

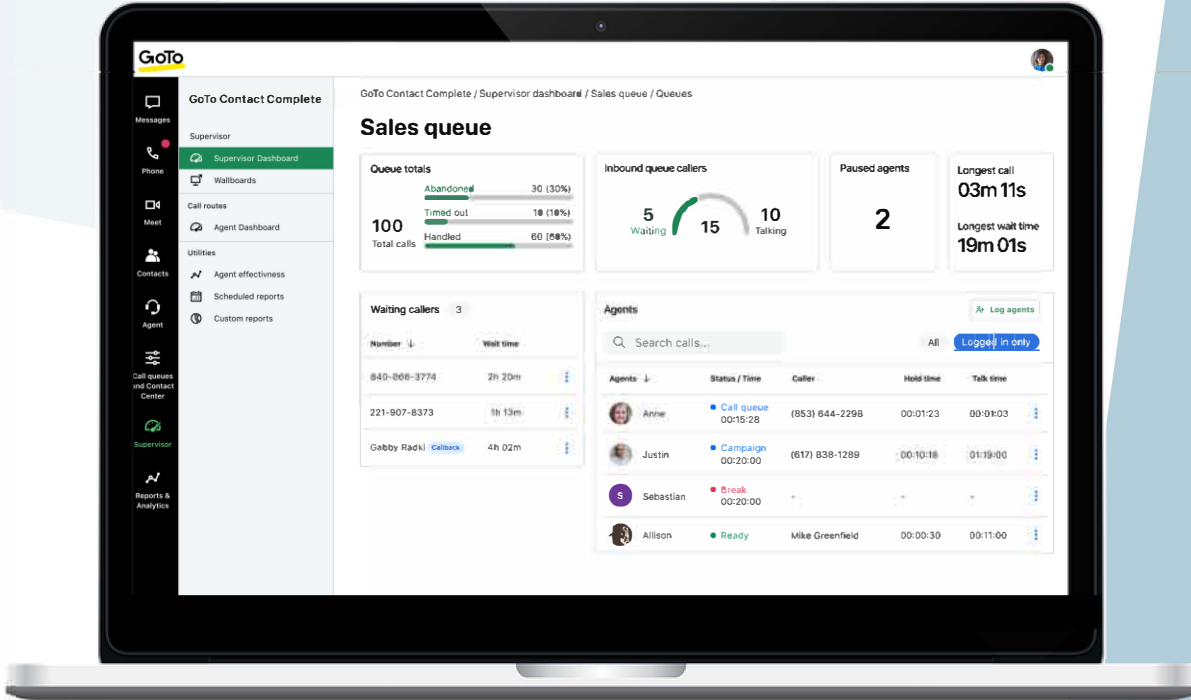
GOTO



Contact Center Complete Features



Contact Center Complete



Elevate Every Interaction

1

Whisper, listen or barge

Train and monitor performance with powerful coaching tools

2

Real-time queue management

Assign calls at the speed of your business

3

Missed call view & dialer

Never miss a contact with built-in callback campaigns

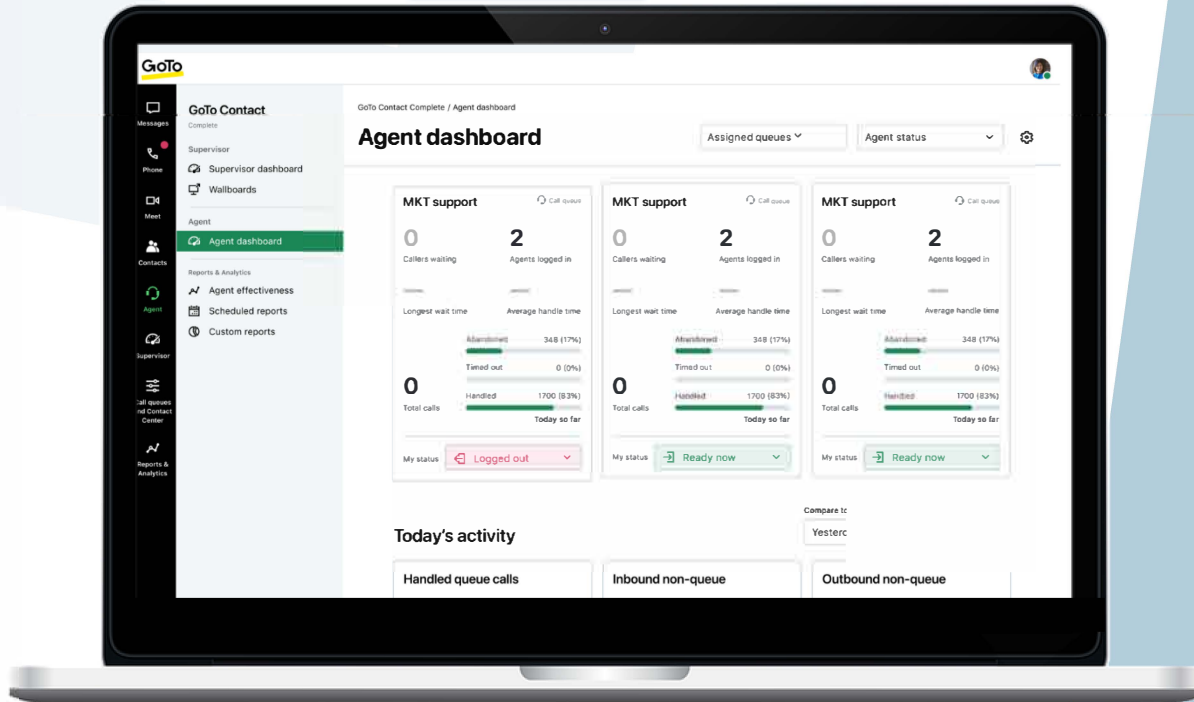
4

Custom wallboards

Highlight KPI performance with metrics that update in real-time



Multi-Channel Sales & Support



1

Phone calls

Route calls to the right reps with 100+ helpful features

2

Web chat

Add an on-screen widget to your site to engage customers

3

Social

Set up connections with Facebook & Instagram to route messages

4

SMS/MMS*

Enable in or outbound communication with just a text

5

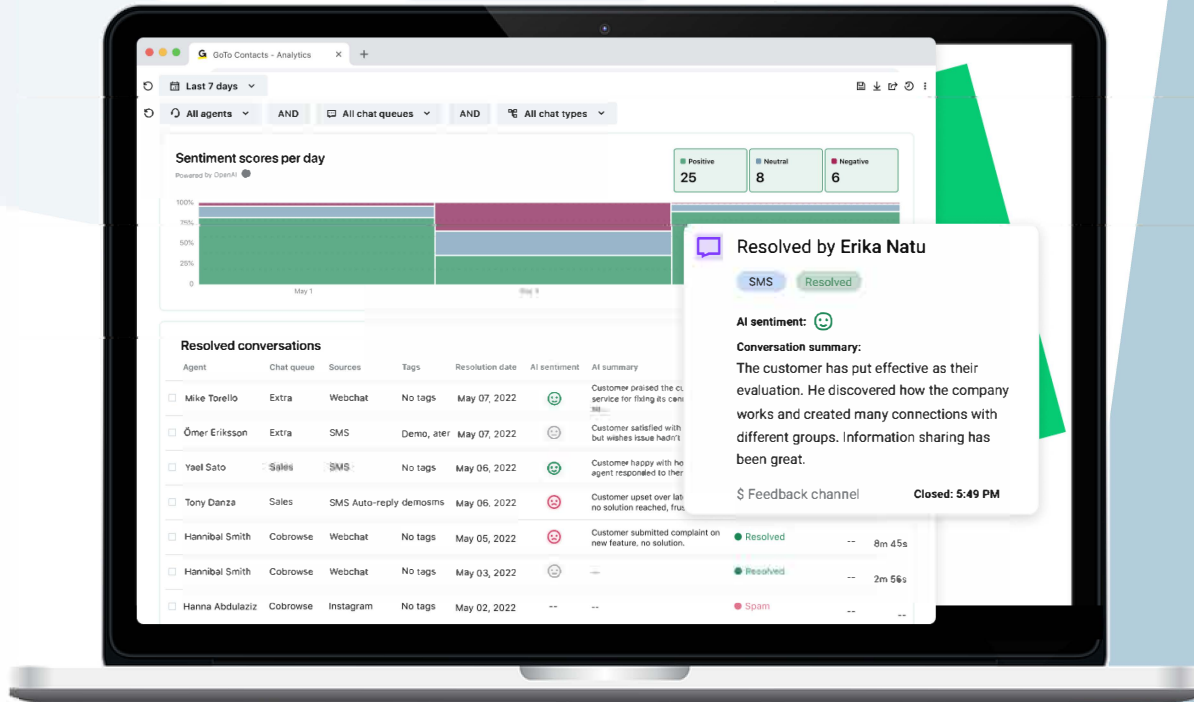
Video

Flip a conversations into engaging video meetings

*SMS/MMS available in US & Canada only



AI-Enhanced Business Insights



1

Quickly assess customer sentiment

Understand customer emotion within interactions and drastically cut analysis time with AI-powered Sentiment ratings and chat summaries

2

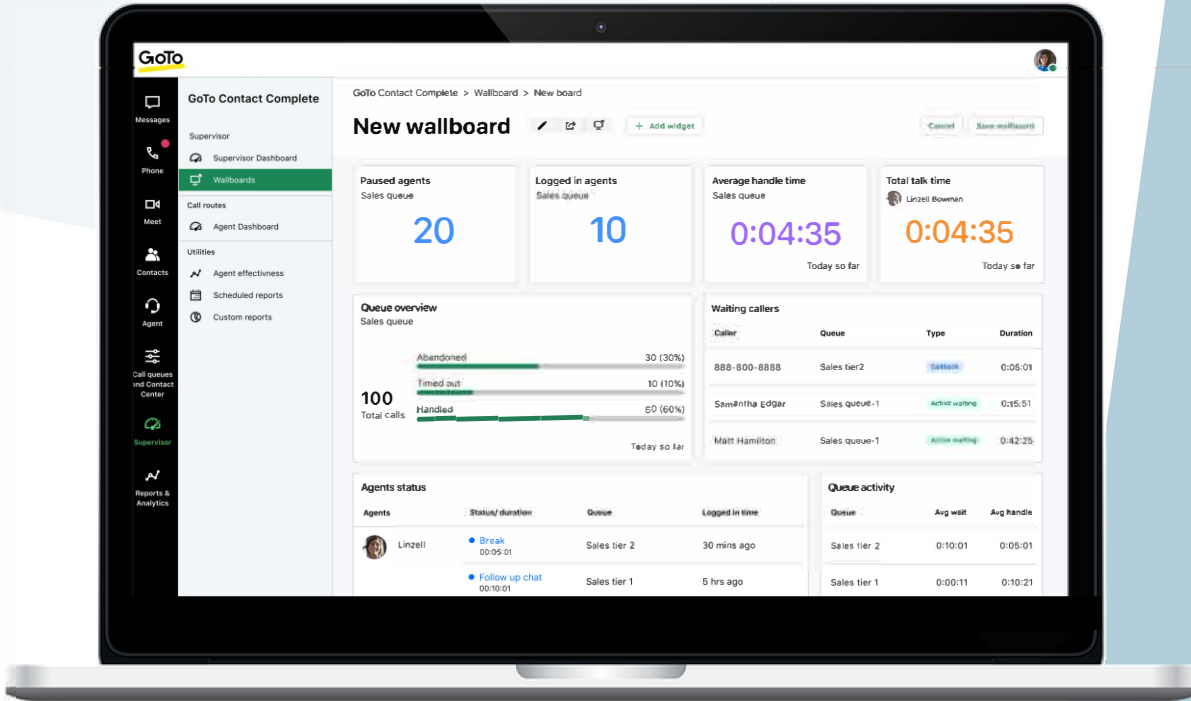
Boost customer satisfaction

See how customer sentiment is trending, zero in on problem areas, and help get every customer interaction back on track

3

Optimize agent performance

Recognize agents consistently generating positive experiences and identify coaching opportunities for those who aren't



Advanced Analytics

1

Queue & agent views

See the whole picture or drill down into individual performance

2

Agent dashboard

Power growth with focused views for reps to check stats

3

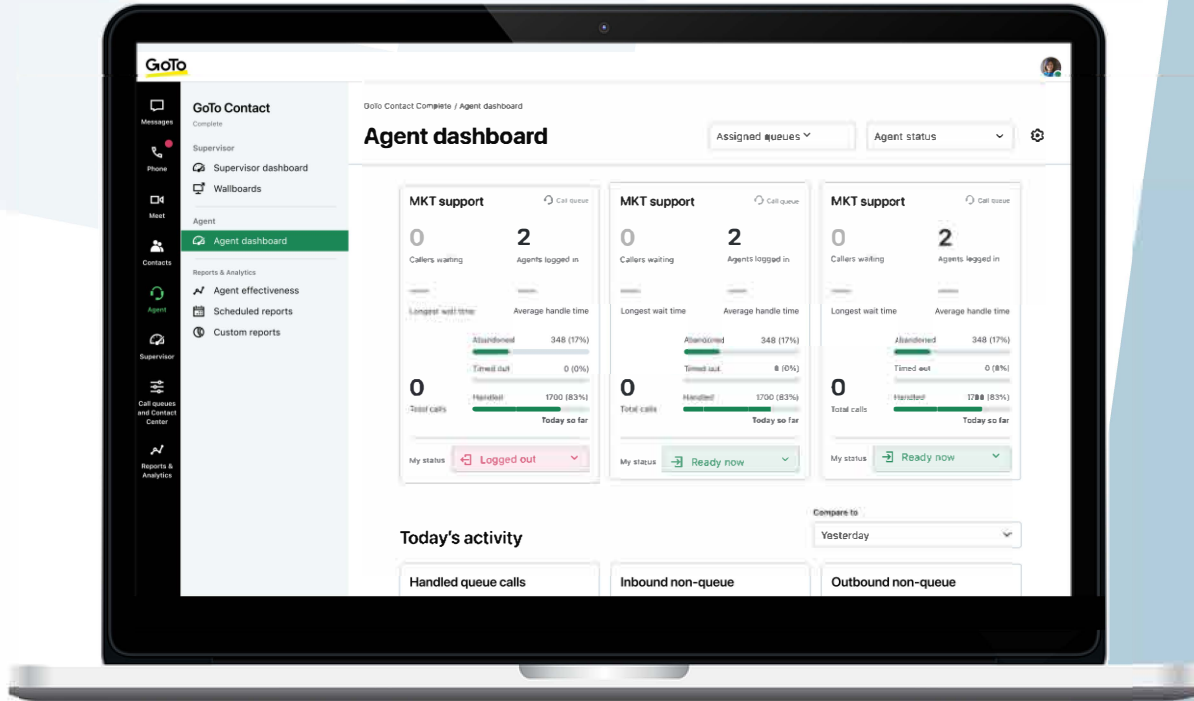
Custom wallboards

Highlight KPI performance with metrics that update in real-time

4

Custom reports

Discover the details you need with custom reports and views



Agent Tools

1 Pre-recorded messages
Capture the perfect message and leave voicemails with ease

2 Pre-saved text messages
Quickly respond with pre-approved company statements

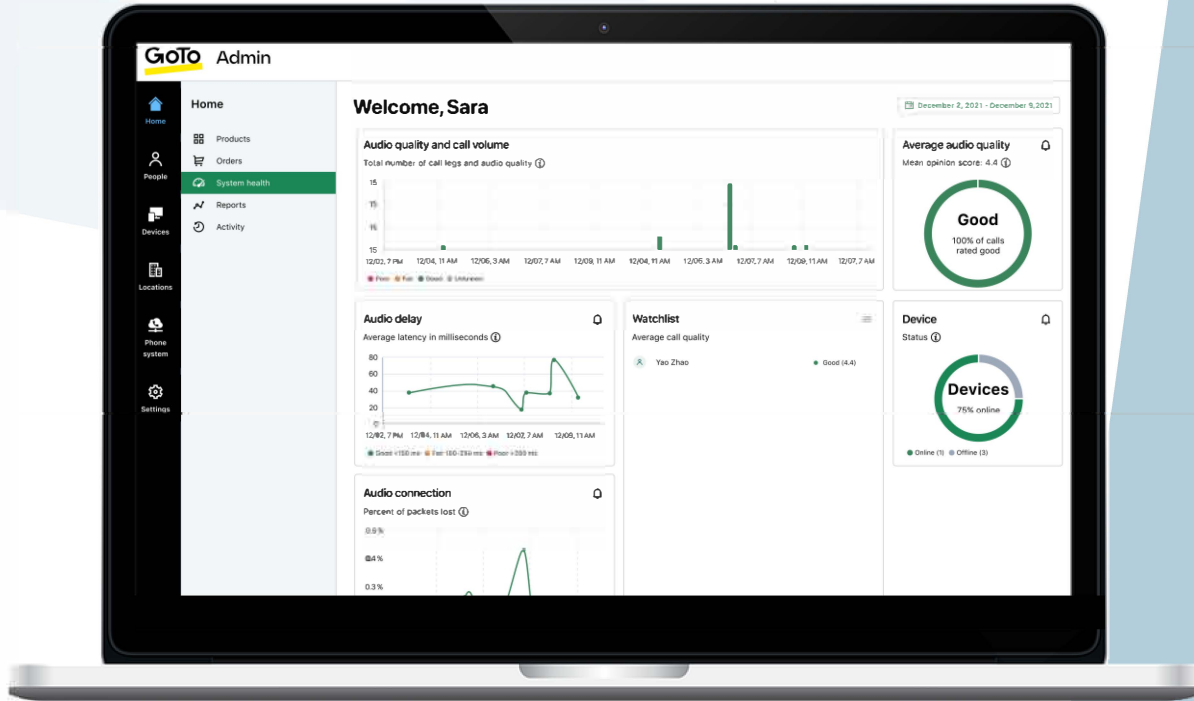
3 Flip to call
Move messages from text into phone calls with a click

4 Flip to meeting
Invite customers to engaging, HD video calls

5 Co-browsing
Get the whole picture with screen sharing, voice and video



Easiest to Deploy, Manage and Scale



1

IT tools, all in one spot

Manage users and devices, troubleshoot and configure settings

2

Manage all your GoTo

Assign licenses for phones, meetings and other GoTo products

3

Real-time analytics

Full visibility with configurable alerts and alarms for admins

4

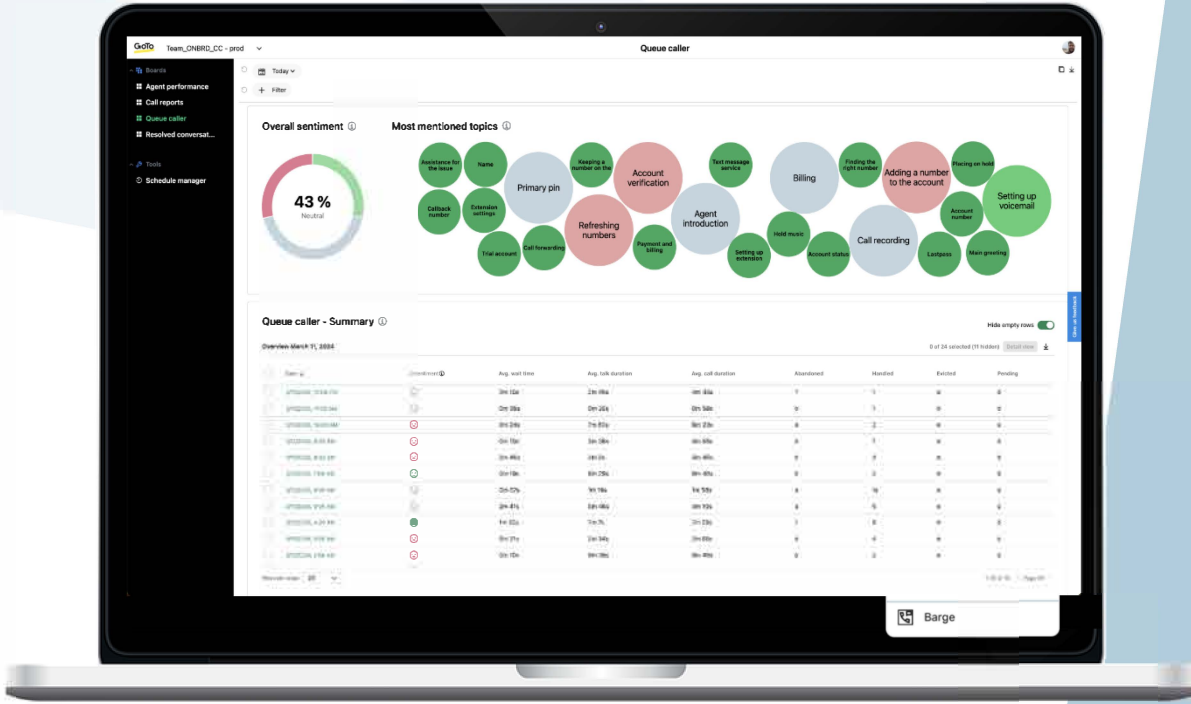
Easy deployment

Get up and running in a day



One Trusted Vendor for Support

- 1 #1 in customer support**
Our 24/7, award-winning customer support is rated #1 on the industry's most trusted independent review sites
- 2 Top-notch performance**
99.999% uptimes, low bandwidth usage, and 11 global data centers keep your teams running around the clock
- 3 One admin portal**
Manage all solutions from a single location



AI Optimization

1 Smart insights & swift actions
 Harness the power of AI to elevate productivity and quality management by receiving instant post-call summarization and call notes, reducing wrap-up time and average handling time (AHT).

2 Improve the customer experience in real-time
 Proactively boost customer satisfaction with instant alerts for negative sentiments, empowering supervisors to intervene seamlessly to enhance the overall conversation, maintain customer loyalty, and achieve first contact resolution (FCR).

3 Turn call data into actionable insights
 Master the complexities of the customer experience through historical intent and sentiment trending, unlocking valuable insights for continuous customer satisfaction (CSAT) improvement.



The screenshot displays the GoTo Connect interface. On the left, a 'Wrap up your call' window is shown for a call with Elliot Alderson (514) 123-4567. The window includes a 'Call summary' section with the following details: Total call time: 10:54, Elapsed call time: 07:43, Wait time: 01:23, Queue: Support level 2, and Assisted by: Sandra Fox. A sentiment indicator shows 'This call was overall positive' with a line graph. A red 'End wrap up' button is at the bottom.

On the right, an 'Interaction summary' window is open for the number +18442365022. It features a search bar, a video player, and a 'by AI' section. The AI-generated summary states: 'In this customer support call with GoTo Product, the customer, John Smith, reported severe network quality issues during GoTo meetings. The agent, Sarah, guided John through a series of troubleshooting steps, including checking his internet connection, restarting his modem and router, and running a speed test. When the problem persisted, they considered possible software interference and ultimately resolved the issue by reinstalling the GoTo application on John's device. The call ended with John expressing his satisfaction with the improved call quality and thanking Sarah for her assistance.' Below the summary, call metadata is provided: Time: 16:17 - 16:18, Duration: 0m 55s, Outcome: Handled, Participants: Bruno Martinez, Last agent in the call: Bruno Martinez, Disposition, and Tags.

Interaction Summaries

1

Reduce after call work (ACW)

Provides an automatic summary of a call after it's completed

2

Increase productivity & shorten hold times

Enables agents to continue to the next customer interaction

3

Improve continuity & quality

Ensure every interaction has notes attached

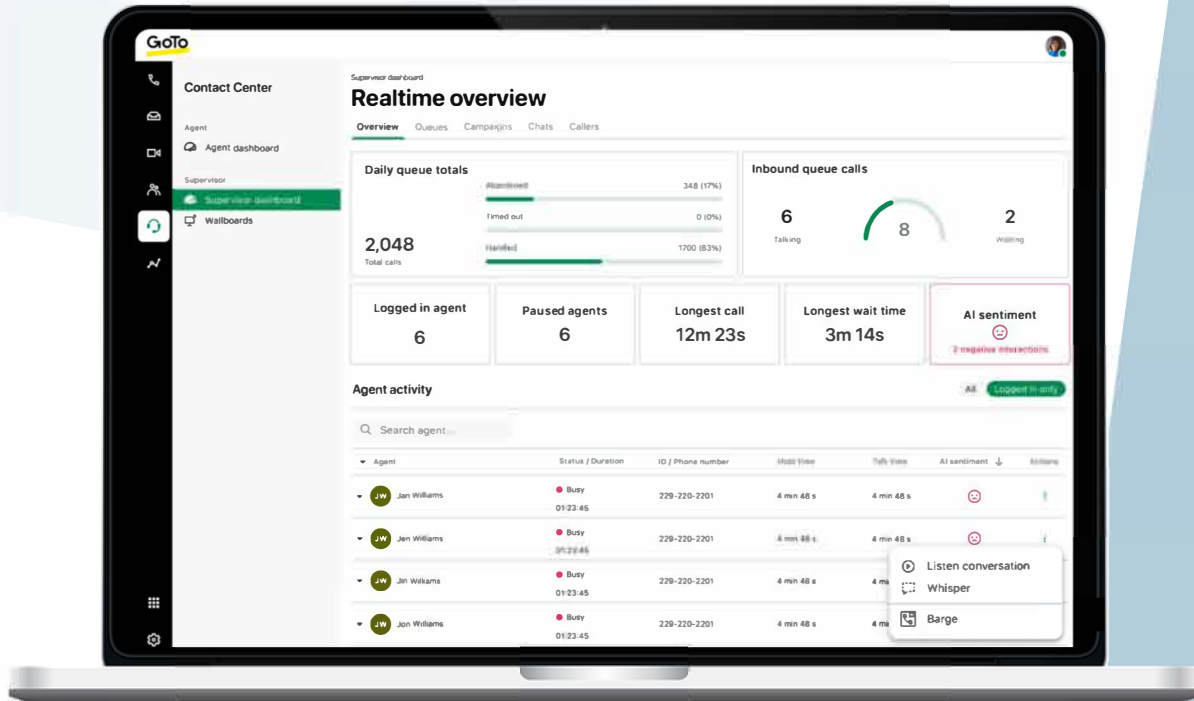
4

Improved visibility into customer interactions

Tools for other agents or supervisors to know what happened on previous call(s)



Supervisor Recovery



1

Get interactions back on track

Real-time alerts enable supervisors to listen, whisper, or barge

2

Improve customer service

Increase CSAT ratings by quickly improving the customer's experience and striving toward first contact resolution (FCR)

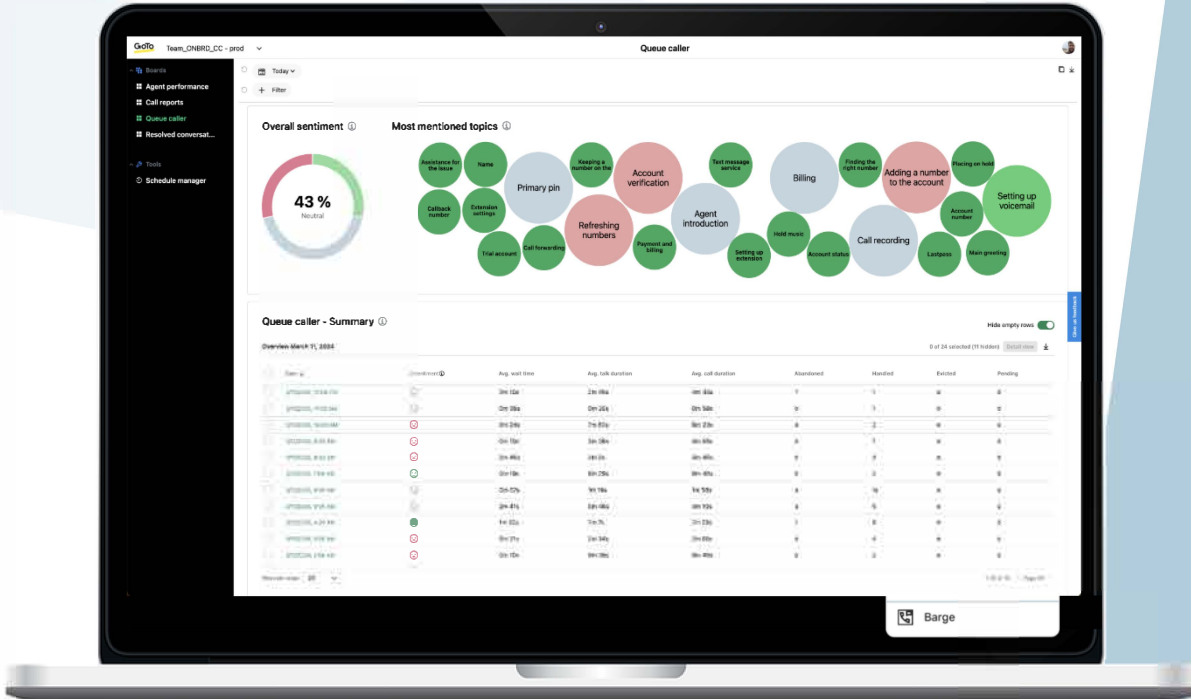
3

Boost the agent experience

Give confidence to agents that they can be fully supported right when they need it



Sentiment Analysis



1

Track and improve the customer experience

Analyze why customers are calling in and how they feel to uncover systemic trends that can be acted upon to improve customer experiences

2

Improve customer service

Identify and resolve the most critical pain points for customers to improve CSAT and create happier, more loyal customers