: ChannelReal-Time & Historical reportsImage: ChannelCustomizable DashboardsImage: ChannelCustomizable DashboardsImage: ChannelCustomizable DashboardsImage: ChannelCustomizable DashboardsImage: ChannelCustomizable DashboardsImage: ChannelCustom DetailsImage: ChannelAll Call SummariesImage: ChannelAll Call ChannelImage: ChannelAll Call Cha	Custom Surveys	$\checkmark$
Facebook & Instagram Messenger ChannelImage: ChannelWhatsApp ChannelImage: ChannelSMS & MMS CampaignsImage: ChannelCampaign TemplatesImage: ChannelCustom Contact FieldsImage: ChannelContact SegmentationImage: ChannelShared InboxImage: ChannelAnalyticsImage: ChannelSystem Health DashboardImage: ChannelCall Routing Optimizer & AnalyticsImage: ChannelSMS/MMS Volume and Delivery StatusImage: ChannelSMS Usage ReportsImage: ChannelProactive System AlertsImage: ChannelCustomizable DashboardsImage: ChannelCall ReportsImage: ChannelCall ReportsImage: ChannelAnalytisImage: ChannelAnalytisImage: ChannelCall SummariesImage: ChannelAl Call Channel	Al-Powered Messaging Assistant	$\checkmark$
WhatsApp ChannelImage: constraint of the sector	WebChat Channel	$\checkmark$
SMS & MMS CampaignsImage: second	Facebook & Instagram Messenger Channel	$\checkmark$
Campaign TemplatesImage: Campaign TemplatesCustom Contact FieldsImage: Campaign TemplatesContact SegmentationImage: Campaign TemplatesContact SegmentationImage: Campaign TemplatesShared InboxImage: Campaign TemplatesAnalyticsImage: Campaign TemplatesSystem Health DashboardImage: Campaign TemplatesCall Routing Optimizer & AnalyticsImage: Campaign TemplatesSMS/MMS Volume and Delivery StatusImage: Campaign TemplatesSMS Usage ReportsImage: Campaign TemplatesProactive System AlertsImage: Campaign TemplatesCustomizable DashboardsImage: Campaign TemplatesCall ReportsImage: Campaign TemplatesInteraction DetailsImage: Campaign TemplatesAl Call SummariesImage: Campaign Templates	WhatsApp Channel	$\checkmark$
Custom Contact FieldsImage: Custom Contact FieldsContact SegmentationImage: Custom Contact SegmentationShared InboxImage: Custom Contact SegmentationAnalyticsImage: Custom Contact SegmentationSystem Health DashboardImage: Custom Contact SegmentationCall Routing Optimizer & AnalyticsImage: Custom Contact SegmentationSMS Usage ReportsImage: Custom Contact SegmentationProactive System AlertsImage: Custom Contact ReportsCustom Contact ReportsImage: Custom Contact ReportsCustom DetailsImage: Custom Contact ReportsInteraction DetailsImage: Custom Contact ReportsAl Call SummariesImage: Custom Contact Reports	SMS & MMS Campaigns	$\checkmark$
Contact SegmentationImage: Contact SegmentationShared InboxImage: Contact SegmentationAnalyticsImage: Contact SegmentationAnalyticsImage: Contact SegmentationSystem Health DashboardImage: Contact SegmentationCall Routing Optimizer & AnalyticsImage: Contact SegmentationSMS/MMS Volume and Delivery StatusImage: Contact SegmentationSMS Usage ReportsImage: Contact SegmentationProactive System AlertsImage: Contact SegmentationReal-Time & Historical reportsImage: Contact SegmentationCustomizable DashboardsImage: Contact SegmentationCustom DetailsImage: Contact SegmentationAl Call SummariesImage: Contact Segmentation	Campaign Templates	$\checkmark$
Shared InboxImage: constraint of the state of	Custom Contact Fields	$\checkmark$
AnalyticsSystem Health DashboardCall Routing Optimizer & AnalyticsSMS/MMS Volume and Delivery StatusSMS/MMS Volume and Delivery StatusSMS Usage ReportsProactive System AlertsReal-Time & Historical reportsCustomizable DashboardsCall ReportsInteraction DetailsAl Call Summaries	Contact Segmentation	$\checkmark$
System Health DashboardImage: Constraint of the system AlertsCall Routing Optimizer & AnalyticsImage: Constraint of the system AlertsSMS/MMS Volume and Delivery StatusImage: Constraint of the system AlertsSMS Usage ReportsImage: Constraint of the system AlertsProactive System AlertsImage: Constraint of the system AlertsReal-Time & Historical reportsImage: Constraint of the system AlertsCustomizable DashboardsImage: Constraint of the system AlertsCall ReportsImage: Constraint of the system AlertsInteraction DetailsImage: Constraint of the system AlertsAl Call SummariesImage: Constraint of the system Alerts	Shared Inbox	$\checkmark$
Call Routing Optimizer & AnalyticsImage: Constraint of the second se	Analytics	
SMS/MMS Volume and Delivery StatusImage: Constraint of the statusSMS Usage ReportsImage: Constraint of the statusProactive System AlertsImage: Constraint of the statusReal-Time & Historical reportsImage: Constraint of the statusCustomizable DashboardsImage: Constraint of the statusCall ReportsImage: Constraint of the statusInteraction DetailsImage: Constraint of the statusAl Call SummariesImage: Constraint of the status	System Health Dashboard	$\checkmark$
SMS Usage ReportsImage: Constraint of the second secon	Call Routing Optimizer & Analytics	✓
Proactive System AlertsImage: Constraint of the system AlertsReal-Time & Historical reportsImage: Constraint of the system AlertsCustomizable DashboardsImage: Constraint of the system AlertsCall ReportsImage: Constraint of the system AlertsInteraction DetailsImage: Constraint of the system AlertsAl Call SummariesImage: Constraint of the system Alerts	SMS/MMS Volume and Delivery Status	$\checkmark$
Real-Time & Historical reportsImage: Customizable DashboardsCustomizable DashboardsImage: Customizable DashboardsCall ReportsImage: Customizable DashboardsInteraction DetailsImage: Customizable DashboardsAl Call SummariesImage: Customizable Dashboards	SMS Usage Reports	✓
Customizable DashboardsImage: Customizable DashboardsCall ReportsImage: Customizable DashboardsInteraction DetailsImage: Customizable DashboardsAl Call SummariesImage: Customizable Dashboards	Proactive System Alerts	$\checkmark$
Call ReportsImage: Call ReportsInteraction DetailsImage: Call SummariesAl Call SummariesImage: Call Summaries	Real-Time & Historical reports	$\checkmark$
Interaction Details  AI Call Summaries	Customizable Dashboards	$\checkmark$
Al Call Summaries	Call Reports	✓
	Interaction Details	$\checkmark$
AI Call Transcriptions 🗸	AI Call Summaries	$\checkmark$
	AI Call Transcriptions	$\checkmark$

Administration	
Single Sign-On	$\checkmark$
Call Management and Phone System	$\checkmark$
Multi-Site Admin and Management	$\checkmark$
Device Management	$\checkmark$
Admin GoPilot	$\checkmark$
Al Text-to-Speech Sound Clips	$\checkmark$
Basic Integrations	$\checkmark$
Custom Roles and Permissions	$\checkmark$
Advanced Integrations	$\checkmark$

### Get one app 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.



**Contact us today!** Get in touch with your account representative, visit GoTo.com or call us at 1 800 514 1317

Learn More