



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