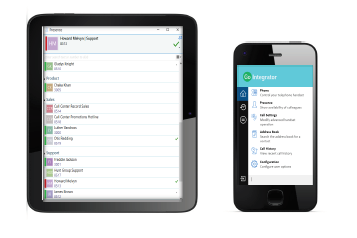
# **NOVUM NETWORKS**

# **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 software application 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?**

1. **Comprehensive search**

Go Integrator will search through your integrated CRM records and displays your caller’s information in a preview window before you answer the call.

1. **Boost productivity**

Enables your employees to have a full range of control over inbound and outbound calls, including dialing, answering, transferring, consult and hang-up.

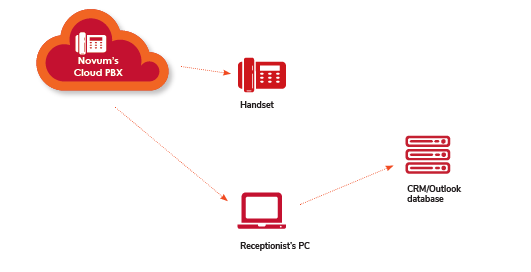
1. **CRM integration**

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

1. **Enhance 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:**

1. **Convenient**

Unify your CRM records with Go Integrator, allowing your employees to view caller’s information instantly and know who is calling.

1. **Reduced cost of ownership**

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

1. **Usability**

Easy to install, use and maintain.

1. **Improve user 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.

1. **Cost effective**

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

1. **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:

1. **Call history**

• View local call logs such as previous calls (including missed calls) and return the call easily.

1. **Drag and drop**
2. **Screen popping and click-to-dial**

• Simply copy a number to the clipboard and dial it quickly.

1. **Contacts**

• Search contacts stored in many supported CRMs and databases

• Concurrently search callers contact information easily.

1. **Integration with more than 50 CRM softwares:**

• Microsoft Outlook

• IBM Notes

• Google Contacts and much more

1. **Presence**

• View the busy status of other colleagues before transferring a call.

1. **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 Microsoft Outlook, IBM Notes, Google Contacts and more.

1. **Activity logging**

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

1. **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.

1. **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.

1. **Call control**

Make, receive and transfer calls from your computer.

1. **Call history**

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

1. **Click-to-dial**

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

1. **Real-time presence**

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

1. **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.

1. **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 architectured on the Cisco-BroadWorks carrier grade switch and has 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.