



DATASHEET

# Integrations



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**The GoTelecom aims to ensure that the integration of the GoContact platform with external platforms guarantees perfect synergy between the functionalities of the platform, the Omni-channel contact centre and the customers' management solutions/platforms.**

The GoContact platform allows integration with multiple external platforms (CRMs, ERPs, among others, provided that communication with platforms via web services is possible).

We guarantee integrations tailored to the customer needs and respective businesses, promoting consultation/written information between platforms.

It is also possible to promote within the GoContact interface the opening of web platforms that are external to the GoContact Platform.

With the GoContact platform, it is possible to promote a single contact interface where you can find the native GoContact information as well as information from other platforms, aiming to optimize the employees' work environment, enhancing business results.

## Already available integrations:



Currently, the Zendesk is the most famous ticket system. Hence, it is paramount for the GoContact to integrate perfectly with this platform.

Share tickets between both platforms, synchronize information and ensure that your matters are solved on any channel, whether the interaction starts in GoContact or Zendesk.

By using the REST APIs available on both platforms, it is possible to create all workflows you need to manage your customers

## Microsoft Dynamics



Microsoft Dynamics<sup>NAV</sup>

One of the most famous ERPs in the world is available in integration with the GoContact. By using real-time data synchronization in both directions, we have the absolute certainty that all information is available in both platforms at any time.

Build your workflows as efficiently as possible through an integration carried out in each interaction with your customers.

## SugarCRM



With the GoContact integration with one of the most popular CRMs in the world is really simple. Our integration with the SugarCRM is available in a simple and intuitive manner and allows bi-direction synchronization of the SugarCRM information in specific modules, such as Leads or Accounts, and with configurable search methods.

Don't waste time updating the information manually and ensure that all information is updated and synchronized at any time of the day!

## SQL/No-SQL Integration

The GoContact is fully prepared for integration with any available Database service.

If you want a low-level integration using SQL or No-SQL, we have the solution.

Our Data Driver technology allows integration with any data source in a bi-directional way to ensure that all information is available and updated with the format you desire.!

## Customized Integration

Are you not finding the integration you need? No problem at all!

We are able to analyse and recommend the best solution for your case.

Our implementation process ensures the best integration for your business!



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