

GoTo Connect for Enterprise

Unified communications built for complex enterprises. Deliver exceptional experiences from a single, centralized platform

GoTo Connect helps complex enterprises who want to simplify communications and elevate customer experiences. Delivering a unified, secure, and reliable platform that streamlines every channel, integrates with existing business tools, leverages AI-driven efficiency, and provides expert 24/7 support—outperforming traditional solutions in ease of management and value.

Why Leading Enterprises Trust GoTo Connect



Unified Communications at Scale

One platform for all business communications—including voice, SMS, webchat, email, social, and more - all centralized in one location.



Easy Deployment & Management

Fast enterprise onboarding, intuitive admin controls, and distributed management make rollouts and ongoing operations hassle-free.



Unlock Enterprise Value with AI

Innovative AI tools boost efficiency, deliver insights, and elevate customer experience—all with enterprise value, not enterprise pricing.



Proven Reliability & Security

99.999% uptime, robust multi-layered security, and compliance controls—all backed by 20+ years of enterprise expertise.

Award-winning

24/7

Customer Support

Category-leading



SaaS Solution

Easy Integration



with Your Tools

Everything your business needs to deliver exceptional customer experiences and boost internal collaboration

GoTo Connect for Enterprise

Enhance enterprise business communications with GoTo Connect, everything you need in one powerful platform. Select from a suite of cloud communication solutions tailored to your current needs, with the flexibility to add enhancements as your business evolves.

- An award-winning **smart business phone system** that combines advanced cloud-based telephony with built-in meeting and messaging capabilities.
- **100s of powerful phone features** with unlimited call routing, auto attendants, call queues and more. Configure call flows in seconds with our unique drag-and-drop visual dial plan editor.
- **Omnichannel communication** capabilities including WhatsApp, social, SMS, web chat, and more to meet customers where they are, all centralized into one easy-to-use, shared inbox.
- An all-in-one, AI-powered **cloud contact center** solution designed to make your teams more productive and customer interactions more valuable.
- Our **concierge onboarding** walks you through the implementation process and makes getting started easy, with additional options for onsite engineering, training, or phone placements.
- **Unlock insights** from every conversation. Optimize your operations, enhance customer satisfaction and make data-driven decisions utilizing our advanced reporting and analytics capabilities.
- **Seamless integrations** with top business platforms such as MS Teams, Salesforce, HubSpot, and more. Leverage GoTo's AI engine to log call sentiment, summaries, topics, and transcriptions to your CRM of choice.
- GoTo Connect's **AI capabilities** elevate customer-facing teams with AI-powered intelligent automation and actionable insights. From our AI Receptionist handling calls around the clock, ensuring no lead or inquiry goes unanswered, to our AI Quality Management feature that removes bias and evaluates objectively 100% of customer interactions on all channels.
- End users love our in-house **24/7 support** (8.8/10 on G2) and top rated **mobile app** (4.8/5 on Google Play Store from 124K reviews)

