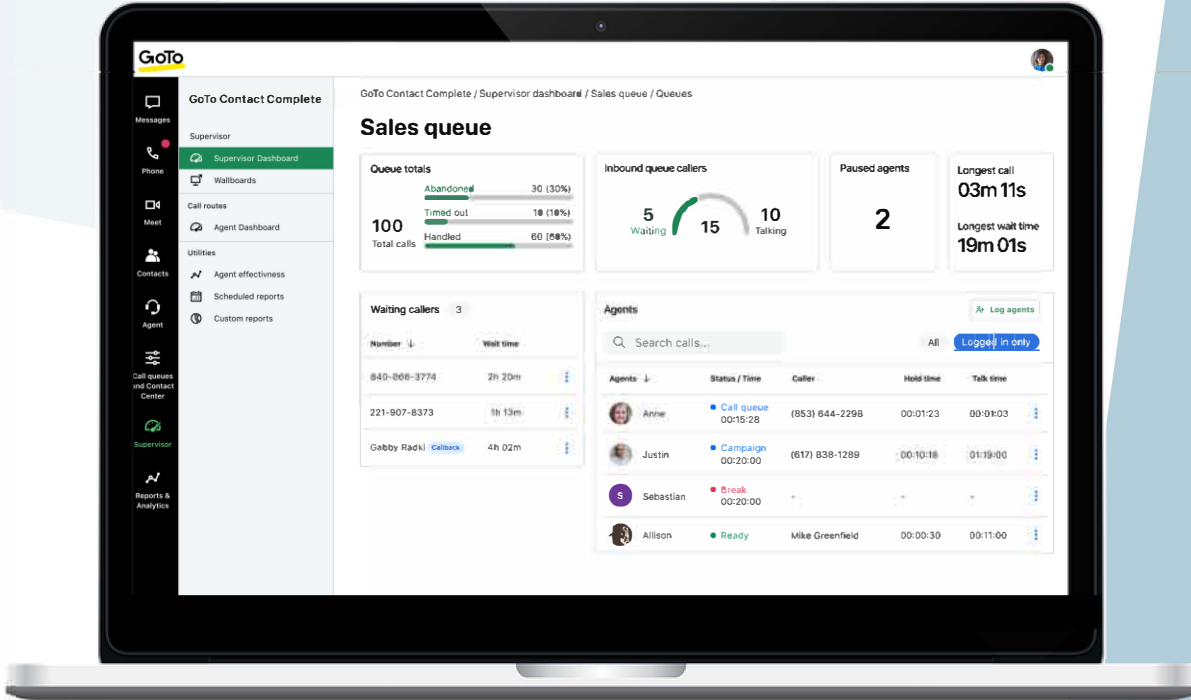# GoTo

## 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**
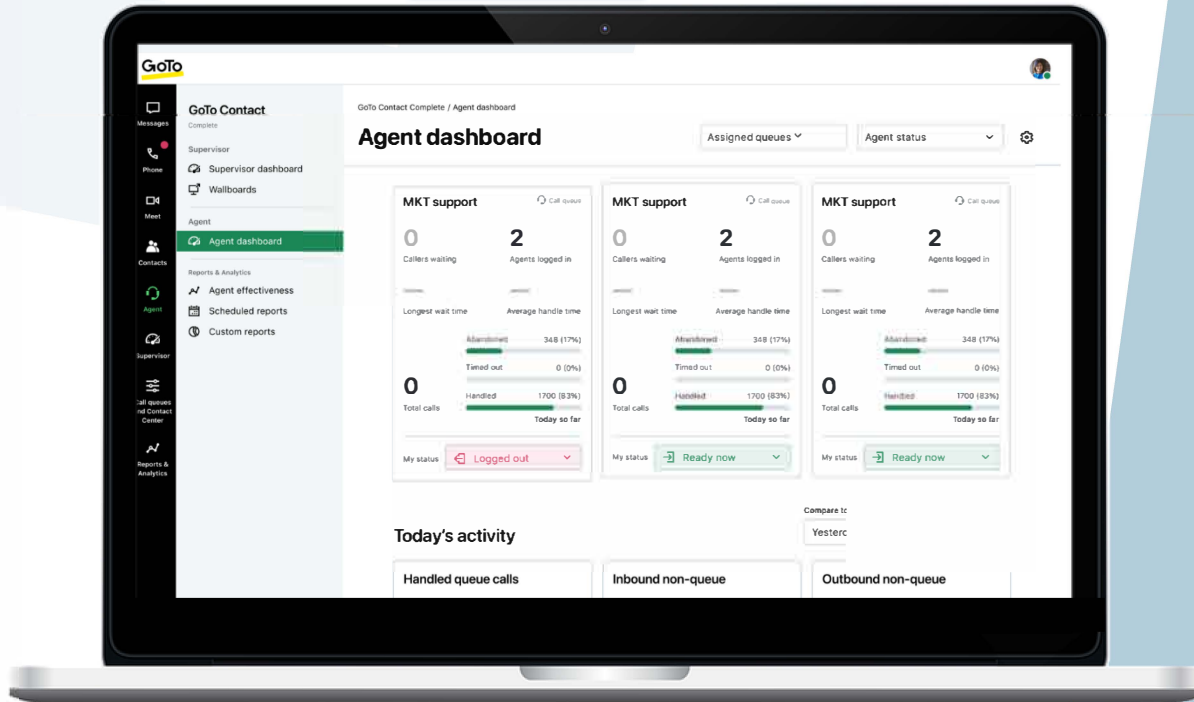Never miss a contact with built-in callback campaigns

**4** **Custom wallboards**
Highlight KPI performance with metrics that update in real-time

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# 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
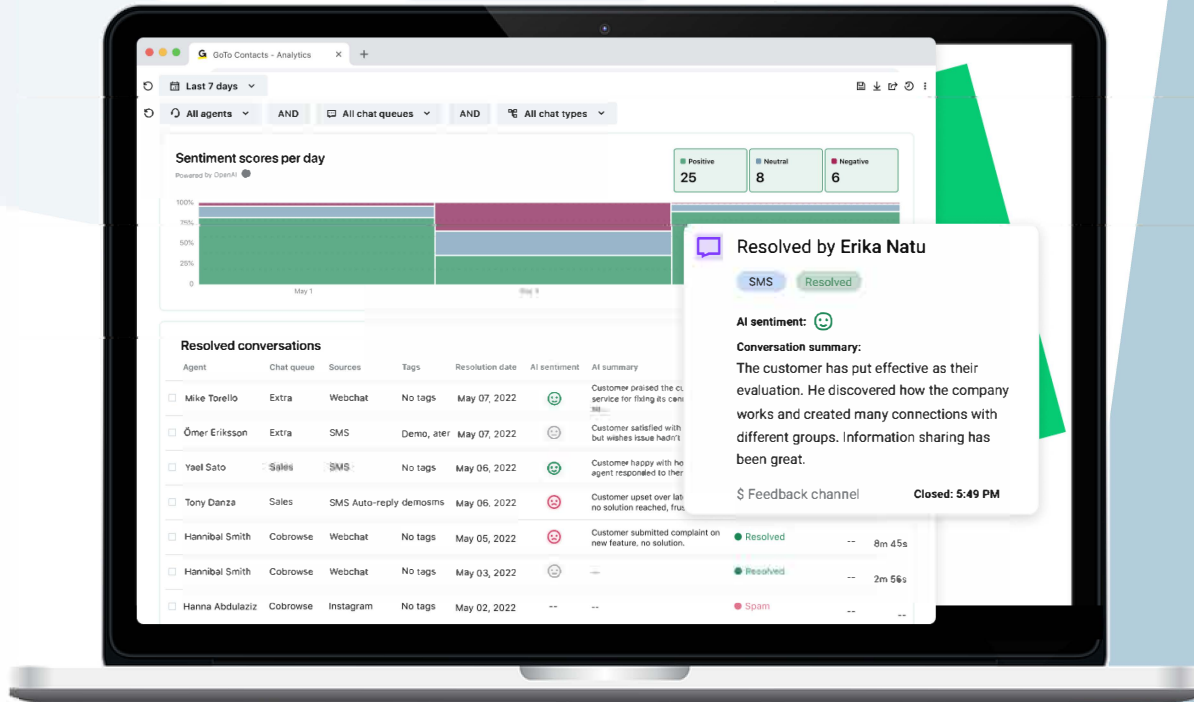
**5** **Video**
Flip a conversations into engaging video meetings

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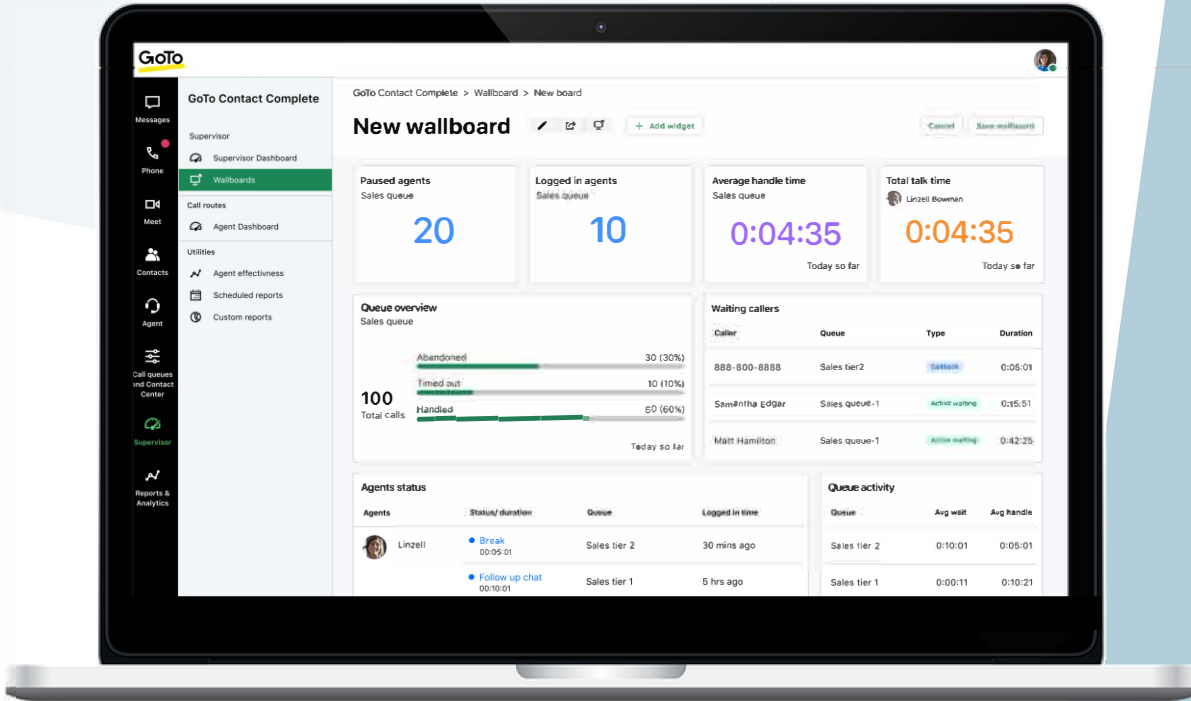
**2** **Boost customer satisfaction**
See how customer sentiment is trending, zero in on problem areas, and help get every customer interaction back on track

**3** **Optimize agent performance**
Recognize agents consistently generating positive experiences and identify coaching opportunities for those who aren't

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# Advanced Analytics



**1** **Queue & agent views**
See the whole picture or drill down into individual performance

**2** **Agent dashboard**
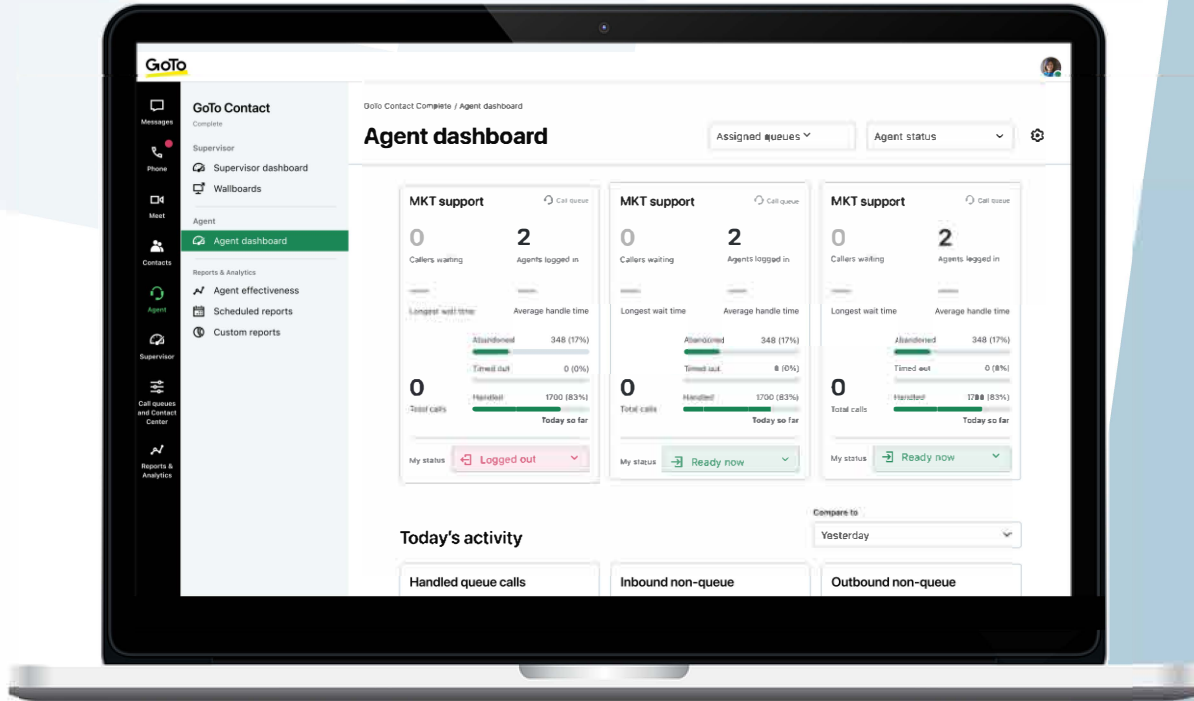Power growth with focused views for reps to check stats

**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

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# Agent Tools



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

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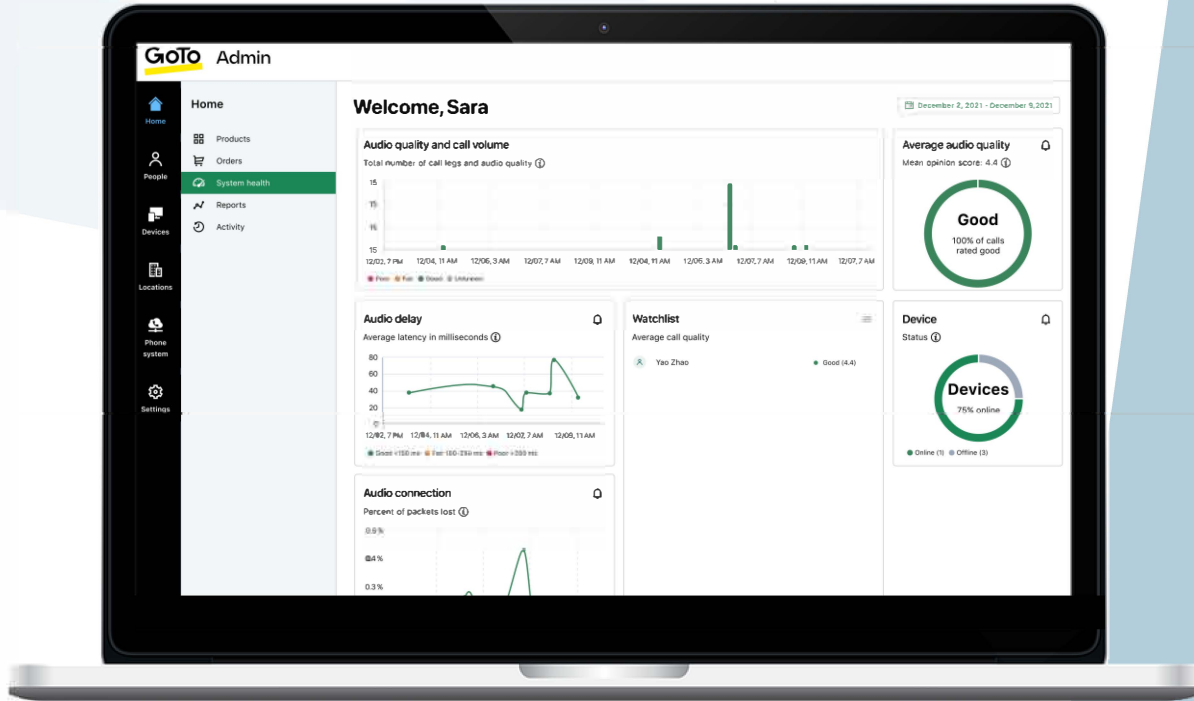Quickly respond with pre-approved company statements

**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

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# 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

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# 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

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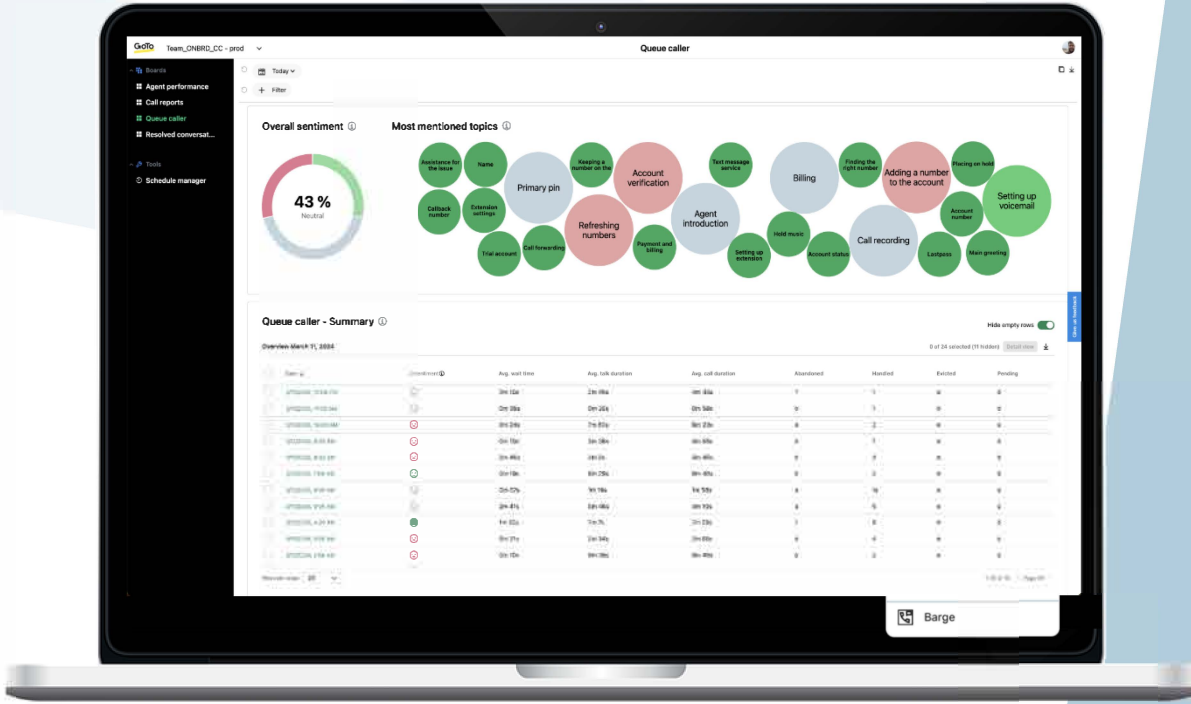
# AI Optimization



**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.

# 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**
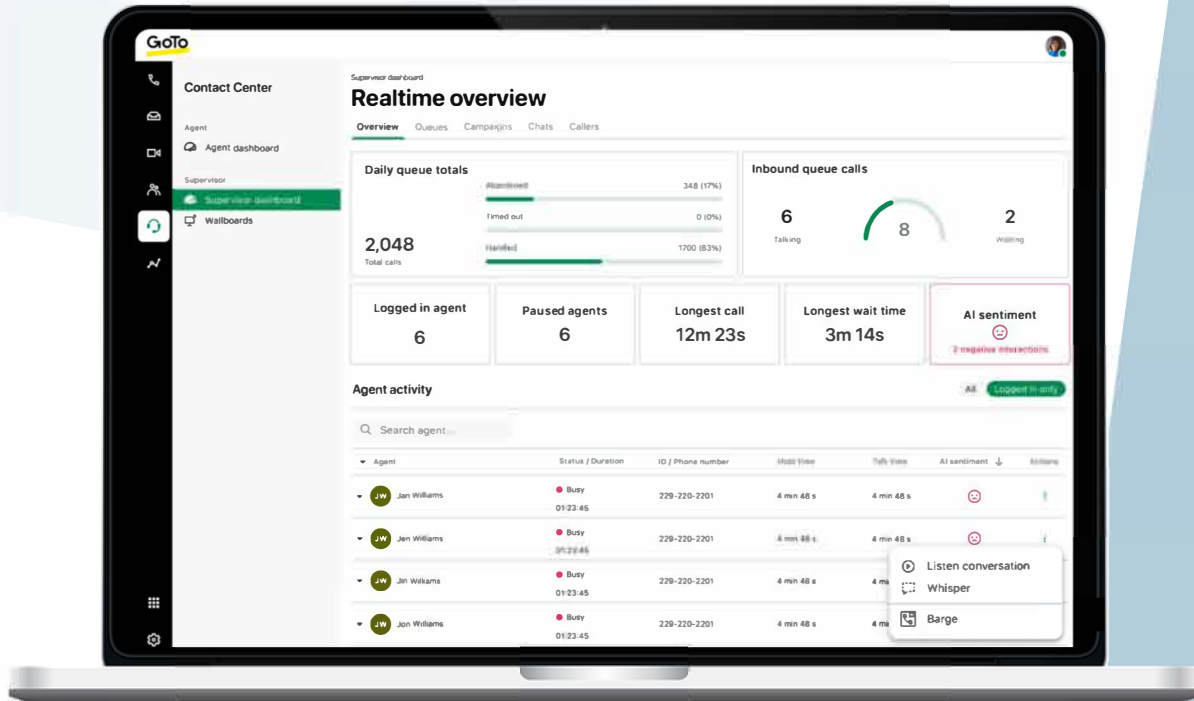Ensure every interaction has notes attached

**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)

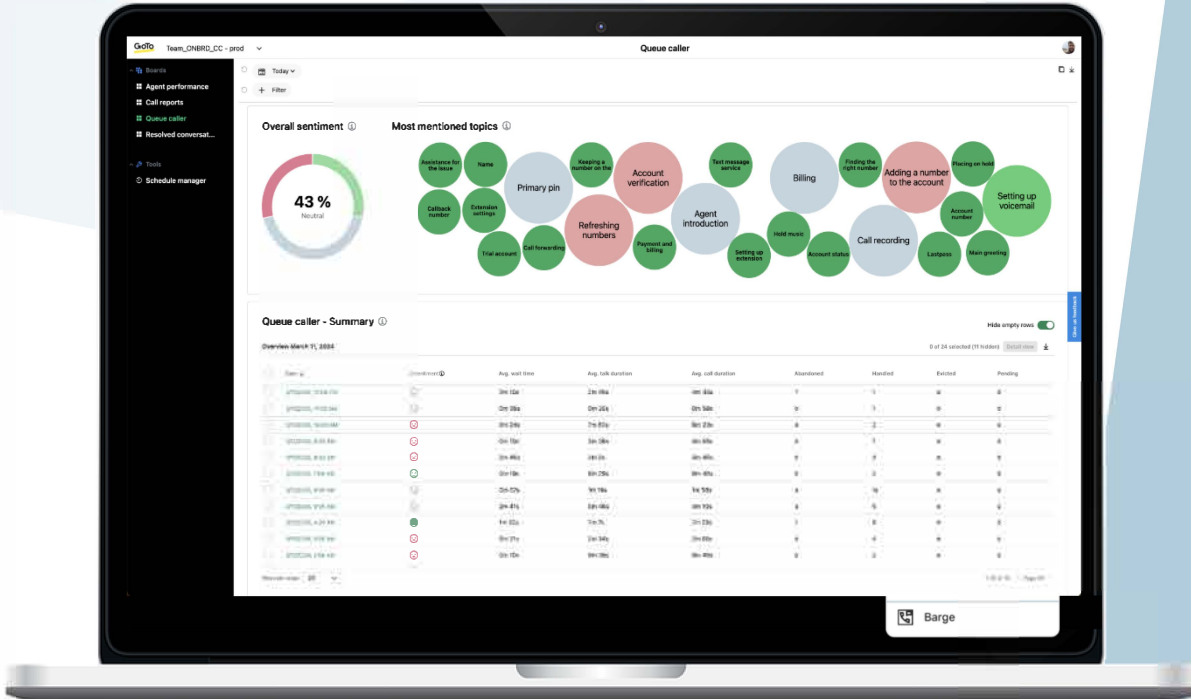**3** **Boost the agent experience**
Give confidence to agents that they can be fully supported right when they need it

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# 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