GoTo Connect

GoTo Contact Center Pro

Meet customer expectations and drive better results

Elevate every conversation and make every interaction count with GoTo Contact Center Pro - where omnichannel meets seamless scalability. Discover the future of customer interactions and how we can tailor our solution to your unique enterprise needs.

Create a seamless omnichannel experience

Meeting your customers' expectations means responding when and where they need you, and on their preferred channel, even if that's not where the conversation started. GoTo Contact Center Pro lets you communicate with customers through phone, email, chat, social media, webchat, WhatsApp, and more for smoother, more personal interactions.

Optimize team performance with actionable data

The advanced analytics and real-time reporting features within GoTo Contact Center Pro continually drive performance improvements. See the whole picture or drill down into individual performance with call volume and team views. Team dashboards power growth with focused views for staff to manage their performance and KPIs.

Maximize team utilization and performance

Use our robust workforce management tools to align resources and technology for the most efficient and agile work environment. Improve team performance with call monitoring and coaching (whisper, listen, and barge modes), individual agent dashboards, and quality management capabilities.

Customize integrations for tailored experiences

Streamline workflows by integrating GoTo Contact Center Pro software with your existing business tools, eliminating data silos and reducing manual processes. A robust and expansive set of APIs allows for full customization and flexibility.

Easy to manage

Unlimited users, menus, queues and extensions all while leveraging a strong and scalable security architecture with turnkey integrations. Bring all communications together and handle every customer interaction within a single solution, with a single phone number. Easily migrate existing phones lines and auto provision new lines with a few clicks.

GoTo Contact Center Pro Feature List

Overall	Voice Only	Omni
Desktop	✓	✓
Mobile app	✓	✓
Menus & Roles	✓	✓
Contact Manager	✓	✓
Omni-channel customer information	✓	✓
Centralised inbox		✓
Channel and Integrations		
Voice	✓	✓
Voicemail	✓	✓
SMS		✓
Webchat		✓
Facebook/Instagram Messenger		✓
WhatsApp		✓
Email		✓
X (Twitter)		✓
Intercom		✓
Drift		✓
Line		✓
Salesforce Integration	✓	✓
Microsoft Teams Integration	✓	✓
Freshdesk Integration	✓	✓
Zoho Integration	✓	✓
Shopify Integration	✓	✓
Zendesk Integration	✓	✓

Call Queue Capabilities	Voice Only	Omni
Intelligent call routing	✓	✓
Call Campaigns	✓	✓
Ring Strategy	✓	✓
Assign Queues	✓	✓
Connect Time Out	✓	✓
Schedule	✓	✓
Ring Active agents	✓	✓
Position Announcement & Frequency	✓	✓
Custom Ring Back Music	✓	✓
Allow new callers into empty queue	✓	✓
Remove callers when queue has no agents	✓	✓
Log Out Unregistered Agents	✓	✓
Log Out agents when they missed a call	✓	✓
Pre-call Announcement	✓	✓
After-Hour Message & Schedule	✓	✓
Ignore Forwarded Device	✓	✓
Enable Call Dispositions	✓	✓
Caller ID to display to callers	✓	✓
Skills Assignment	✓	✓
Tag Management	✓	✓
Pre-recorded Audio Message	✓	✓
Priority Management	✓	✓
Call Wrap up	✓	✓
Auto Queue Callback	✓	✓
Real-Time Call Queue Alerts	✓	✓
Reporter Caller Hold Time	✓	✓
Monitor and Coach Agents (Calls)	✓	✓
Automatic Speech Recognition	✓	✓
Pre-call Announcement	✓	✓
Input Callback Number	✓	✓

Chat Queue Capabilities	Voice Only	Omni
Pre-saved text messages		✓
Visual & Audio Chat Notifications		✓
Chat real-time typing status indicator		✓
Chat read status indicator		✓
Chat Conversation/Tagging		✓
Chat Conversation/Flip to Call		✓
Monitor and Coach Agents (Chats)		✓
Chat Campaigns		✓
Satisfaction Chat Survey		Add-on
Chat Surveys		Add-on
Agent Experience		
Agent Dashboard	✓	✓
Queue Drill-Down Real-Time Metrics	✓	✓
Track Productivity	✓	✓
Variety of Filters & Board Customisation		
Export	✓	✓
Save as	✓	✓
Reset All	✓	✓
Share	✓	✓
Schedule Share	✓	✓
Lock	✓	✓
Resolved Conversations Board		
Total Resolved Conversation Graph (includes Web Chat, Facebook, Instagram)	✓	✓
Resolved Conversation Summary Table (includes Web Chat, Facebook, Instagram)	✓	✓

Queue Caller Board	Voice Only	Omni
Conversation Review	✓	✓
Interaction Details	✓	✓
Total Calls over time	✓	✓
Average Call Duration	✓	✓
Average Time in Queue	✓	✓
Total Call by Outcome	✓	✓
Caller Detail Table	✓	✓
Queue Caller Summary Table	✓	✓
Agent Performance Board		
Handled Contacts	✓	✓
Average Talk Time (ATT)	✓	✓
Total Talk Time (TTT)	✓	✓
Total talk time trends	✓	✓
% of talk time spent	✓	✓
Total call volume trends	✓	✓
% of calls answered	✓	✓
% queue calls transferred by agent	✓	✓
Agent Summary Table	✓	✓
Availability and pause time by agent	✓	✓
Agent Availability	✓	✓
Add-on Availability		
Feedback Module	✓	✓
Quality Management Module	✓	✓
Dialer Module	✓	✓
Screen Recording Module		✓
WFM Integration	On request	On request
Cloud Routing	On request	On request

Contact us today!
Contact your account representative, visit GoTo.com or call us at 1 866 890 8931.

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