

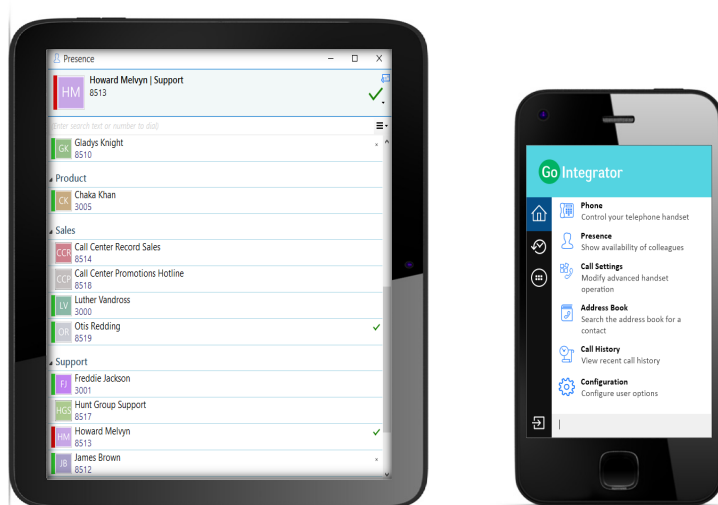


Close the Gap between your Customers and your Business Systems.

Collaborate and communicate more effectively by accessing customer records and information about your callers quickly and efficiently.

Go Integrator is a powerful software application suite that provides your business with an additional level of integration between your Novum Cloud PBX system and your customer CRM records.

Go Integrator Dashboard



Easy to use

Link your desktop applications to Novum's Cloud PBX to allow your employees to access caller's information easily and improve productivity.

Smart and efficient

Enjoy seamless integration between Novum's Cloud PBX system and your customer information records, improving the quality and professionalism of your call handling and the caller's experience.

Why Go Integrator?

Comprehensive search

Go Integrator will search through your CRM records and display your caller's name information in the preview or phone window before your employee answers the call.

Boost productivity

Enables your employees to have full control over inbound and outbound calls, such as dialling, answering, transferring, consult and hang-up.

CRM integration

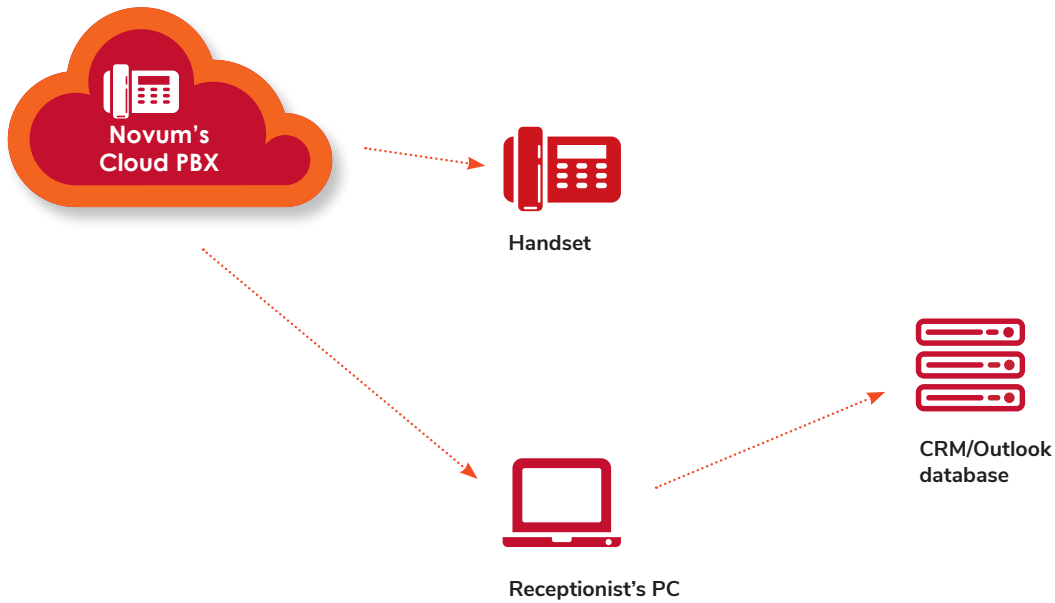
Provides your business with over 50 standard CRM integrations (e.g. Salesforce, Autotask, Zoho) that are available with Novum's Business Cloud PBX system.

Improve collaboration

Allows your employees to check the busy status of their colleagues' extensions and know who their colleagues are talking to.



How it Works?



Go Integrator Benefits



Convenient

Unify your CRM records, allowing your employees to view callers' information instantly and know who is calling.



Reduced cost of ownership

Reduce extra expenses that can be associated with expensive infrastructure costs and any dependence on cloud or premises-based servers.



Usability

Easy to install, use and maintain.



Improve employee experience

Bolt-on a customisable toolbar on your browser which includes features for your employees that significantly enhance their experience, all without touching their handset.



Cost effective

Go Integrator consists of two licenses, allowing your business employees to get the optimal benefits according to your specific requirements.



Seamless integration

Common level of integration across a range of business applications including call preview, contact popping, contact searching and click to dial.



Key Feature Highlights

Go Integrator has two license options: Go Integrator Lite and DB, allowing your business to match your integration needs with what your employees use. Both licenses will provide your business with the following features relating to:

- ✓ Call history
 - View local call logs such as previous calls (including missed calls) and return the call easily.
- ✓ Drag and drop
- ✓ Screen popping and click-to-dial
 - Simply copy a number to the clipboard and dial it quickly.
- ✓ Contacts
 - Search contacts stored in many supported CRMs and databases.
 - Concurrently search callers contact information easily.
- ✓ Integration with more than 50 CRM softwares:
 - Microsoft Outlook
 - IBM Notes
 - Google Contacts and much more.
- ✓ Presence
 - View the busy status of other colleagues before transferring a call.
- ✓ Call recording
 - Automatically record, pause and resume calls by supported call recording systems.

Why Integrator Lite?

All the call functions you need with a simple click — dial, answer, transfer, hold, and consult plus integration with a variety of CRMs such as Microsoft Outlook, IBM Notes, Google Contacts and more.

Activity logging

Record and log activity to your business CRMs for all calls made and received.

Address book

Employees can search for existing contacts or easily create new ones while on the telephone. The address book is extended to include CRM contacts when you link it with Go Integrator.

Call centre agent features

An employee can easily change settings using a bolted-on toolbar that can be added on their screen, giving your employee access to manage incoming calls efficiently.

Call control

Make, receive and transfer calls from your computer.

Call history

Access a list of an employee's recent calls and make calls directly from the call history window.

Click-to-dial

Webpages can be scanned for valid telephone numbers and when found, turned into hyperlinks to make dialling easy.

Real-time presence

Allows an employee user to see the busy status of their colleagues' extension.

Screen popping

Enables a CRM contact record associated with an inbound caller's number to be opened simply by clicking an icon shown in the preview window.



Why Integrator DB?

All the features of Go Integrator Lite plus integration with many custom and standard CRM and database applications. This allows instant access to relevant information, making your employees' experience so much more efficient and saves time for the caller.

Toolbar agent features

Use the toolbar agent features that make it easier for your employees to manage incoming calls to help improve their user experience.

The Novum Difference

Best user experience

We offer your business a fully integrated solution for your customer-facing teams that will help you to improve your call handling and caller's experience.

Full ownership and locally operated platform

The Go Integrator is designed to integrate seamlessly with Novum's Cloud PBX platform, providing your business with a customer management portal for your complete CRM integration.

Fast service delivery

We can activate and install the Go Integrator software remotely on your desktop within three business days.

Guaranteed network reliability

Hosted in Australian data centres and supported by some of the world's leading infrastructure suppliers, our platform has been architected on the Broadworks carrier grade switch and has been delivered 99.999% availability since commissioning. Being locally-owned, we guarantee network reliability as well as local operational and technical support.

About Us

Novum Networks is an Australian company specialising in the delivery of secure Business Cloud PBX and IP Telephony solutions that enables our partners and customers to compete in today's digital connected economy. We provide a fully integrated portfolio of enterprise-ready communication services that are architected on our platform, using the best-of-breed technologies that are available on the market.

We foster an agile and innovative culture that allows us to fast-track development and provide our telecommunications and managed service channel partners, an alternative to the top 3 Australian carriers that utilise the Broadworks platform.