Panasonic

Mondago Ltd is one of the Gold Partners of Panasonic Solution Developer Network for Communication Products (PSDN-C).
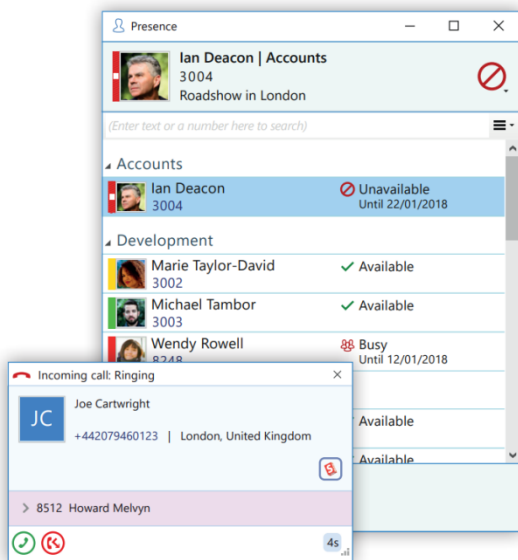
Panasonic Solution Developer Network for Communication Products
Panasonic is offering a PBX partner program (Panasonic Solution Developer Network for Communication Products) to offer integration between Panasonic PBX and 3rd party vendor applications. For the software vendors registered in the program, Panasonic provides the latest technical specification and support to our partners interoperability testing. The 3rd party vendor successfully tested the software product stated in this solution brochure, in accordance with the 'self-test' specification provided by Panasonic. Each application supporting the PBXs are listed here https://panasonic.net/cns/office/products/pbx/solutions/3rdparty_program/

Go Connect
for Panasonic

Bridge the gap between your customer records and your telephone systems!

Go Connect is a powerful unified communication software suite that allows you a high level of integration, communication and collaboration with both your Panasonic phone systems and your internal business systems.

Go Connect allows Panasonic end users to work more collaboratively and collectively, always having the caller information they need available quickly and efficiently. The Go Connect product suite is not only cost effective but also very easy to maintain and even easier to install.

Easy to Integrate

- Contact search in database of Microsoft® Outlook®, Lotus Notes®, and more!
- CRM systems such as Microsoft Dynamics® CRM, Salesforce, and more!

Unified Communication

- Real-time presence
- Chat (instant messaging)
- Activity sensing
- Preferred device

Mobility

- Go Connect Mobile allows you to dial calls via PBX, check presence of colleagues, & control your desk phone.
- Go Connect Mobile can be paired with desk phone as one-numbered extension.

Dial – As You Like

- Integrated database
- Address book
- Hyperlink dialing
- Copy and dial
- Call history
- Application dialing
- Skype for Business

The Go Connect Product Suite

Go Connect CRM

Go Connect CRM integrates your Panasonic telephone system with most popular CRM systems improving every employee's productivity. For instance, telephone numbers for contacts can be searched & dialled directly from within the CRM application. Caller's phone number & other relevant data, e.g., webpage URL, are also searched and can be shown on PC screen before a user answers the call – improving customer service. Beyond the core features, time-saving functions like the ability to automate actions depending on the user's availability state, selection of a preferred device in multi-device setups and an all-device caller preview are also available - improving efficiency.

Go Connect Office Plus

Go Connect Office Plus shares the full feature set of Go Connect CRM except database integrations are limited to Outlook, Lotus Notes, Google Contacts and directories such as Eniro and Tel.Search.

Go Connect Office

Go Connect Office is entry level CTI product and supports all the core features of Go Connect Office Plus except activity based routing and management of multiple end user devices.

Go Connect Mobile

Go Connect Mobile is an application for your smartphone or tablet that means you don't have to be "out of office" even when you're out of the office!
It enables dialing and collaboration features (presence, chat, and more) on your mobile device.
Sharing one extension number with the desk phone, Go Connect Mobile can act as a virtual mobile extension keeping you firmly connected with the office.

Go Connect Attendant

Go Connect Attendant is a fully featured PC-based console intuitively enabling the user to efficiently distribute calls across single or multiple office sites. With Go Connect Attendant, it is possible to automatically pop a script and associated notes when a DDI number is called. This is very helpful if Go Connect is managing a multi-tenant environment.

Go Site

For customers who have Panasonic telephone systems at multiple sites, Go Site allows users to operate from a single server, providing enterprise-wide presence and messaging. The multi-site feature works in conjunction with the native Telephone System networking, allowing extension-to-extension dialing where possible. When there is no such networking, Go Connect can handle the conversion of extension numbers to their public network equivalent and makes transfers, pickups and forwards possible over the public network, while staying inside the Class Of Service (COS) limits.

Go Connect Application Integration

Go Connect for Panasonic is a powerful business productivity CTI suite of tools that allows businesses to benefit by providing an easy and affordable way to link Office CRM applications with your Panasonic business telephone systems such as the latest KX-NS/NSX Series.

Standard integration features
Contact searching
Contact popping
Caller preview
Click-to-dial

Types of integration
Integrations are divided into three types:
• Standard
• Partner
• Other

Standard integrations
Integration to a range of globally established cross vertical CRM and DB applications with support for the standard integration features listed above. The integration can be easily installed and configured directly by the customer or reseller.

Partner integrations
Integration to an increasing range of cross-vertical or vertical-specific CRM and DB applications with support for either the standard integration features listed above or an alternative set of enhanced integration features. The integration can be easily installed and configured directly by the customer or reseller.

Other integrations
Integration to over another 100 cross-vertical or vertical-specific CRM and DB applications can be made available on a project request basis. Integration features may vary by application and support for future versions might not be available. The integration must be installed by the Go Connect.

To check supported CRM applications, visit:
https://apps.goconnectcrm.com/crm-integrations/

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Find out more on:
www.goconnectcrm.com

For more details, please contact Mondago at
sales@goconnectcrm.com

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