GoTo Connect

GoTo Connect Complete CX

Modernize and centralize your communications across every customer channel

For businesses who want to deliver better customer satisfaction, GoTo Connect Complete CX is an all-in-one, AI-powered customer communication solution, designed to make your teams more productive and their customer interactions more valuable.

Deliver better results with artificial intelligence

GoTo Connect Complete CX is loaded with powerful AI capabilities that enable you to provide unsurpassed customer service. Quickly assess customer emotion within interactions to determine if there are gaps in your customer support process, enhance conversations in real time, and drastically cut chat analysis time with AI-powered sentiment ratings and summaries.

Front and back-office collaboration made stronger

Delight customers anytime, anywhere. GoTo Connect Complete CX enhances team collaboration and productivity with streamlined access to internal specialists and shared customer information, simplifying issue resolution, reducing hold time, and personalizing interactions.

Optimize team performance with actionable data

The advanced analytics and real-time reporting features within GoTo Connect Complete CX 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.

Super-simple set up, remarkably easy to manage

Run great customer support without the headaches. Whether you have an IT team or you're doing it yourself, GoTo Connect Complete CX makes admin easy with a drag-and-drop dial plan editor and easy permission assignments, all in a single, streamlined admin portal.

GoTo Works for You

Essential digital channels

Provide the best experience across voice, webchat, SMS, social and video, all unified through one solution.

Award-winning phone system

100+ enterprise-grade features (minus the enterprise price tag) paired with an AI-powered customer communication solution.

99.999% uptime

Low bandwidth usage and distributed cloud architecture keep you up and running.

#1-rated support

Our 24/7 customer support is #1 on the most trusted independent review sites.

Top-notch security

Enterprise-grade security and compliance with standards like SOC 2 Type II and GDPR keep your data safe.

Since implementing GoTo's Phone System and Contact Center solutions, Umart has seen significant increases in important metrics, including the company's Net Promoter Score (NPS).

"Over the last year, our NPS has increased 20 points. Our customer effort score has increased, too. We started at about 71% and have since boosted the score to 89% – a full 89% of our customers say that when dealing with our customer service team, they're either 'satisfied' or 'very satisfied' with the service."

Evan Casey Head of Customer Service, Umart

All Features

IT Admin Experience

✓	Automated SMS to Abandoned Callers NEW	✓	Log Out Unregistered Staff
✓	Create Call Queues	✓	Ignore Forwarded Device
✓	Assign Queues	✓	Pause Reasons
✓	Ring Strategy Settings	✓	Pre-Saved Text Messages
✓	Queue Scheduling	✓	Auto Queue Callback Settings
✓	Position Announcement & Frequency	✓	Create Campaigns
✓	Remove Callers (when queue has no staff)	✓	Permission Control
✓	After-Hour Message & Schedule	✓	Staff Wrap-up Time
✓	Skills Assignment	✓	Chat Distribution
✓	Pre-Recorded Audio Messages	✓	Allow New Callers Into Empty Queue
✓	End Wrap-Up	✓	Log Out Staff (when they miss a call)
✓	Create Chat Queues	✓	Caller ID to Display to Callers
✓	Intelligent Call Routing	✓	Tag Management
✓	Connect Time-Out Settings	✓	Priority Management
✓	Ring Active Staff Settings	✓	Report Caller Hold Time
✓	Custom Ring Back Music		

Supervisor Experience

✓	Manage Staff Status	✓	Manage Wallboards/Dashboards
✓	Monitor and Coach Staff (chats)	✓	Campaign Breakdown
✓	Call Queue Breakdown	✓	Monitor and Coach Staff (calls)
✓	End Wrap-Up	✓	Real-Time Overview
✓	Manage Campaigns	✓	Chat Queue Breakdown

Staff Experience

✓	Call Queues	✓	Chat Conversations / Flip to Meeting
✓	Facebook Messenger	✓	Chat Conversations / Flip to Call
✓	SMS	✓	Pre-Saved text messages
✓	Staff Dashboard	✓	After-Hour Message Access
✓	Productivity Tracking	✓	Pre-Call Announcement
✓	Pre-Recorded Audio Messages	✓	Chat Read Status Indicator
✓	Co-Browsing	✓	Web Chat

Staff Experience (cont.)

✓	WordPress Plug-In for WebChat	✓	Campaigns
✓	Visual & Audio Chat Notifications	✓	Chat
✓	Satisfaction Chat Survey	✓	Queue Drill Down Metrics
✓	Chat Queues	✓	End Wrap-Up
✓	Instagram Messenger	✓	Omni-Channel Customer Information
✓	Calls	✓	Chat Real-Time Typing Status Indicator

Reporting & Analytics

✓	Conversation Review `NEW`	✓	Average Time in Queue
✓	Interaction Details `NEW`	✓	Queue Caller Summary Table
✓	Create Custom Boards	✓	**Staff** Average Talk Time (ATT)
✓	Total Resolved Conversations Graph	✓	**Staff** % of Talk Time Spent
✓	Average Call Duration	✓	**Staff** % Queue Calls Transferred
✓	Caller Detail Table	✓	Lock Custom Boards
✓	Pre-Recorded Audio Messages	✓	Total Calls Over Time
✓	**Staff** Handled Contacts	✓	Total Calls by Outcome
✓	**Staff** Total Talk Time Trends	✓	**Staff** Performance Board
✓	**Staff** % of Calls Answered	✓	**Staff** Total Talk Time (TTT)
✓	**Staff** Availability and Pause Time by Staff	✓	**Staff** Total Call Volume Trends
✓	Share Custom Boards	✓	**Staff** Summary Table
✓	Resolved Conversations Summary Table		

Create easier-than-ever interactions.

See how GoTo Connect Complete CX elevates your customer experience.