

Attendant Console

The Attendant Console provides an intuitive interface to efficiently monitor and handle incoming calls

Better Manage Customer Interactions

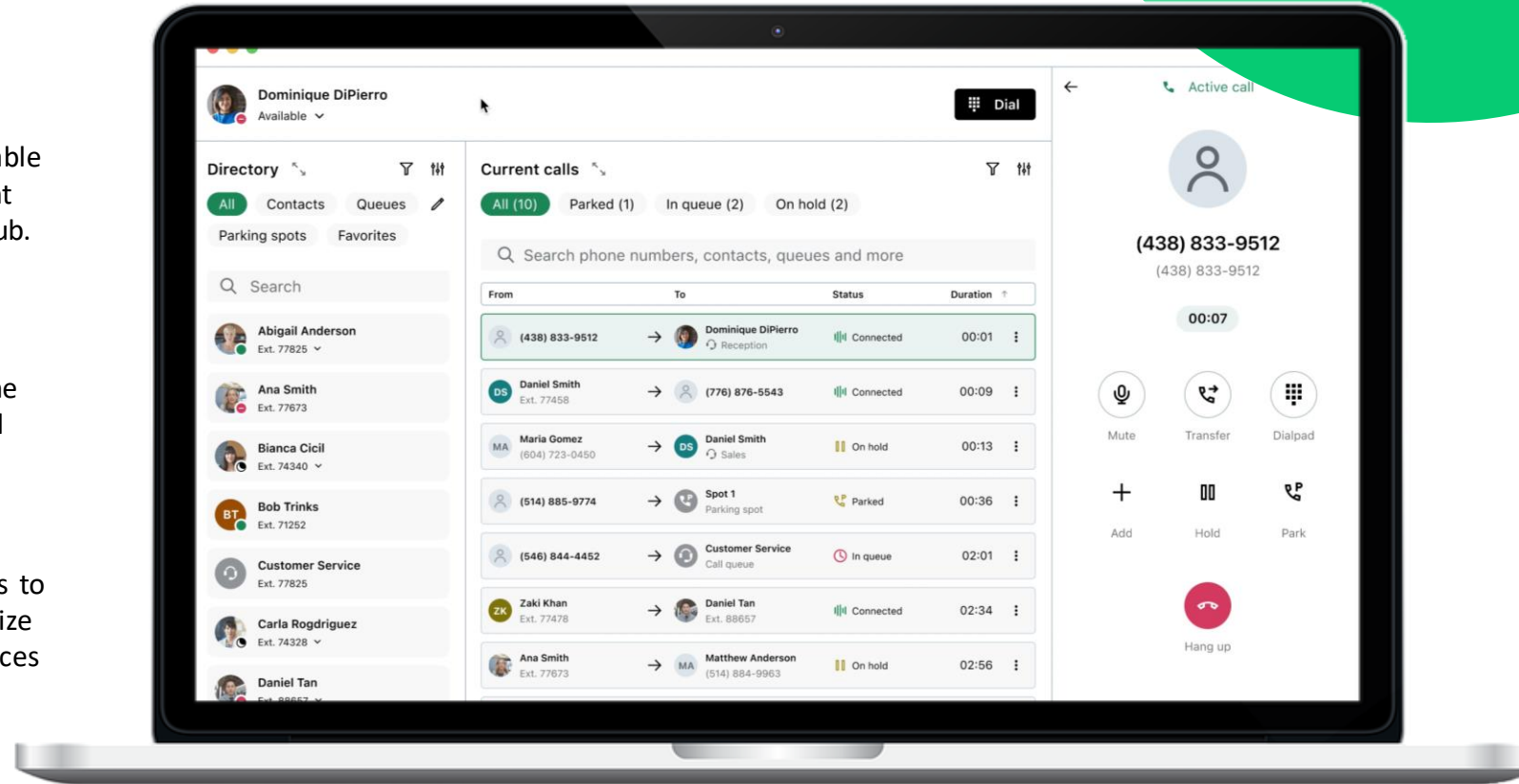
GoTo's Attendant Console makes it easy for receptionists and operators to personally manage real-time incoming calls. Enable staff to easily handle incoming calls, transfer them to the right extensions, and manage call routing with one consolidated hub.

Gain "at-a-glance" Visibility

Get a full and easy-to-see detailed view of the users, calls, queues and ring groups across your organization and enjoy the ease of drag-and-drop call routing features to optimize in real time.

Manually Handle High Call Volumes

Operators can intervene during high inbound communications to utilize tools like the presence monitoring dashboard to optimize routing decision-making and ensure great customer experiences every time.



Reporting & Analytics

Monitor, record and analyze end-to-end phone conversations with Advanced Call Reporting capabilities

If You Can't Measure It, You Can't Manage It

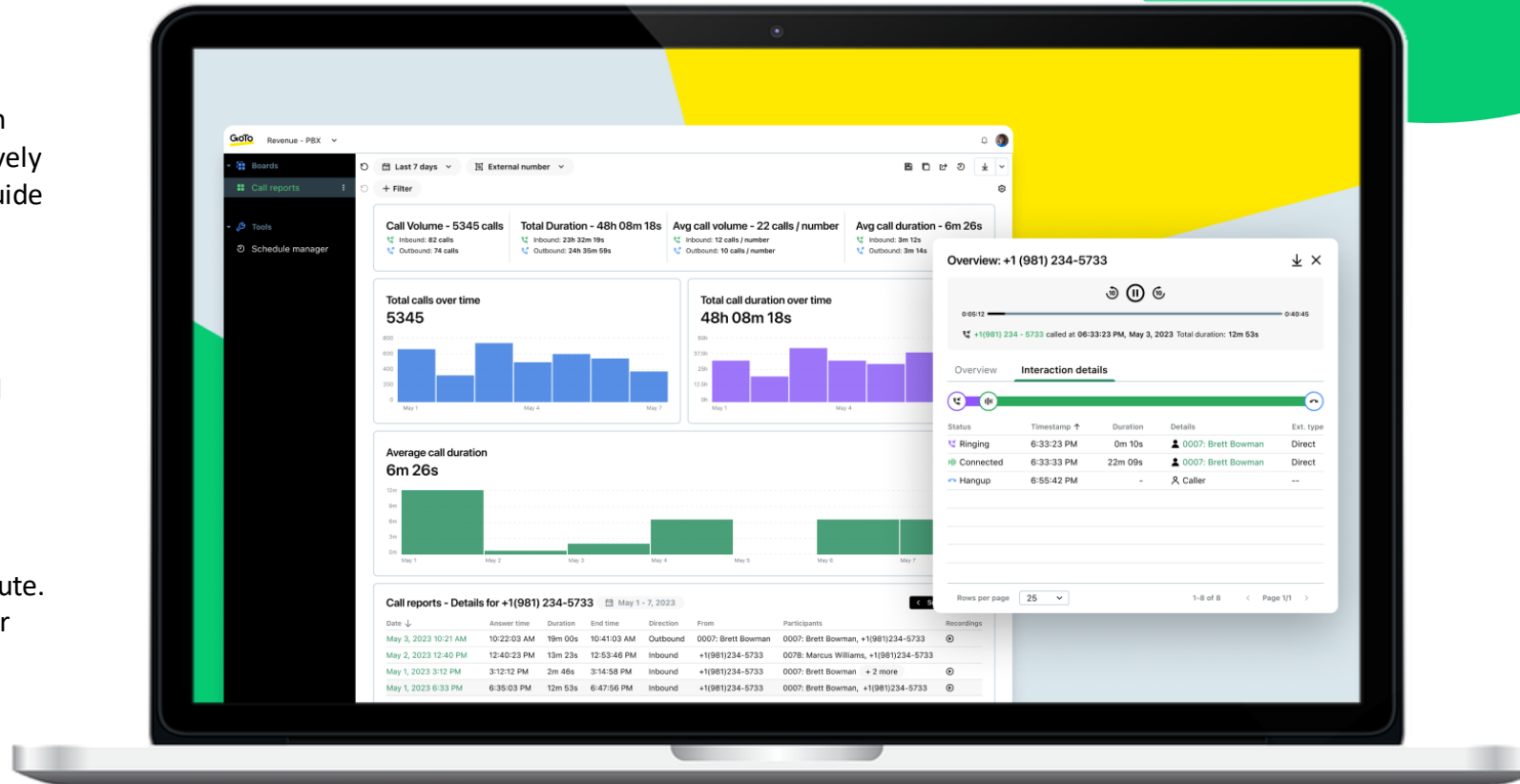
With every full phone conversation now captured together on customizable, intuitive dashboards your business can proactively dig deeper to identify and action customer pain points and guide strategic business decision-making.

Learn from the Best

Easily search, select and champion best-in-class customer conversations to use as part of training programs for new and current staff members to boost customer satisfaction levels.

Protect your Business from Legal Challenges

Meet compliance requirements with catalogued, secure, comprehensive call recordings that also help resolve any dispute. Admins can also restrict or provide access to the recordings or specify which calls will be recorded.



Integrations

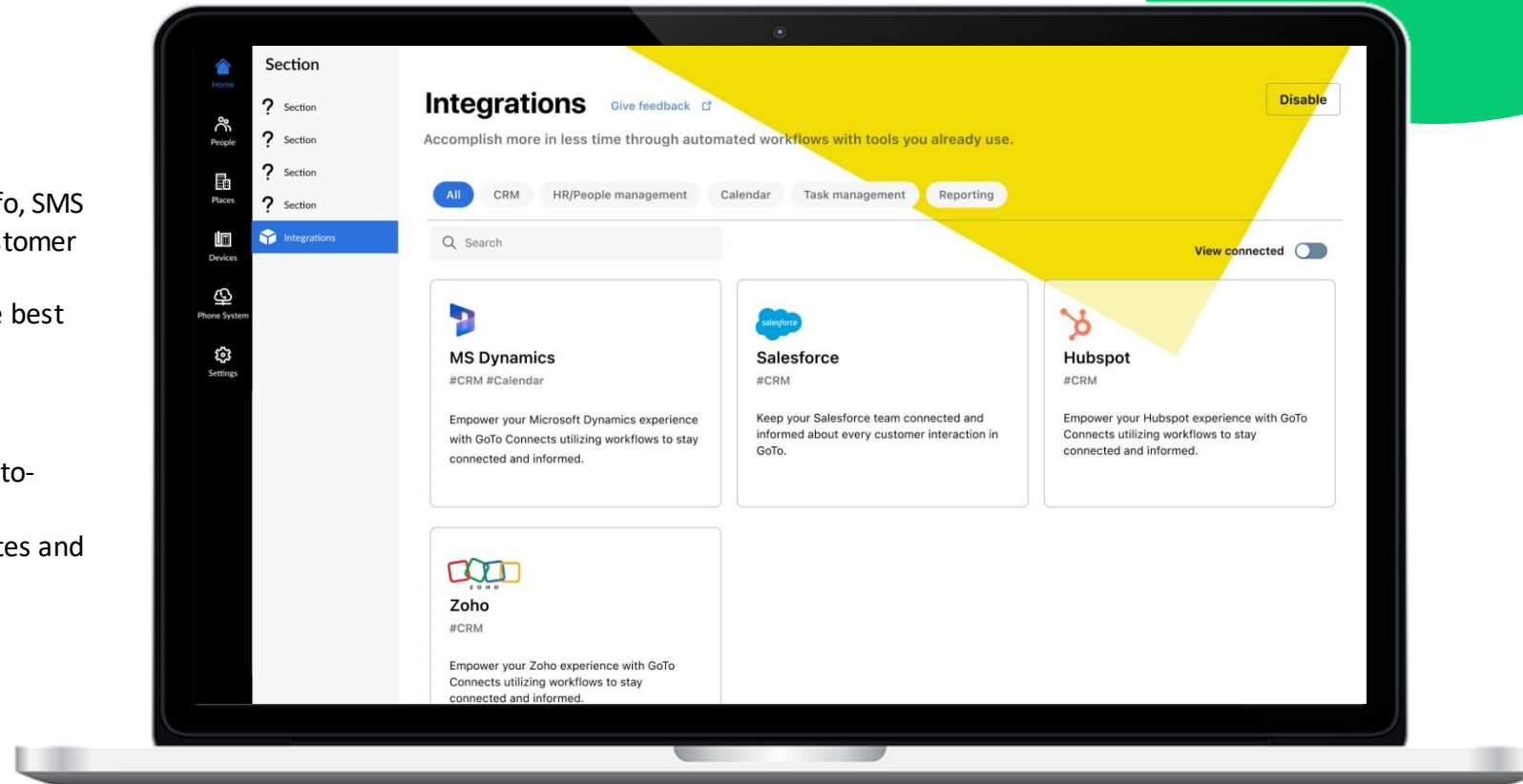
Understand your customer, boost productivity & streamline workflows with GoTo's new Integrations package

Capture Key Customer Interactions

A comprehensive list of customer touchpoints such as call info, SMS history, voicemail transcripts and more all synced to each customer profile within your CRM to help gather customer insights, personalize and segment communications while ensuring the best ROI on both of your SaaS investments.

Improve Operational Efficiency Across all Depts

Data is consistent, accurate and synced so all depts have up-to-date customer information to hand, this helps streamline operations, ensure quicker follow-ups, higher conversion rates and ultimately leads to happy customers



GoTo Contact Center Complete

Modernize and centralize your communications across every customer channel

Front & back-office collaboration made stronger

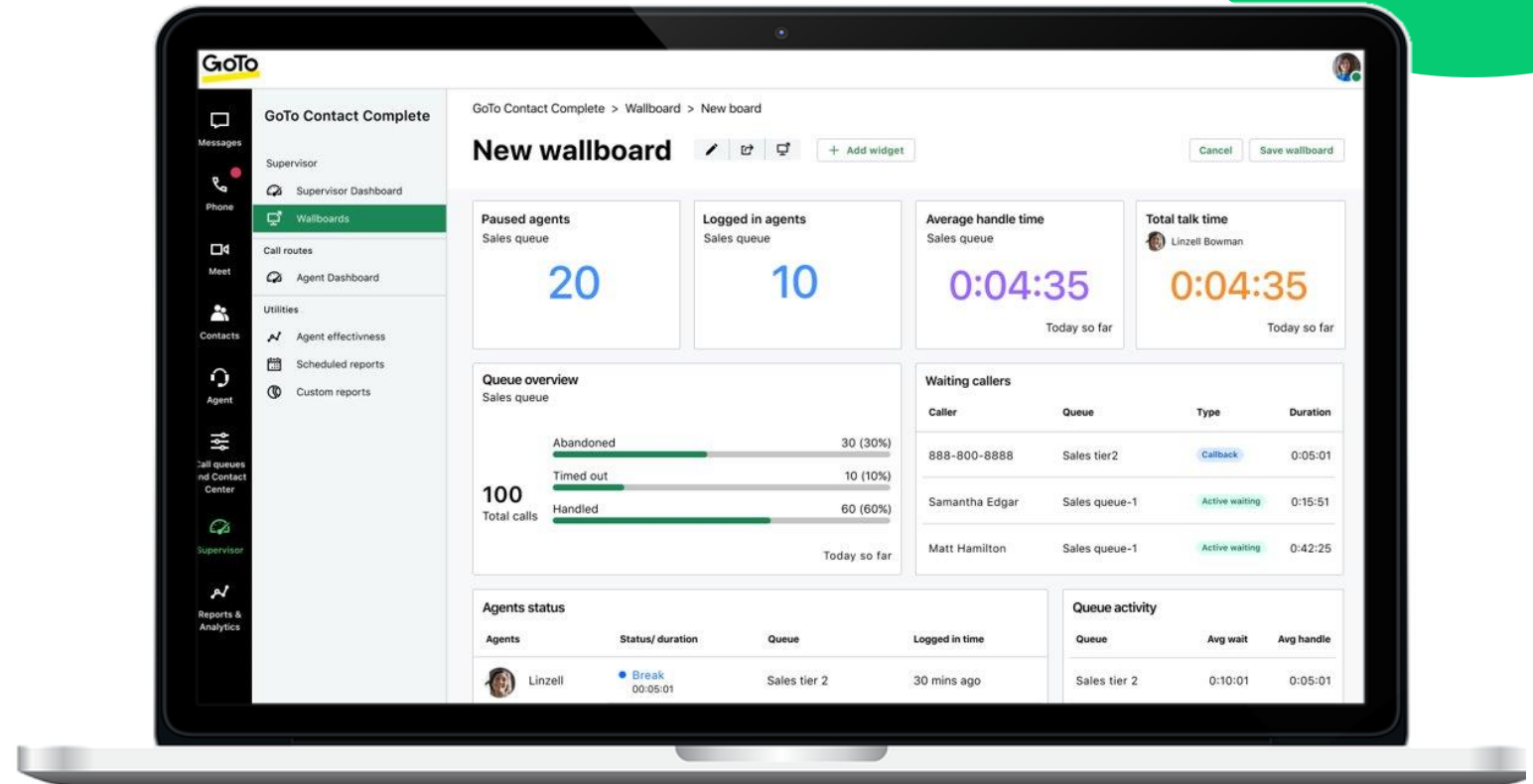
Delight customers anytime, anywhere. GoTo Connect Complete CX enhances team collaboration and productivity with streamlined access to internal specialists and shared customer information, simplifying issue resolution, reducing hold time, and personalizing interactions.

Optimize team performance with actionable data

The advanced analytics and real-time reporting features within GoTo Connect Complete CX continually drive performance improvements. See the whole picture or drill down into individual performance with call volume and team views. Team dashboards power growth with focused views for staff to manage their performance and KPIs.

Super-simple set up, remarkable easy to manage

Run great customer support without the headaches. Whether you have an IT team or you're doing it yourself, GoTo Connect Complete CX makes admin easy with a drag-and-drop dial plan editor and easy permission assignments, all in a single, streamlined admin portal.



AI Optimization

AI-Enhanced Excellence: Delivering Unparalleled Customer Experiences

Interaction Summaries

Smart insights and swift actions

Harness the power of AI to elevate productivity and quality management by receiving instant post-call summarization and call notes, reducing wrap-up time and average handling time (AHT).

Supervisor Recovery

Improve the customer experience in real time
Proactively boost customer satisfaction with instant alerts for negative sentiments, empowering supervisors to intervene seamlessly to enhance the overall conversation, maintain customer loyalty, and achieve first contact resolution (FCR).

Sentiment & Topic Detection

Turn call data into actionable insights

Master the complexities of the customer experience through historical intent and sentiment trending, unlocking valuable insights for continuous customer satisfaction (CSAT) improvement.

