GoTo Connect

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 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.

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.

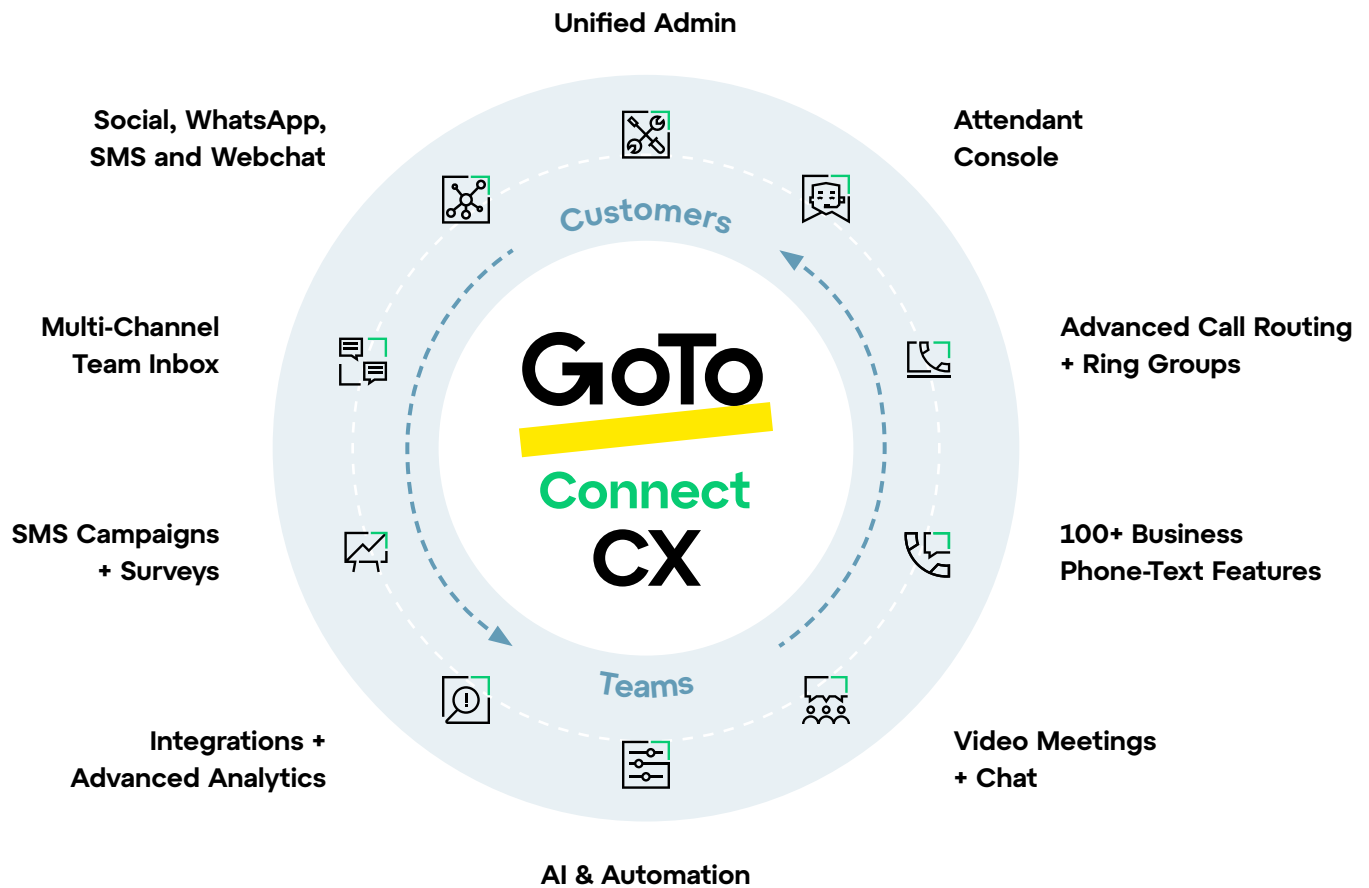## Simplify tasks with AI-enhanced admin tools

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 AI-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

Unified Admin

Social, WhatsApp, SMS and Webchat

Attendant Console

Customers

Multi-Channel Team Inbox

Advanced Call Routing + Ring Groups

GoTo
Connect
CX

SMS Campaigns + Surveys

100+ Business Phone-Text Features

Teams

Integrations + Advanced Analytics

Video Meetings + Chat

AI & Automation

GoTo works for you

1

99.999% uptime

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

Fig 1: GoTo Connect Desktop App (Phone)

2

#1-rated support

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

3

Top-notch security

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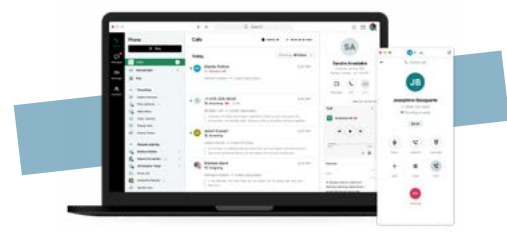

Fig 2: GoTo Connect Multichannel Shared Inbox
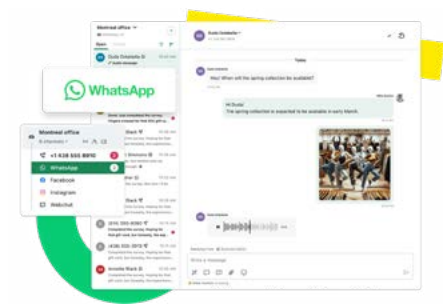
Highlighted Features

Cloud Phone System

Feature	
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 ($0.019/additional minute)
International Calling	50+ countries included free (additional countries charged per minute)
Smart Call Routing	✓
Auto Attendance Recorded Greetings	Unlimited
Customizable Dial Plans	Unlimited
Ring Groups	Unlimited
Call Queues	✓
Hot Desking	✓
Emergency Calling (E911)	✓
Virtual Fax Manager	✓
Voicemail to Email	✓
Call Handling	✓
Paging	✓
Intercom	✓
Call Recording	✓
Multi-Site Compatible	Unlimited
Attendant Console	✓

Meetings and Messaging

Feature	
Team messaging with file sharing	✓
SMS & MMS	✓
Automated SMS messages	✓
Video Meetings	Up to 250 meeting participants
Local and Cloud Meeting Recording	✓
AI Meeting Summary	✓
Closed Captioning	✓
End-to-End Encryption for video	✓

Meetings and Messaging

Flexible Layout	✓
Smart Notes	✓
Meeting Co-Organizers	✓
InRoom Link (H.323.SIP)	✓
Meeting Transcriptions	✓
Miro Integration	✓
Breakout rooms	✓

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	✓
Shared Inbox	✓

Analytics

System Health Dashboard	✓
Call Routing Optimizer & Analytics	✓
SMS/MMS Volume and Delivery Status	✓
SMS Usage Reports	✓
Proactive System Alerts	✓
Real-Time & Historical reports	✓
Customizable Dashboards	✓
Call Reports	✓
Interaction Details	✓
AI Call Summaries	✓
AI Call Transcriptions	✓

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

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