# GoToConnect
## Powered by Jive

# PROFESSIONAL PHONE, MEETINGS, AND MORE ON YOUR BROWSER OR DESKTOP

GoToConnect web and desktop apps free your employees from the office and give them the flexibility to access essential phone, meeting, text, and support center tools anywhere.
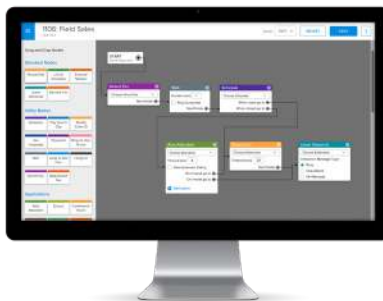
### STAY CONNECTED

Make and receive calls and texts using your business phone number, run HD meetings, and run an entire contact center virtually with GoToConnect.

### PERSISTENT COMMUNICATIONS

GoToConnect's desktop app makes sure you never miss a call even if you close your browser. Save screen space by minimizing the app to focus on your work during a call or meeting.

### REAL-TIME ACCESS FOR ADMINS

Access the entire backend of your cloud communication system remotely and make changes on the fly for any location, wherever you are.

**Get in touch**

# GOTOCONNECT FEATURE LIST

Check out all the features GoToConnect's award-winning system offers for voice, meetings, messaging, and more!

## VOICE & CALL MANAGEMENT

| | | |
|---|---|---|
| Cloud PBX | Ring Groups | Caller ID |
| Hosted VoIP Phone Service | Extensions | Intercom |
| Auto Attendants | Call Forwarding | SMS Texting |
| Corporate/Local Directory on Phone | Call On Hold | MMS Texting |
| Custom Hold Music | Call Park/Pickup | Instant Messaging |
| Custom Messages & Greetings | Call/Extension Transfers | Emergency Calling |
| Custom Schedules | Call Waiting | Simultaneous Ring |
| Dial by Extension | Find Me/Follow Me | Do Not Disturb |
| Dial by Name Directory | Advanced Ring Strategies | Call Recording |
| Hot Desking | Call Routing | Presence Monitoring |
| Direct Inward/Outward Dialing | Toll-Free & Vanity Numbers | Missed Call Indicator |
| Inbound Call Filters | Virtual Fax | Multiple Calls per Line |
| Line Failover | Call Screening | Last Number Redial |
| Dial Tone | Speed Dial | Message Waiting Indicator |
| Share Line Appearance | Paging | |
| Virtual Voicemail | Call Queues | |

## MEETING & VIDEO

- Audio Conference Calls
- HD Video Conferencing
- Personal Meeting Room
- One-Time/Recurring Meetings
- Cloud Meeting Recording
- Meeting Transcriptions
- Screen Sharing
- Toll-Free Dial-In
- International Dial-In
- Call Me
- Meeting Lock
- Password Protection
- 25 Simultaneous Webcams
- 250 Meeting Participants
- Google and Microsoft Calendar Integration
- Mobile Join
- Active speaker focus
- Mute/Excuse Attendees
- In-Session Chat
- Chat Emojis
- Minimized Meeting Window
- Designate Meeting Co-Organizers

## ADMIN TOOLS

- Local Numbers
- Multi-Site Compatible
- Number Porting
- International Calling
- Local & Long Distance Calling
- Web-Based Admin Portal
- Web-Based End User Portal
- Desktop Application
- iOS & Android Mobile App
- Unified User interface
- Integrations
- Visual Dial Plan Editor
- Single Sign On Support
- Multi-Language Support
- 24/7 Customer Support
- Zero Touch Desk Phone Provisioning
- Compatible with GoToMeeting

## ANALYTICS

- Call Analytics
- Call Logs
- Call History
- Report Caller Hold Time

## CUSTOMER SUPPORT *

- Scalable Call Center Solution
- Embedded within GoToConnect
- Whisper
- Barge
- Call Monitoring
- Call Center Analytics
- Agent View
- Supervisor Dashboard
- One-Touch Queue Login
- Data Mart
- Agent Effectiveness Reports
- Historical Reports
- IVR
- Call Pause
- Wallboards

*Requires Support Center Subscription