

GOTO CONTACT

Better customer experience. Better business outcomes.

Drive meaningful interactions, deepen relationships, and create better outcomes for individuals and businesses today.

One Day Deploy: 4 weeks? Think 24 hours.

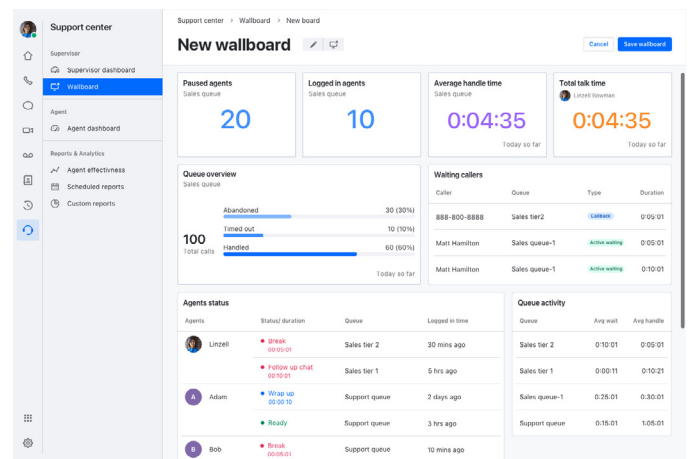
GoToConnect Contact Center's one-day deployment gets you happier customers faster. Admins can quickly designate other admins, supervisors, and agents and assign them to specific queues.

Clear Economical Pricing: Attractive, transparent pricing with no surprises. See what you're paying at any time on the GoToConnect admin page.

Robust Reporting and Analytics: Provide a deep dive into your existing customer data for measurable insights and more effective business decision making throughout the customer journey. Get analytics to help you make better decisions about customer satisfaction and your current service level. You'll be able to determine how to better align staffing, resources, and training with the call center analytics results.

Customizable Dashboards: Improve interactions on-the-fly with supervisor real-time queue and agent-specific dashboards. See total talk time, agent availability, and wait times and do something about it for happier customers.

Unified Collaboration: Our contact center solution comes with full unified communications platform GoToConnect that makes it easy to collaborate quickly with coworkers via phone, meetings, chat or text. Plus we integrate with just about all powerful CRM tools on the market.



Inbound Customer Centric Features:

Features specifically geared to improve outcomes and increase the success of support teams through better overall management of inbound calls.

- Advanced call monitoring (whisper, listen, barge)
- Intelligent Call Routing
- Auto Queue Call Back

Outbound Revenue Generating Tools:

Make sure your reps never miss a call and maximize productivity while focusing more on real-time, live customer connections.

- Outbound dialer
- Pre Recorded Agent Messages
- SMS Chat Queues (US and Canada)

CONTACT CENTER FEATURE LIST:

FOR AGENTS:

Agent Status	Today's Activity	SMS/MMS Chat Queues*	SMS Conversation Tagging*
Selected Queues	Week's Activity	Flip Chat into Meeting or Call*	
Assigned Queues	Pre-recorded Agent Messages*	Auto Queue Callback	

FOR SUPERVISORS:

<u>Call Support</u>	<u>Real Time Activity</u>	<u>Detailed Queue Breakdowns</u>	<u>Agent Activity</u>
Listen	Daily Queue Totals	Log Agents to Queue	Include Logged-out Agents
Whisper	Inbound Queue Callers	Daily Queue Totals	Agent
Barge	Paused Agents	Inbound Queue Callers	Status/Time in Status
Outbound Dialer	Longest Agent Call Duration	Paused Agents	ID/Phone Number
	Longest Wait Time	Longest Agent Call Duration	Hold Time
	Queues	Longest Wait Time	Talk Time
	Agents		
	Customizable Dashboards		

FOR ADMINS:

Configurable Permissions	CRM Integrations (Zoho, Zendesk, Salesforce)	Auto Call Distribution	Unified Admin Portal
Pause Reasons	Real-time Wall Dashboards	Delegate Contact Center Management	Queue Access Controls
Intelligent Call Routing			1-click Queue Creation

REPORTING & ANALYTICS:

Abandoned Calls	Agent Effectiveness	Contact Resolution	Report API's
Agent Summary	Caller Perspective	Export Reports	
Average Speed of Answer	Contact Summary	Presence Monitoring Mode	

*SMS/MMS features only supported in US and Canada

Contact us today!

Contact your account representative, visit GoTo.com or call us at **1 866 890 8931**



GoToConnect and our suite of solutions are offered by LogMeIn. At LogMeIn, we unlock the limitless potential of the modern remote workforce by connecting people to their customers, colleagues and digital lives: wherever, whenever, however.