

Data Sheet

Supercharge Microsoft Teams with GoTo Connect

Enhance your customer communications with engagement tools and a powerful phone system fully embedded into the MS Teams environment.



Access all the greatness of GoTo Connect from within MS Teams



Fully Embedded

GoTo's latest integration with MS Teams fully embeds our powerful phone system and customer communication tools directly into the Teams app. This allows users to streamline their workflow on a single, familiar platform without the need for additional MS licenses.



Boost Staff Productivity

Enhance staff productivity and foster seamless collaboration by harnessing the power and features of GoTo within the familiar MS Teams. Everything you need is now available in a single, convenient view – eliminating the need to switch between apps.



Advanced Phone System Capabilities

Supercharge your MS Teams app with hundreds of GoTo's advanced phone system features that all businesses need, including call queues, ring groups, advanced call handling, staff presence, call recordings, attendant console, dial plan editor, and more.



Improve Customer Communications

Elevate your customer interactions by integrating new communication channels like SMS and social media, all managed through a unified inbox. Our innovative contact center experience complete with a softphone offers advanced agent and supervisor features, and reporting.



Easy to Manage

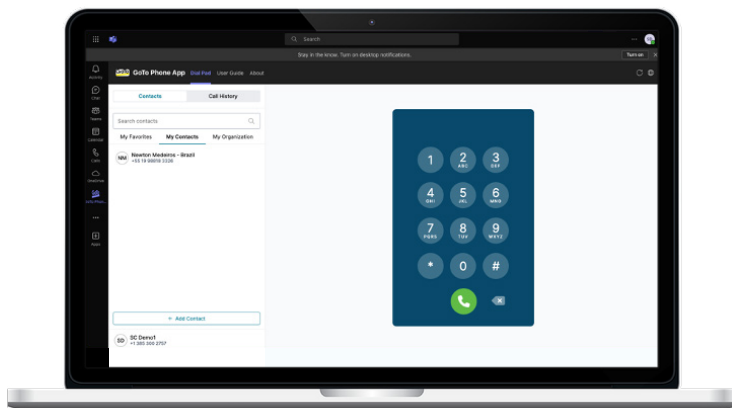
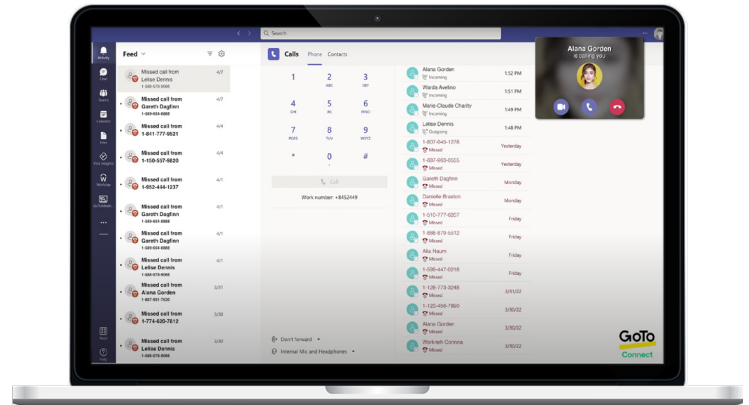
Simply download the GoTo app directly from the MS App Store and it will integrate seamlessly within your MS Teams platform. IT teams can access the GoTo Admin where they can manage user accounts, settings, permissions, and access reports with ease.

GoTo offers three ways to connect with MS Teams

Team Connector, Direct Routing

Use the **native** MS Teams call experience by routing calls to Teams. Customers benefit from all GoTo Admin features, while end users remain in a single app with an integrated, yet limited phone experience. This is the most native experience on offer.

(MS Teams License + Calling Plan Required)



Phone App, Hybrid Integration

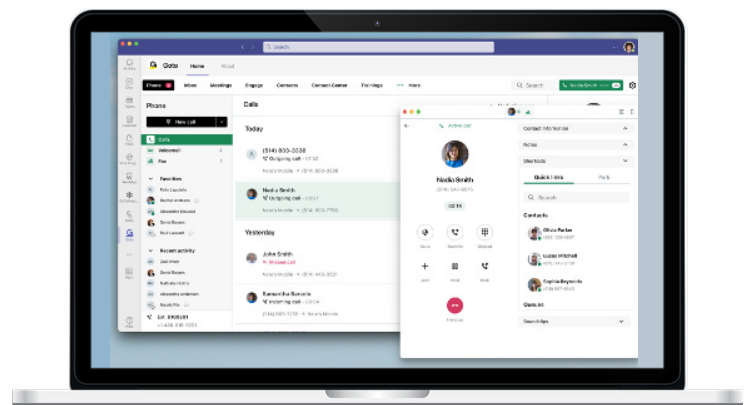
Enjoy native MS Teams calls with more phone control and features available in the **phone app extension**, such as a full active directory, active call views and access to advanced phone features via GoTo's admin portal. This integration supports MS Teams mobile, but also has some limitations.

(Specific MS Teams License Required)

★ Embedded App, Full Integration

A new, **fully embedded** MS Teams integration delivers the most cost-efficient solution, bringing all GoTo Connect's capabilities within the Teams environment. This includes SMS, advanced PBX, Contact Center and more. Download for free through MS Teams app library and add the GoTo desktop plugin.

(Any MS Team License required)



Boost MS Teams with GoTo Connect's full suite of communication tools

MS Teams Core Functionality	GoTo Core Functionality Paired with any MS Teams License
VoIP Calls	VoIP Calls
PSTN Calls	PSTN Calls
Number/Extension Call Forwarding	Number/Extension Call Forwarding
Admin Portal	Admin Portal
Meetings	Meetings
Messaging	Messaging
Mobile App	Mobile App
Limited SMS	SMS, Social & Webchat
Limited Fax	Visual Fax
	Contact Center Functionality
	Customer Engagement Functionality
	Reports & Analytics
	<p>100+ Phone Features:</p> <ul style="list-style-type: none"> Custom Dial Plans Call Queues/Ring Groups Advanced Call Handling SMS Campaigns Call Recording Call History International Calling (50+ countries) Attendant Console

Access all the greatness of GoTo Connect from within MS Teams.

Check out GoTo Connect's Phone System [full feature list here](#).

[Schedule a Demo](#)