

Data Sheet

GoTo Connect Phone System

An award-winning phone system with meetings and messaging included

For growing businesses, GoTo Connect Phone System is the ideal cloud-based phone system to modernize your communications, centralize your interactions, and effortlessly elevate your customer experiences.



An award-winning phone system including meeting and messaging capabilities

A robust phone system with 100+ enterprise-grade features (minus the enterprise price tag) such as unlimited call routing, dial plans, auto attendant, a customizable softphone and much more. GoTo Connect has everything you need to communicate and collaborate – with teams and customers – all in one place.



The best solution for the office, home or on the go

GoTo Connect is one business phone system that works across any device, anywhere, on the go, in the office or on desk phones – built for the way you work. It's packed with our superb softphone that can be customized to fit your workflows on both desktop and mobile, an intuitive user interface, and top-rated mobile apps that means your staff have everything they need, wherever they need it.



Super-simple setup, remarkably easy to manage

Configure call flows in seconds with our unique drag-and-drop visual dial plan editor to update your call flows easily. Track phone system performance and health with GoTo Connect's pre-built dashboards and get set up in just one day with our streamlined onboarding process which walks you through the implementation process.

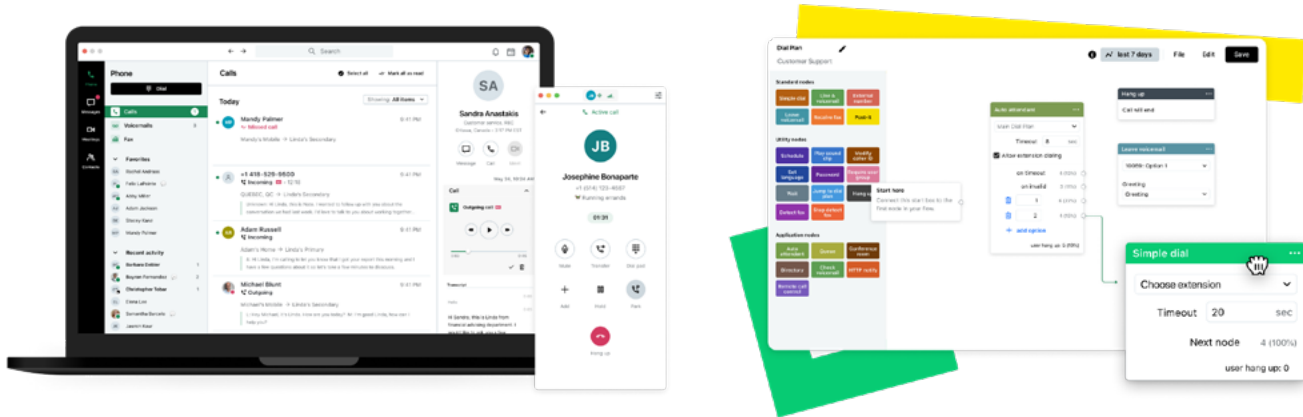


Do more for your customers with GoTo Connect

Need more ways to engage with your customers and boost staff performance over more channels such as SMS, web chat, social, video and more? We've got you covered! Get in touch to find out how you can grow your business by adding GoTo's Customer Engagement and Complete CX solutions to your plan.



GoTo Works For You



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 Connect Phone System, BMW of Murray, an exclusive dealer for BMW in Salt Lake City, was able to consolidate its tech stack, save money, and increase the productivity of its team all while enhancing their customer satisfaction levels.

“Unifying everything into one solution has been amazing. Texting, faxing, recording, and reporting from one central location is a huge upside. I was able to cancel 6 or 7 different products once we made the switch.”

Todd Hawkins IT Manager, BMW of Murray

Compare GoTo Connect Plans

PBX Features	Basic	Standard
	Feature-limited business phone system with messaging and basic video conferencing	Robust, reliable and secure phone system with full featured voice, video, and messaging
Call Queues	1	Unlimited
Visual Dial Plan Editor	1 Dial Plan	Unlimited
Multi-Site Compatible	Single Site	Unlimited
Auto Attendants	1	Unlimited
Extensions	Unlimited	Unlimited
Ring Groups	1	Unlimited
24/7 Customer Support	Self-Service Only	✓
Integrations	Outlook and G Suite	Popular and Vertical-Specific Integrations
Integration Licenses Included	None	None
Toll-Free #	Add-on	Add-on
Vanity #	Add-on	Add-on
International Calling <small>*subject to fair use</small>	Per Minute	50 + Countries Included (other countries per minute)
Toll-Free Minutes	.03/minute	1000 Included per Account (.019/minute thereafter)
Standard DID	1 Included, Extra Add-on	1 Included, Extra Add-on
International DID	Add-on	Add-on
Call Routing Optimizer & Analytics		✓
Hot Desking		✓
Shared Line Appearance		✓
Virtual Fax		✓
Intercom		✓
Call Recording		✓
Softphone Capability NEW	✓	✓
e911 Capability NEW	✓	✓
Paging		✓
Report Caller Hold Time		✓
Premium On-boarding		

*Subject to fair use

PBX Features	Basic	Standard
Real-time analytics		✓
Unlimited Local & Long Distance Calling*	✓	✓
Number Porting	✓	✓
Cloud PBX	✓	✓
Corporate/Local Directory on Phone	✓	✓
Custom Hold Music	✓	✓
Custom Messages & Greetings	✓	✓
Dial by Extension	✓	✓
Dial by Name Directory	✓	✓
Directory Assistance	✓	✓
Voicemail	✓	✓
Voicemail to Text	✓	✓
Visual Voicemail	✓	✓
Call Forwarding	✓	✓
Call On Hold	✓	✓
Call Park/Pickup	✓	✓
Call/Extension Transfers	✓	✓
Call Waiting	✓	✓
Dynamic Caller ID	✓	✓
Find Me/Follow Me	✓	✓
Call Screening/Blocking/Filters	✓	✓
Caller ID Swap NEW	✓	✓
Unlimited Call Routing	✓	✓
Local or Geographic Phone Numbers	✓	✓
Message Waiting Indicator	✓	✓
Speed Dial	✓	✓
SMS Texting/MMS	✓	✓
Unlimited Team Messaging	✓	✓
Emergency Calling	✓	✓
Simultaneous Ring	✓	✓

*Subject to fair use

PBX Features	Basic	Standard
Do Not Disturb	✓	✓
Presence Monitoring	✓	✓
Missed Call Indicator	✓	✓
Multiple Calls per Line	✓	✓
Last Number Redial	✓	✓
Busy Lamp Field	✓	✓
Call Continuity	✓	✓
Line Failover	✓	✓
Network Failover	✓	✓
Call Flip	✓	✓
Desktop Application	✓	✓
iOS & Android Mobile App	✓	✓
Unified User interface	✓	✓
Single Sign On Support	✓	✓
Zero Touch Desk Phone Provisioning	✓	✓
Call Analytics	✓	✓
Call Logs	✓	✓
Call History	✓	✓
Security and Compliance Certifications	✓	✓
Hardware Purchase Options (contact sales)	✓	✓
Hardware Rental Options (contact sales)		✓
Extension Summary Reports	✓	✓
Work From Anywhere Compatible	✓	✓
End - to - End Encryption NEW	✓	✓
Meeting Duration	Unlimited	Unlimited
HD Video Conferencing Participants	150	250
Miro Integration		✓
Smart Notes		✓
Cloud Meeting Recording		✓
Meeting Transcriptions		✓

PBX Features	Basic	Standard
International Dial-In		✓
Call Me		✓
50 Simultaneous Webcams	✓	✓
InRoom Link (H.323.SIP)		✓
Webinar Add-on		✓
Share Screen on iPhone/iPad	✓	✓
Designate Meeting Co-Organizers	✓	✓
1 year Storage (recordings and transcriptions)		✓
One-Time/Recurring Meetings	✓	✓
Audio Conferencing	✓	✓
Personal Meeting Room	✓	✓
Screen Sharing	✓	✓
Meeting Lock	✓	✓
Password Protection	✓	✓
Google and Microsoft Calendar Integration	✓	✓
Mobile Join	✓	✓
Mute/Excuse Attendees	✓	✓
Meeting Diagnostic Reports	✓	✓
In-Session Chat	✓	✓

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Get one app for all your communication needs.

See how GoTo Connect Phone System helps grow your business with one solution for every conversation.