

mondaGo

Leaders in Computer Telephony
& CRM Integration



The logo features a blue circular icon with a white spiral on the left, followed by the text "GO INTEGRATOR" in black and "NAVA" in large blue letters.

GO INTEGRATOR NAVA

SALES PRESENTATION

Version 4.2.4 Q3 2022



AUDIENCE

- This presentation covers the key concepts, licensing and features of Go Integrator Nava
- This presentation is intended as a training guide for sales representatives to gain an understanding of the main features and benefits of Go Integrator Nava
- This presentation is also a pre-requisite for technicians prior to the Technical training presentations.

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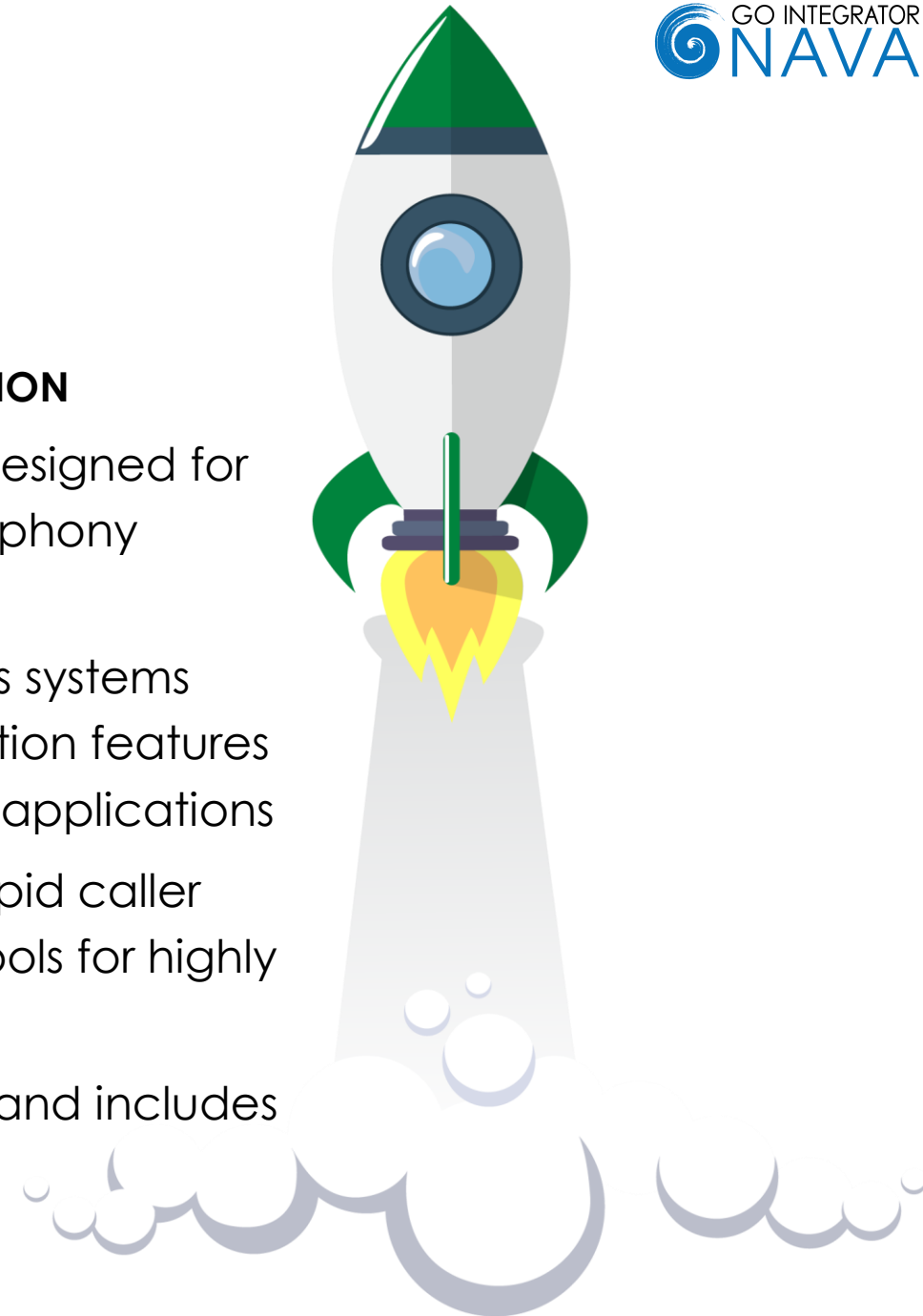
INTRODUCING MONDAGO

- Formed in 2001, based in Peterborough, UK
- Over 7 million desktop licenses sold worldwide
- Specialising in Computer Telephony Integration (CTI)
- Working with communication partners (NetSapiens) and 3rd party CTI, CRM and other software companies

INTRODUCING GO INTEGRATOR NAVA

THE NEXT GENERATION OF COMPUTER TELEPHONY & CRM INTEGRATION

- Go Integrator Nava is a unified communications client, designed for users to make optimal use of their netsapiens hosted telephony platform
- Nava provides integration to contact-orientated business systems and CRM applications, offering a standard set of integration features with over 250 popular cross-vertical and vertical-specific applications
- Nava provides significant productivity gains, including rapid caller identification via on screen pop-ups and quick dialling tools for highly efficient call processing.
- Nava also enables full control of the telephone handset and includes a live Busy Lamp Field (BLF) view of co-workers.



NAVA KEY ENHANCEMENTS VERSUS GO COMMUNICATOR V3

- Dynamic branding through Access code
- Microsoft Teams integration including User Availability
- Integrated Softphone option
- New “AppBar” interface option for native Windows experience
- Preferred Device control
- Add / Edit contact feature
- Missed call notification
- Cloud Contacts directory option

Although Nava and Go Communicator V3 share many features, Nava is not a direct upgrade for Go Communicator V3 - written from the ground up with no code taken from V3 and will continue with independent life cycles.

PRODUCT ARCHITECTURE

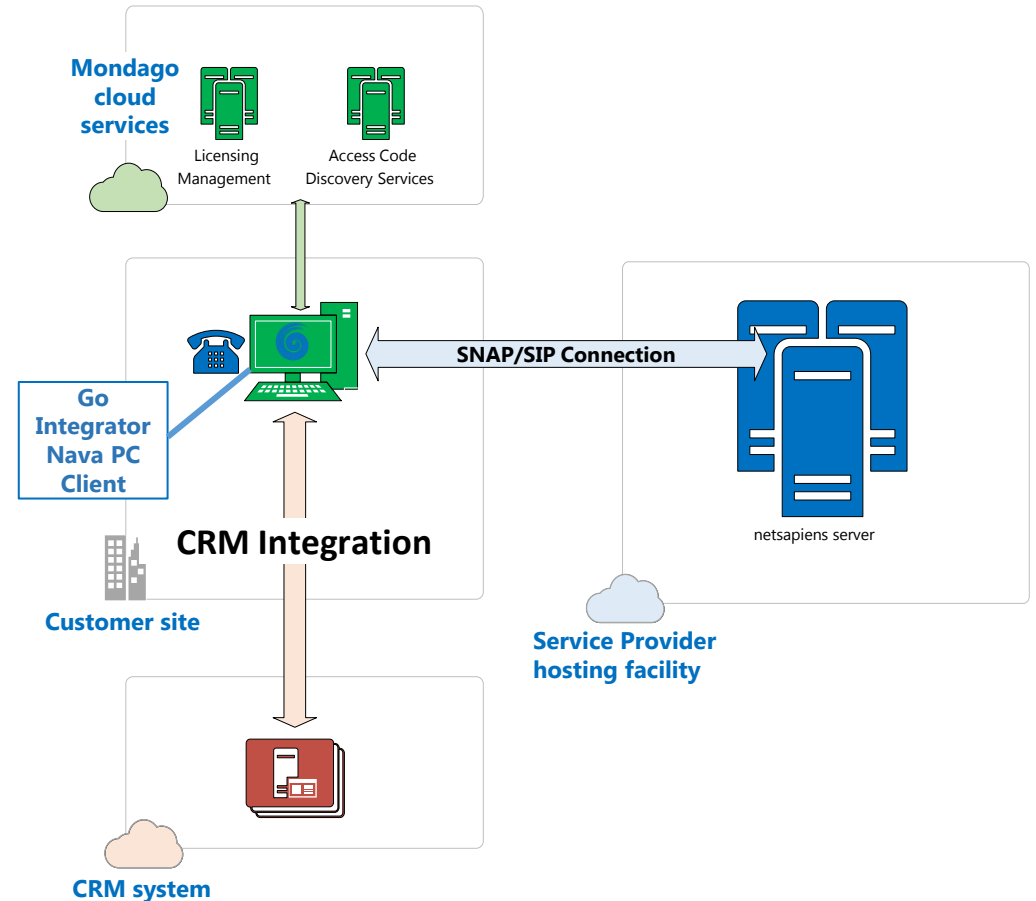
- Nava is a client application connecting directly to a NetSapiens platform via a public or private network.
- The client operates directly from the system tray as a discrete icon.
- The client makes a https and SIP connection to the NetSapiens platform SNAP service.

Supported Operating Systems

- Windows 10/11
- Terminal Services and Citrix environments supported




Note: Nava softphone and API not supported when in thin client environments

Specifications are subject to change. Please check the product web-site for latest specification



LICENSING

- Three license levels are available with Nava. The licenses are each a superset of each other, with a user only ever requiring a single license to be assigned.

<p>SOLO</p> <p>Great for Click-to-dial users, Microsoft Outlook or Google Contact integration, or easy access to the netsapiens Address Book.</p> 	<p>TEAM</p> <p>This license includes Microsoft Teams integration and is used for small to medium sized companies. Call Events feature also included.</p> 	<p>UNITE</p> <p>The complete license includes all features and is the license needed when integrating a business database or CRM application.</p> 
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- All licenses have: call control, click-to-dial, call settings, address book searching, Presence (BLF), AppBar, Cloud Contacts*, and integration with Google Contacts and Outlook. *If provided by Service Provider

FEATURES BY LICENSE TYPE

Feature	Solo	Team	Unite
Click to Dial	✓	✓	✓
Presence / BLF	✓	✓	✓
Address book	✓	✓	✓
Call history	✓	✓	✓
Recent calls	✓	✓	✓
Missed call notification	✓	✓	✓
Call Control *	✓	✓	✓
Preview window	✓	✓	✓
Call Toolbar	✓	✓	✓
Busylight support	✓	✓	✓
App Bar	✓	✓	✓
Preferred Device (Multi-device support)	✓	✓	✓
Search and Call app for MS Teams client	✓	✓	✓
Show, Add, Pop CRM contact for call ringing / answered using MS Teams client [#]	✓	✓	✓
Select MS Teams as preferred dialing device [#]	✗	✓	✓
Open MS Teams chat from Nava Presence	✗	✓	✓
Show MS Teams photo / avatar in Nava Presence	✗	✓	✓
Show peers MS Teams availability ^{##}	✗	✓	✓
Softphone	✗	✓	✓
Custom Events	✗	✓	✓
Client API	✗	✗	✓
Agent features	✗	✗	✓
CRM integrations (Outlook / Google Contacts)	✓	✓	✓
CRM integrations for all other applications	✗	✗	✓

* Call control will vary by device type

Require MS Teams direct routing (or similar)

Calendar based “Out of Office” state and publishing “In a call” status to Teams are both in beta phase with Microsoft Graph API.

LOGIN, DISCOVERY AND ACCESS CODE

- Nava presents a login screen on initial installation which requests an Access code to be entered. Nava cannot be used without an Access code.
- The Access code can be changed using the Advanced option from the Login screen.
- The Access code will trigger a Mondago managed cloud-based discovery service which will apply basic branding to the client.
- Items controlled through this process include: SNAP address, branding images, features.

GO INTEGRATOR
NAVA

Welcome to Go Integrator Nava. Please log in with your username and password.

User: 1001@mondago

Password: *****

Auto login

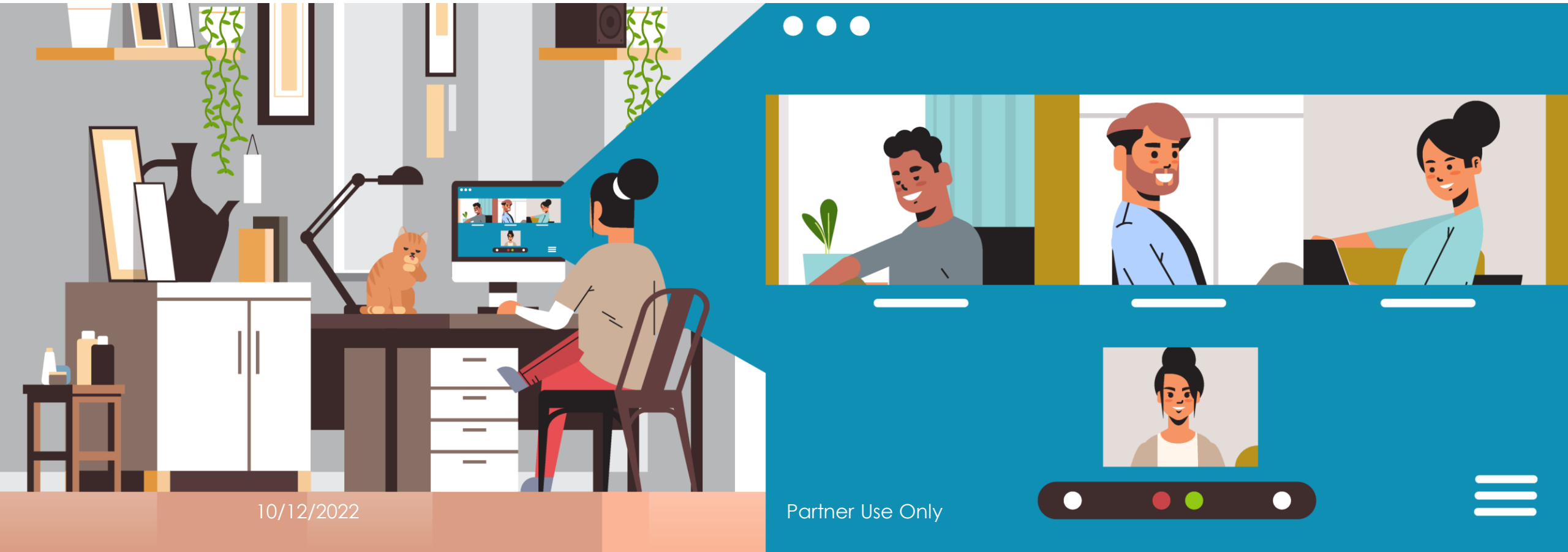
Log in Cancel Advanced

Access Code: ACC-CODE Reset

Options: Use proxy Ignore invalid certificates

Access Code: [I don't know my Access Code](#)

Interfaces



10/12/2022

Partner Use Only

USER INTERFACES

Nava provides four main user interfaces:

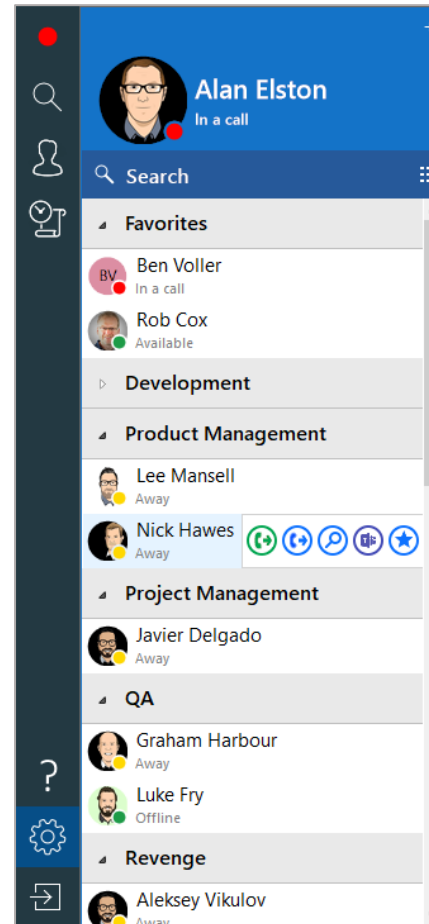
Tray Mode: launch tools from discrete system tray icon and includes combined Search and Dial tool

AppBar: 'native' Windows toolbar, always visible, docked to left or right of screen.

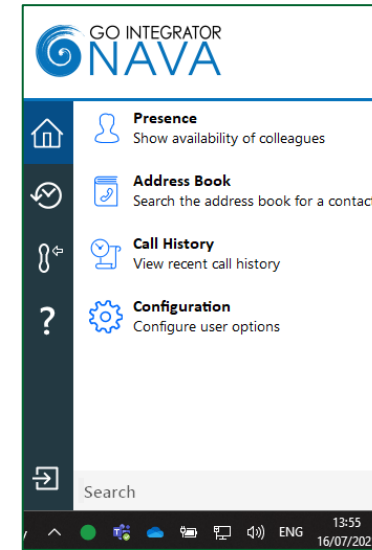
Preview window: unobtrusive call pop-up for call notification - provides immediate contact information and call control tools

Call Toolbar: alternative call notification and call handling toolbar, docked to top or bottom of screen, including call center functions (**Unite** user only)

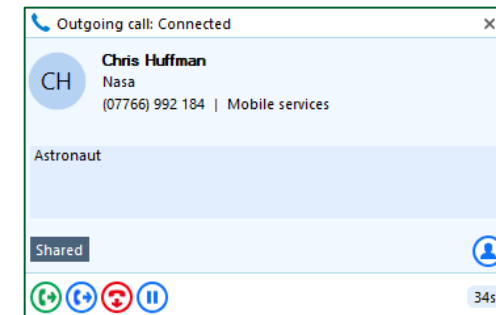
AppBar with Presence expanded



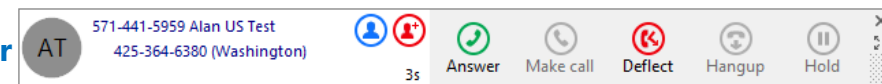
Tray Menu



Preview window

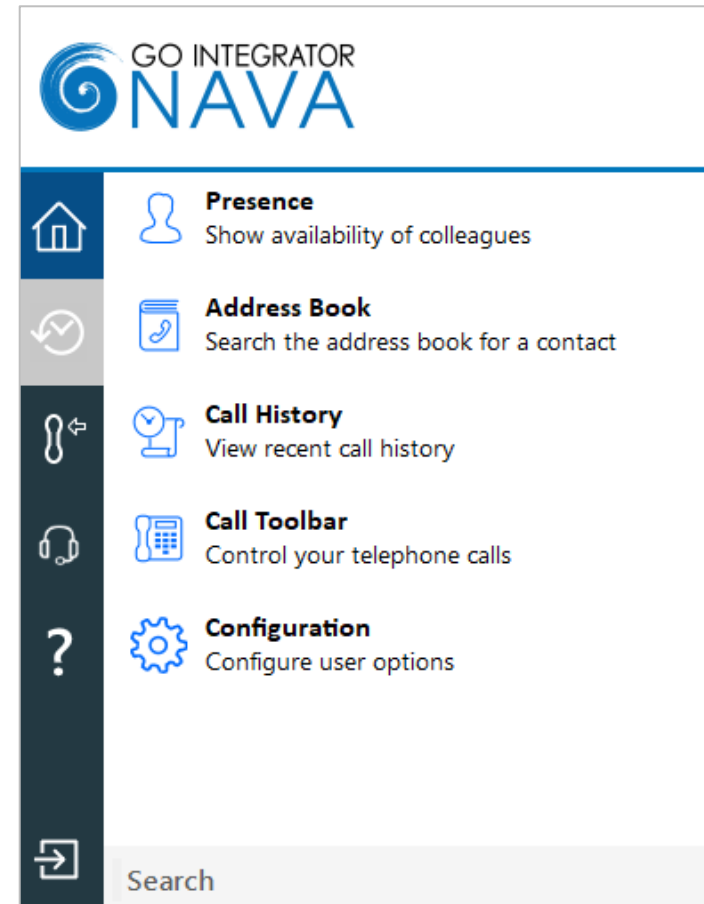


Call Toolbar



TRAY MODE

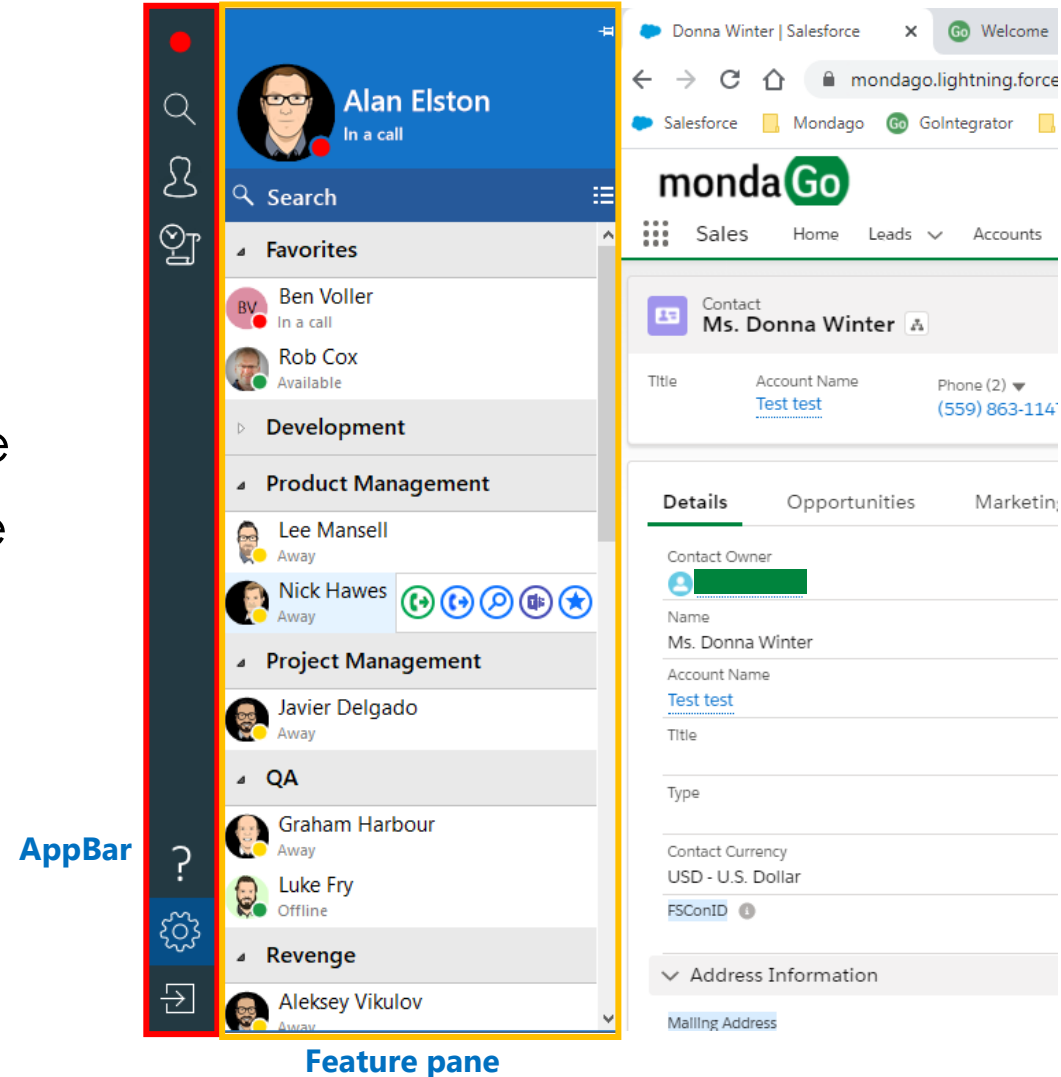
- Similar to Go Communicator V3 interface
- Must be actively opened (right-click)
- Options open in a separate window or rendered in the frame



User License:
Solo ✓
Team ✓
Unite ✓

APPBAR MODE

- “Native” Windows experience
- Always visible
- Vertically aligned (left or right)
- Lockable, dockable feature pane
- Toolbar and feature pane can be simultaneously docked.



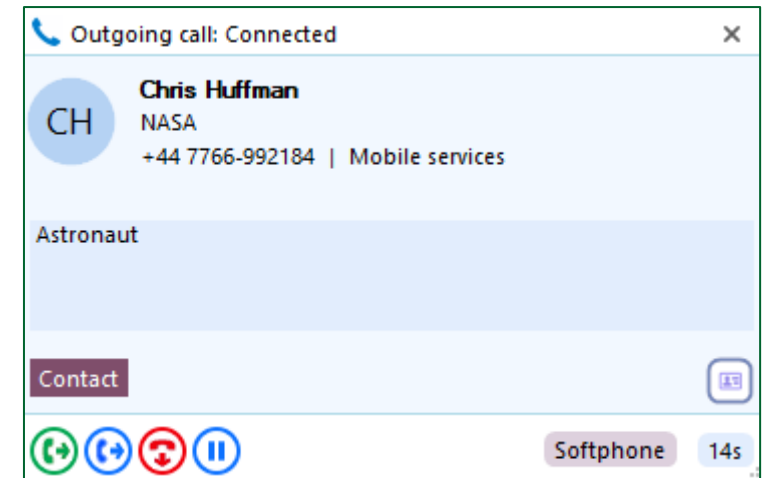
User License:
Solo ✓
Team ✓
Unite ✓

PREVIEW WINDOW

User License:

Solo ✓
Team ✓
Unite ✓

- Can be set permanently open or to fade out after a preset delay.
- Unobtrusive - does not automatically take focus from other applications.
- Provides directory and integrated CRM name matching for known telephone numbers (inbound and outbound).
- Provides location information for telephone numbers not already found in directories or integrated CRM.
- Preferred / connected device also displayed for guidance



CALL TOOLBAR

Join	Name	Telephone
<input checked="" type="checkbox"/>	AR Call Queue - All	2101
<input checked="" type="checkbox"/>	Sales demo	2103

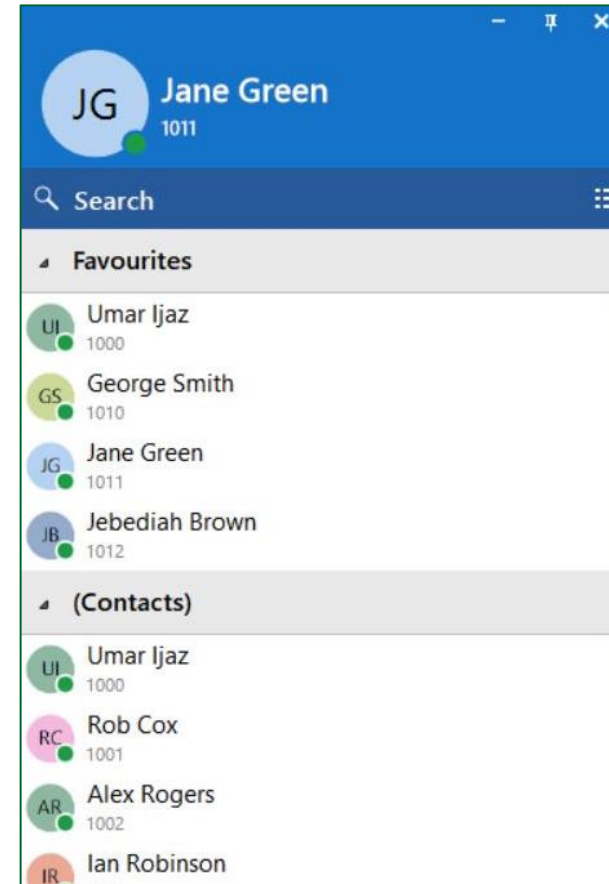
User License:
Solo ✓
Team ✓
Unite ✓

- Dockable or floating
- Replicates information in Preview window
- Can be docked at same time as AppBar feature bar or Presence window (when opened from Tray Menu)
- Includes Call Queue membership tool for 'Call Center Agent' user profile ('scope') - Nava **Unite** user license also required.

PRESENCE - BLF

- Nava provides BLF status of NetSapiens co-workers
- Favourites feature
- Dockable
- Supports up to 250 co-workers
- Provides easy call transfer options

NOTE: Requires Softphone device profile in NetSapiens but does not require Nava Softphone feature licensed (**Solo** user also includes Presence BLF).



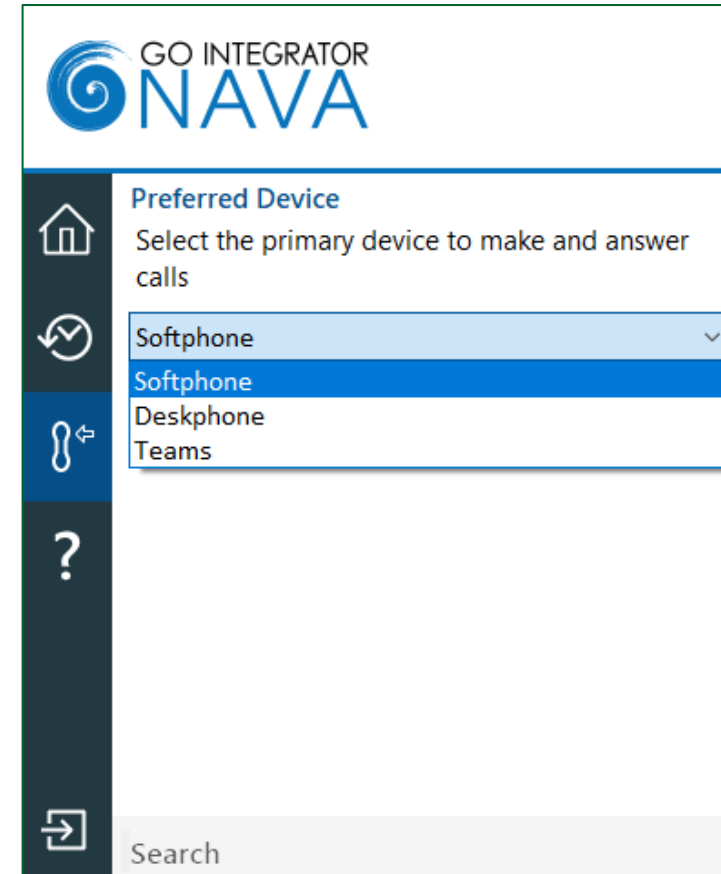
User License:

- Solo** ✓
- Team** ✓
- Unite** ✓

SOFTPHONE

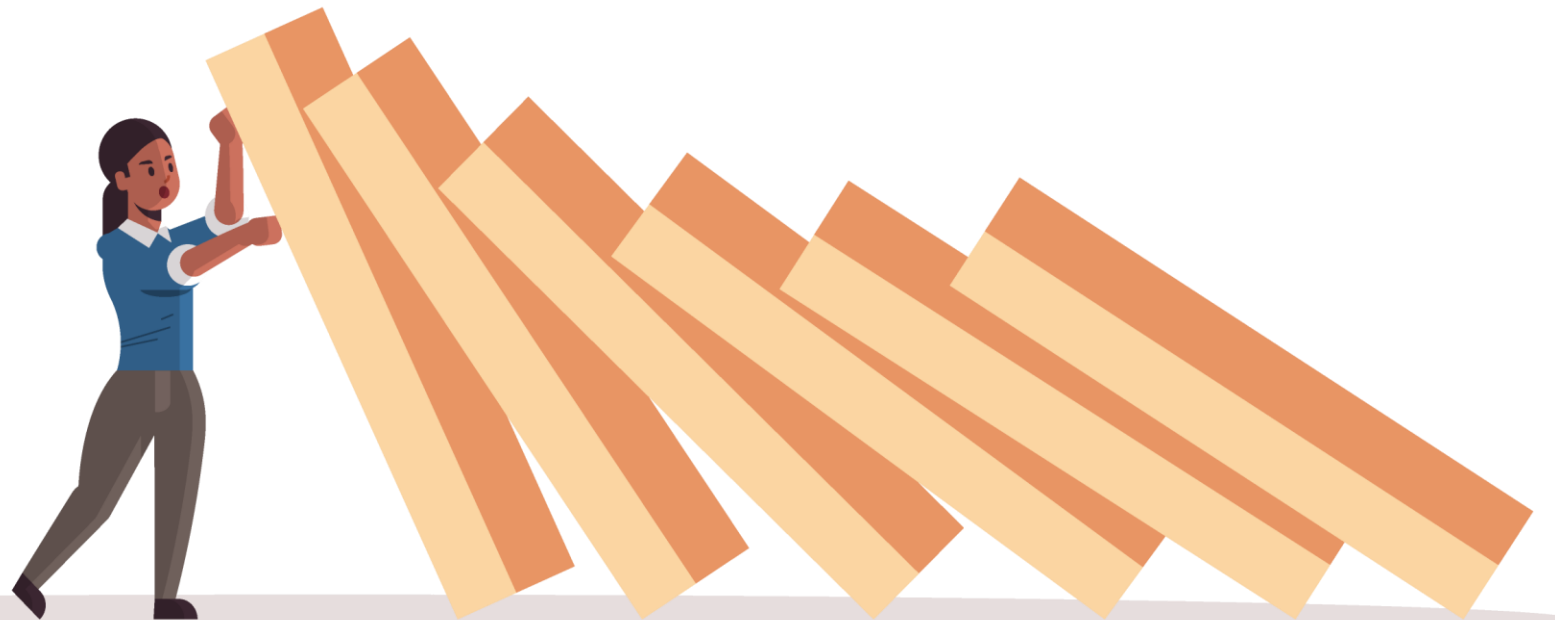
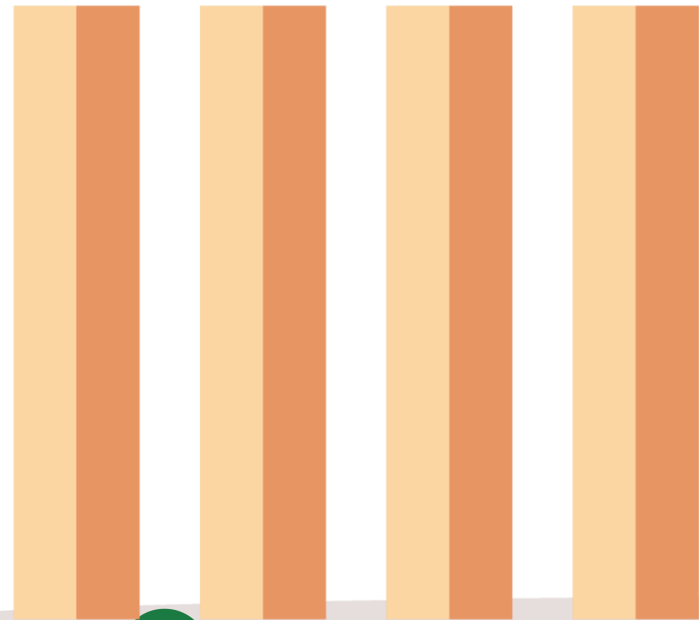
- Nava provides a built-in SIP Softphone with both **Team** and **Unite** level licenses
- The User experience and operation is identical to a Deskphone – the user simply selects the Softphone under Preferred Device
- Setup is simple: provisioning the softphone to the user profile in NetSapiens is automatic when Nava is installed. Only configuration required is to select the audio device in Nava Configuration

NOTE: not supported in thin client environments



User License:	
Solo	✗
Team	✓
Unite	✓

CRM INTEGRATION



CRM INTEGRATION

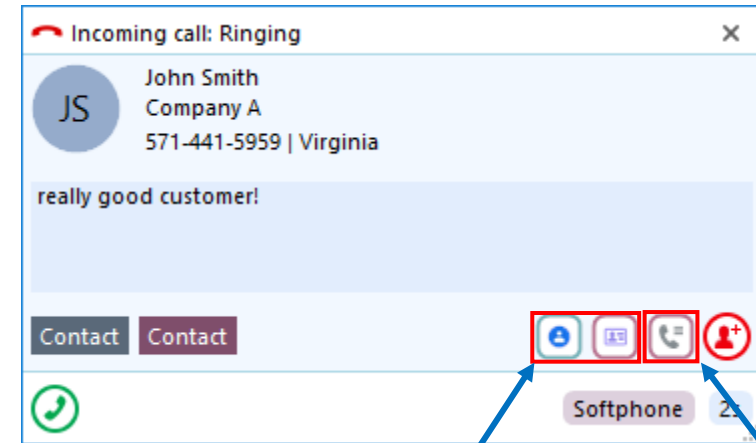
CRM integration provides users with a variety of tools to improve their operating efficiency and productivity.

- Common elements of CRM integration include:
 - Caller Preview: identify the caller before answering
 - Contact Popping: view additional contact data within the CRM client
 - Contact Add and Edit: insert or amend contact data in the CRM database
 - Activity Logging: write call event transaction log data into the CRM history
 - Click-to-dial: call contacts directly from on screen telephone numbers
- Nava provides **over 250** business CRM integrations with new integrations available on a regular basis in response to market demands and customer requests.

CONTACT PREVIEW, POP AND ACTIVITY LOGGING

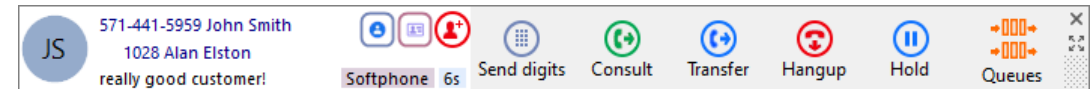
User License:
Solo ✓
Team ✓
Unite ✓

- Incoming and Outgoing calls are automatically searched in all integrated address books for any matching contact records to provide contact information
- Contact, company name and any associated notes are presented within the **Preview Window** and **Call Toolbar**
- Click the associated CRM application icon to open the contact within the application
- Automatic contact popping can also be enabled, if required
- Where supported, call events can be written to the CRM activity log – manually or automatically.

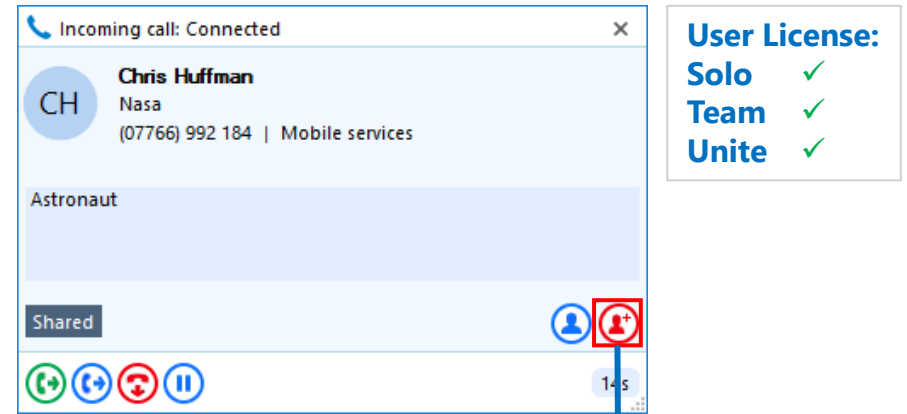


Click icon to open contact record within CRM application

Click to write call activity to transaction log (if supported)



ADD CONTACT



User License:	
Solo	✓
Team	✓
Unite	✓

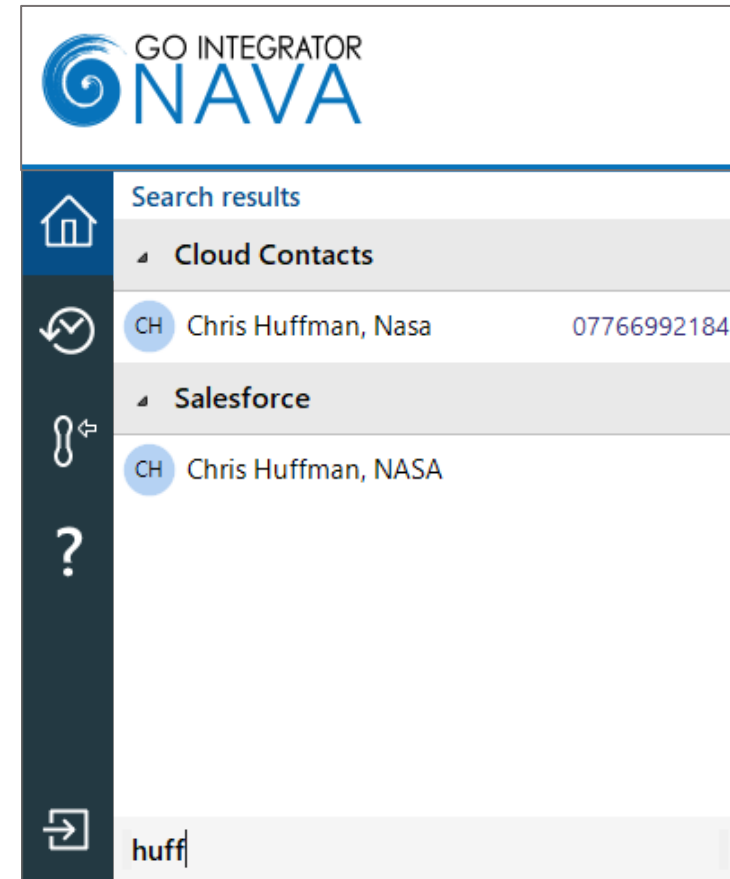
- Nava 'Plus' integration libraries allow new contacts to be quickly added directly into the CRM database
- Contacts can be easily copied from one integrated application to another from the call history or recent calls list (the 'Type' field shows which directories do not yet contain this telephone number)
- Add Contact will be offered until the telephone number is found in all available Plus integrated directories.

CONTACT SEARCHING

User License:

Solo ✓
Team ✓
Unite ✓

- Contacts can be searched through the **Address Book** tool or via the Tray menu combined **Search or Dial** function
- Simply type a name or number in the search box to search all integrated applications including netsapiens internal directories
- Matching entries are returned based on telephone number, Contact name or Company name
- Contact can be opened or dialed from the results presented.

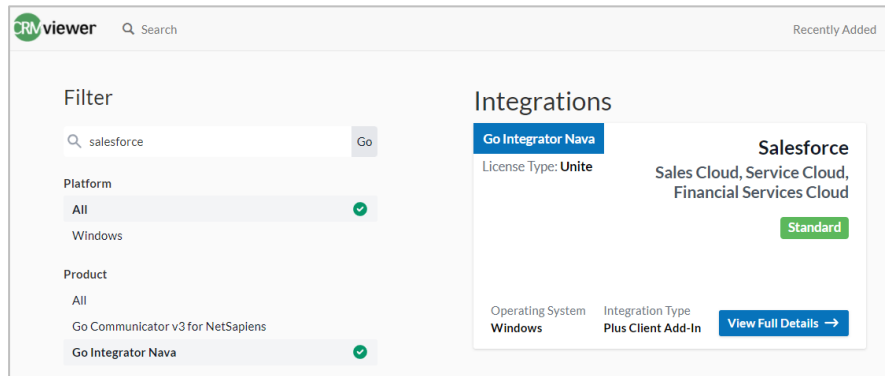


CRM VIEWER

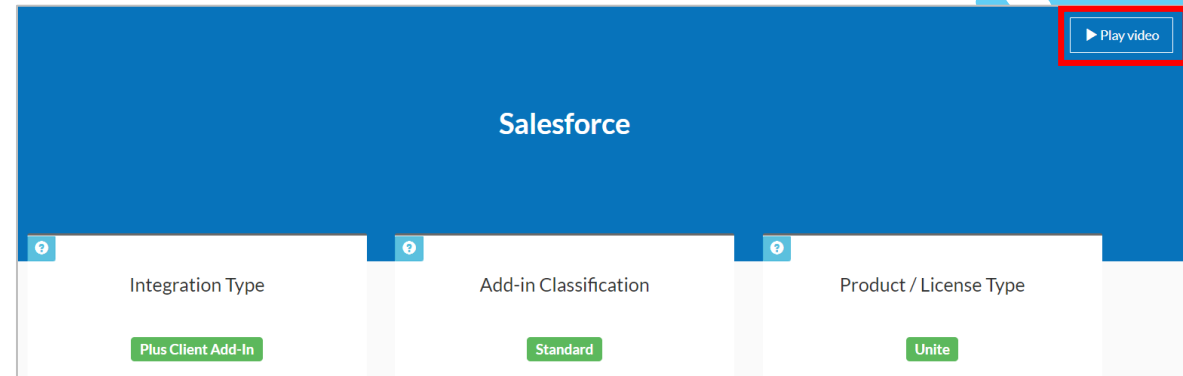
CRM Viewer is a web tool used to check supported integrations and compatible features:

<https://integrations.nsp.gointegrator.com/>

Search for application by name:



Check license requirements and feature details:



**Play demonstration video
(where available)**

Where a demonstration is required for a 'Controlled' integration but no video is available, the integration can be provided for trial through the Controlled integration project process and can be cancelled at no charge if the customer does not take the product (note: a purchase order is still required to set up the Controlled integration but is only charged if the customer accepts the solution after trial).

CRM INTEGRATION LICENSING

- Nava **Solo** and **Team** user license levels include MS-Outlook and Google contacts integration, which also support the 'Add Contact' integration feature.
- **Unite** user license level includes MS-Outlook and Google contacts plus all other available integrations. Refer to the CRM Viewer for the full list of integrations available.
- Nava supports all existing Go Communicator V3 integration libraries

INTEGRATION CLASSIFICATIONS

Standard Integrations

- Typically include caller preview, contact pop, address book search and click to dial features.
- Support Activity Logging for a selected (but increasing) range of CRM applications.
- Include 'Add Contact' for 'plus' integrations and 'Show in Edit mode' for selected integrations.
- Step by step installation guidance available online and can be configured without remote installation services.
- 70+ integrations available, covering majority of the most popular requested CRM applications
- No unlock code required – integration is visible in Cara client, dependent on user license level.

Unlock code required

Controlled integrations

- Require remote installation services, provided via a chargeable project request with Mondago technical support
- Lower level support SLA applies

(Standard) Pre-Release

- Can be configured without remote installation support but unlock code needed (on request)

Standard-Select

- Installation can only be completed by an authorized 'Select' installer.
- Additional costs apply

NOTE: Integration features may vary by application and support for future versions is not guaranteed

Classifications Summary

Category	Unlock Code required	Remote installation mandatory	Additional Costs	Online Help	Reduced SLA
Standard	No	No	No	Yes	No
Controlled	Yes	Yes	Yes	No	Yes
Standard Pre-Release	Yes	No	No	Yes	No
Standard Select	Yes	No	Yes	Yes	No

NOTE: Integration features may vary by application and support for future versions is not guaranteed

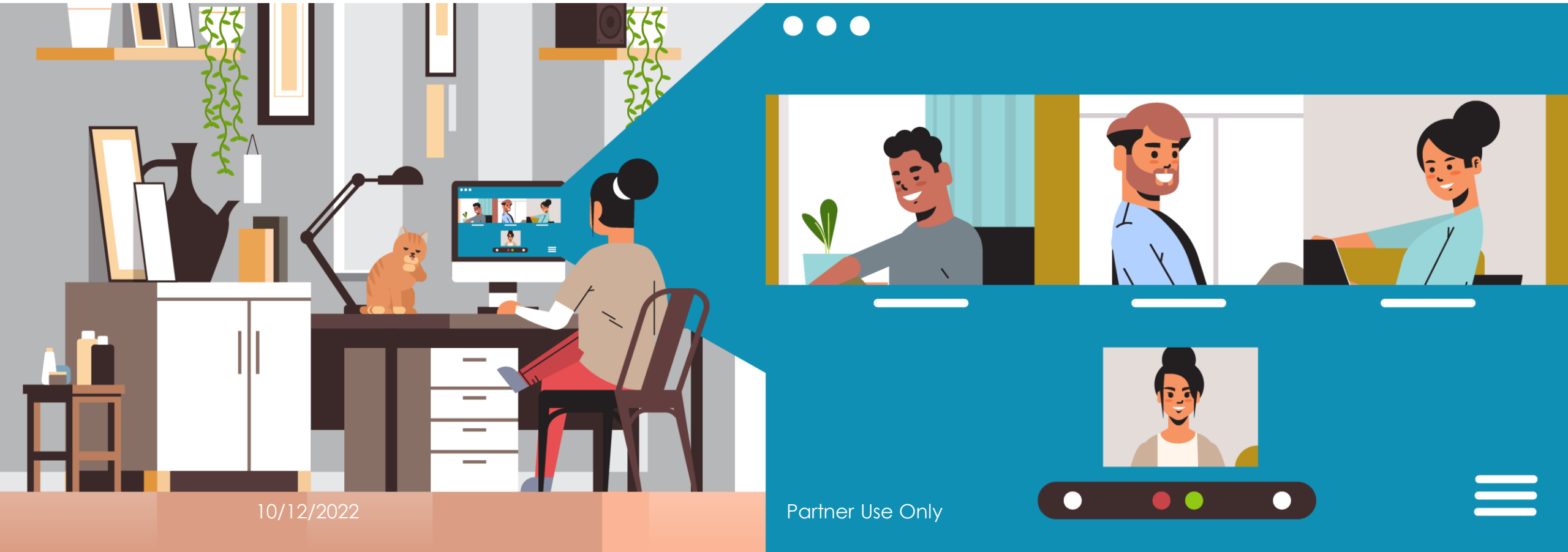
NEW INTEGRATIONS – AIRP

- AIRP – **Application Integration Request Process** is the online process to raise a new CRM integration request for applications not found on the Standard, Pre-Release or Controlled integrations list.
- Each new request normally attracts a cost of between US\$375 and US\$1500
- A partner program exists, for the CRM vendor, allowing an integration to be requested and included at no cost.

AIRP PROCEDURE

- Following the AIRP submission, our Project team will review the request and, if we believe an integration is feasible, will provide a commercial proposal within 5 working days.
- The proposal is not a guarantee of integration – a detailed technical review will follow which will confirm integration functionality and any costs or conditions imposed by the application provider.
- If we conclude integration is not possible, the project will be cancelled at no cost.
- If you cancel your integration request during our development stage, costs will still apply.

MICROSOFT TEAMS INTEGRATION



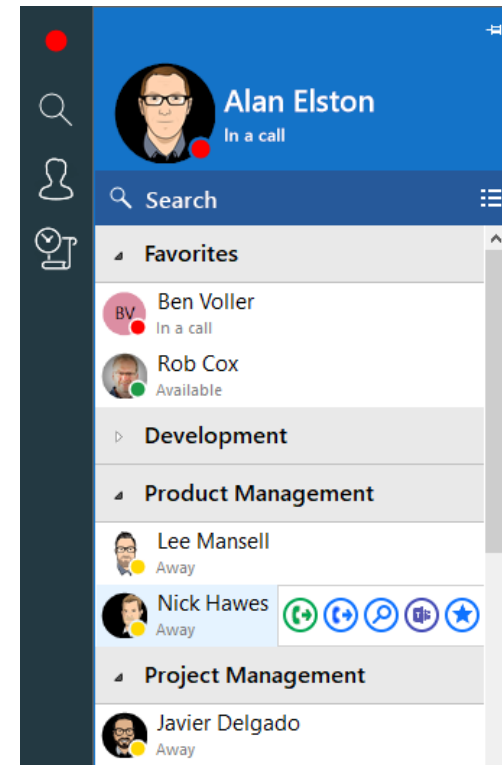
10/12/2022

Partner Use Only

MS TEAMS INTEGRATION



- Nava supports a range of integration features with Microsoft Teams:
- For Nava **Solo**, **Team** and **Unite** users:
 - Show, Add, Pop CRM contact for call ringing / answered using Teams#
 - ‘Search and Call’ app for MS Teams
- For Nava **Team** and **Unite** users:
 - Call through Teams (select Teams as preferred dialing device)#
 - Show photo / avatar in Nava Presence
 - Show colleague Teams availability##
 - Open MS Teams chat from Nava Presence
- # Require MS Teams direct routing (or similar)
- ## Calendar based “Out of Office” state and publishing “In a call” status to Teams are Microsoft Graph API Beta features.



SHOW, ADD, POP CRM CONTACT

User License:

- Solo ✓
- Team ✓
- Unite ✓

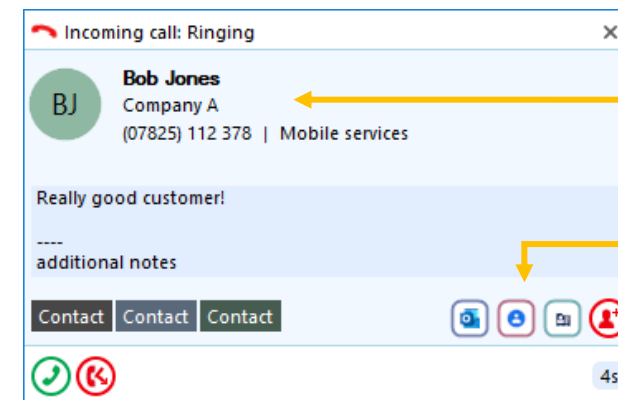
If Microsoft Teams is linked to your NetSapiens platform for incoming calls, then Nava can present call contact information from any integrated CRM address book.



Microsoft Teams incoming call notification: 'unknown user'

Nava **Solo** and **Team** users:
MS-Outlook and Google contacts

Nava **Unite** users:
All available integrated address books



Nava integrated address book contact details

Click icon to open the contact in CRM / integrated address book application

SEARCH AND CALL TEAMS ADAPTER

- Easy to install, free of charge App
- Search and click-to-dial from Nava integrated CRM contacts
- Call is placed via the Nava Preferred Device selection

Nava **Solo** and **Team** users:
MS-Outlook and Google contacts

Nava **Unite** users:
All available integrated address books

User License:
Solo ✓
Team ✓
Unite ✓

Enter name then 'Search'

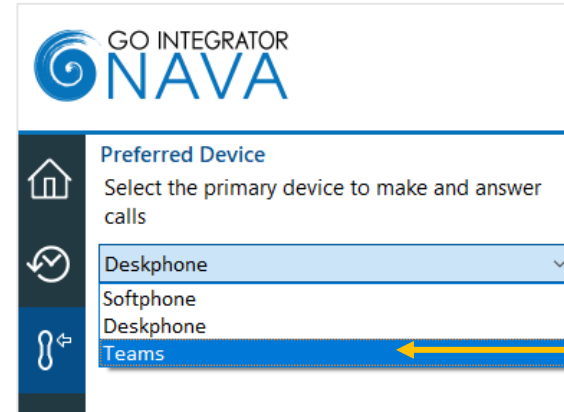
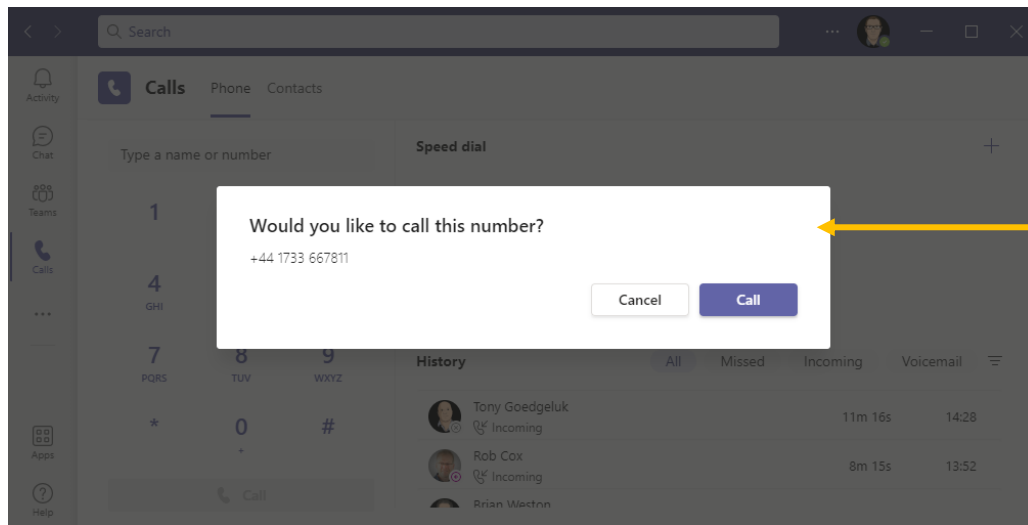
Click to open contact

Click to dial

Name	Telephone
▼ Directory	
I Ian 1	+44-7951120627
I Ian 2	07951120627
I Ian 3	00447951120627
▼ Cloud Contacts	
IR Ian Robinson	07951120627 01202243556 9999999999

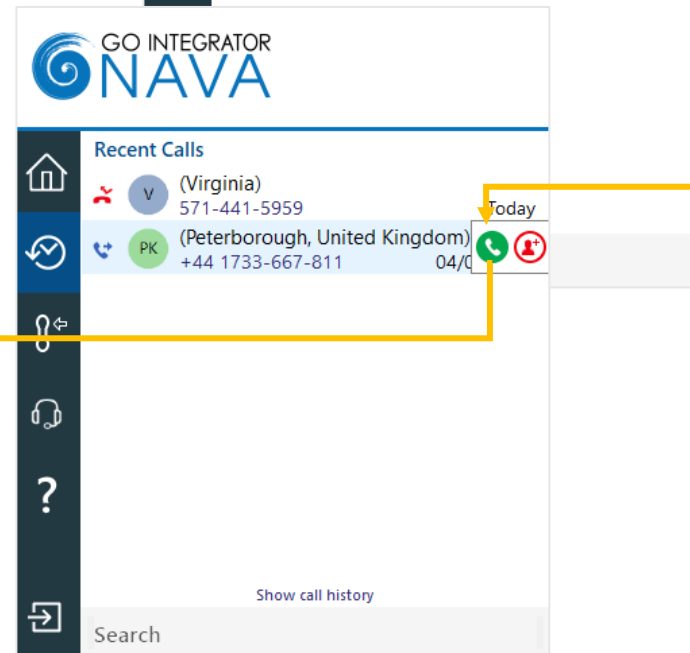
CALL THROUGH MS TEAMS

If Microsoft Teams has a direct routing service in place, then 'Teams' can be selected as the preferred device for outgoing calls.



User License:	
Solo	✗
Team	✓
Unite	✓

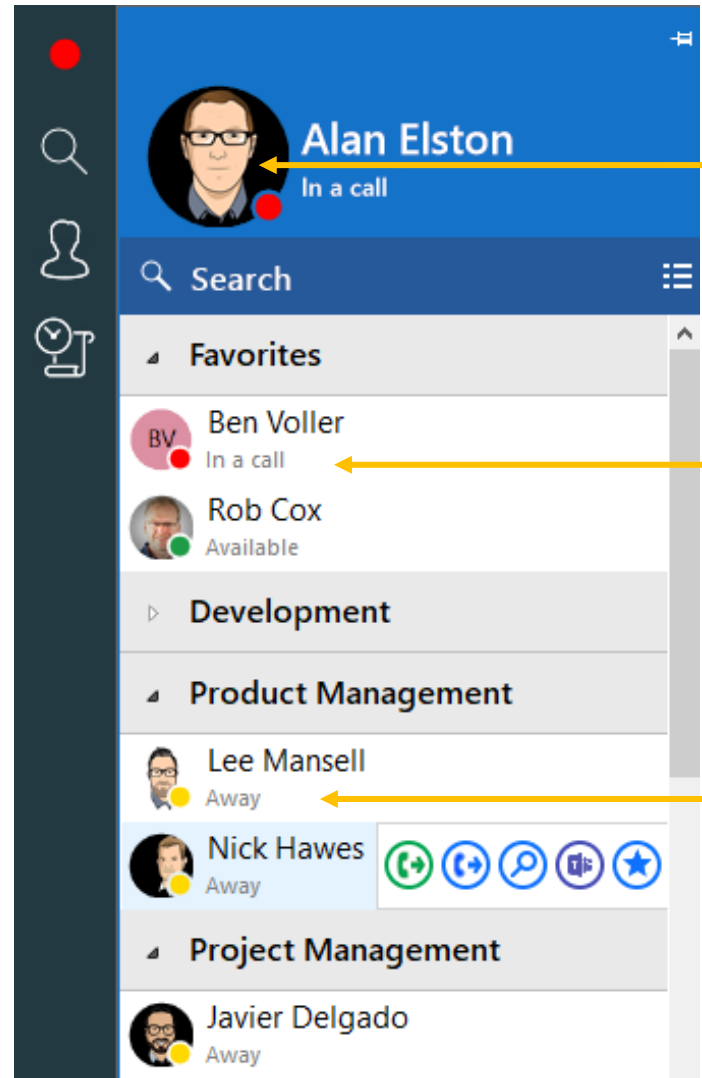
Select 'Teams' as the Preferred Device
Note: incoming calls to MS Teams must still be answered using the Teams client 'answer' button.



Outbound Nava calls are now directed through MS Teams

AVAILABILITY

The Presence window displays an active blended status of both MS Teams availability and NetSapiens extension status (BLF).



Avatar populated automatically from Microsoft Teams

Handset Hook state

Teams Availability

User License:	
Solo	✗
Team	✓
Unite	✓

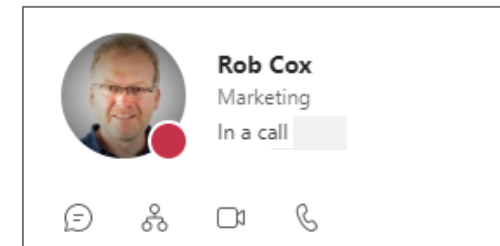
NOTE: Calendar based "Out of Office" state is a Microsoft Graph API Beta feature

PUBLISH 'IN A CALL' STATUS

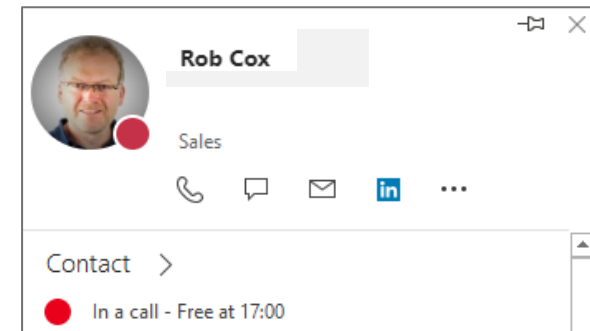
- Nava can also publish 'In a call' status to Microsoft Teams when on an active NetSapiens telephone call.
- Teams can then relay the status information into connected Microsoft applications such as Microsoft Outlook, to also display that the user is busy in a telephone call.

User License:	
Solo	✗
Team	✓
Unite	✓

User status in Teams



User status in Outlook

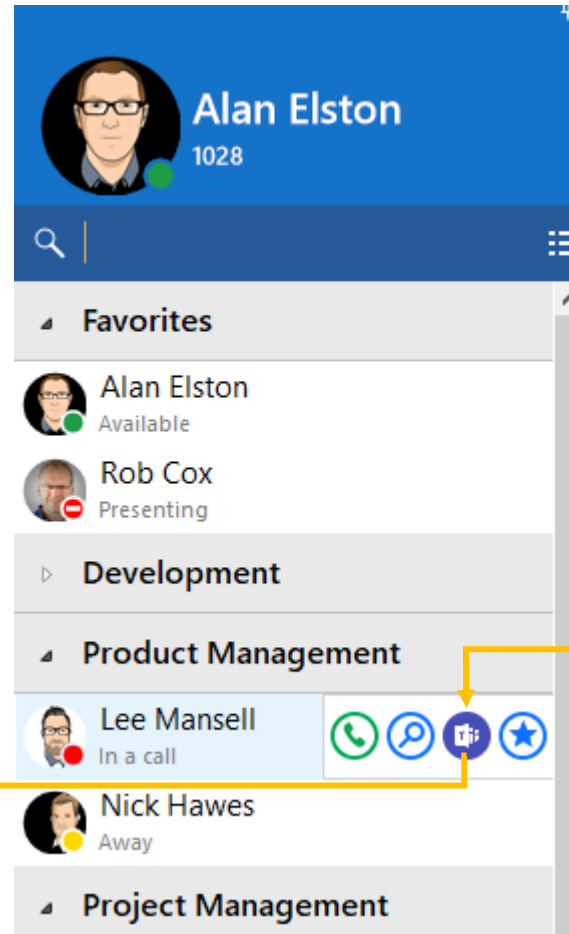
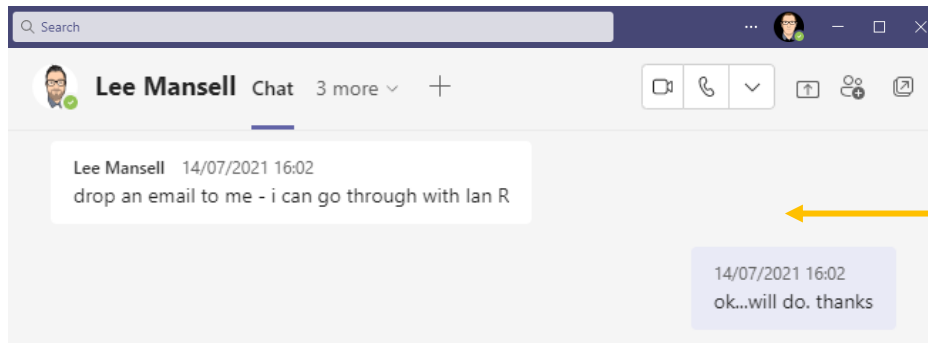


NOTE: Publishing 'In a call' status to Microsoft Teams is a Microsoft Graph API beta feature.

OPENING TEAMS CHAT

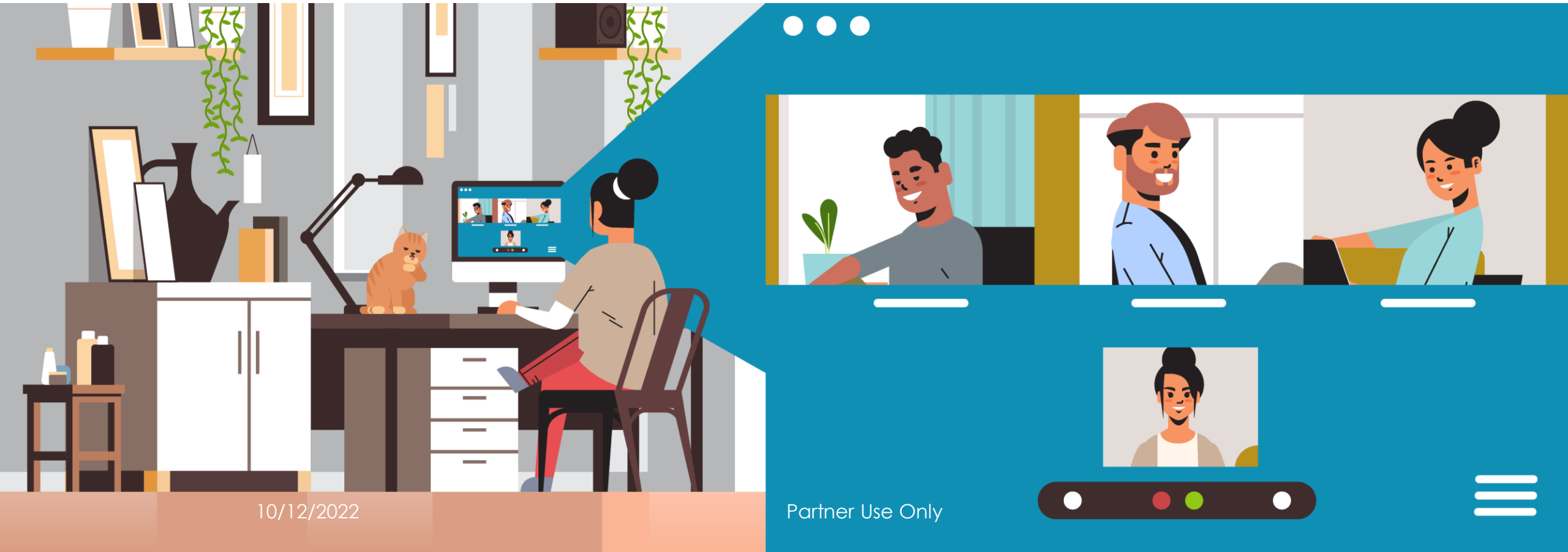
Quickly open a MS Teams chat conversation with a co-worker from Nava Presence window.

User License:	
Solo	✗
Team	✓
Unite	✓



Open chat in MS Teams

OTHER FEATURES



MULTIPLE DEVICE SUPPORT

User License:

- Solo** ✓
- Team** ✓
- Unite** ✓

Devices

Microsoft Teams

Use for presence

Allow calls to be made

Presence

Enable chat through Microsoft Teams

Public image service

Use Gravatar

Device endpoints

	Name	Identity	Type
<input checked="" type="checkbox"/>	Deskphone - office	sip:1028@mondago	Deskphone
<input checked="" type="checkbox"/>	Deskphone - home	sip:1028x@mondago	Deskphone
<input checked="" type="checkbox"/>	SNAPmobile 3.1.1	sip:1028m@mondago	SNAPmobile
<input checked="" type="checkbox"/>	SNAPmobile Web	sip:1028wp@mondago	SNAPmobile
<input checked="" type="checkbox"/>	Softphone	sip:1028n@mondago	Softphone

- Nava can detect the devices associated with a user's profile allowing a preferred selection of monitored devices
- Devices can be renamed for clarity, if required
- MS Teams options and Softphone only available with Nava **Team** or **Unite** user license.

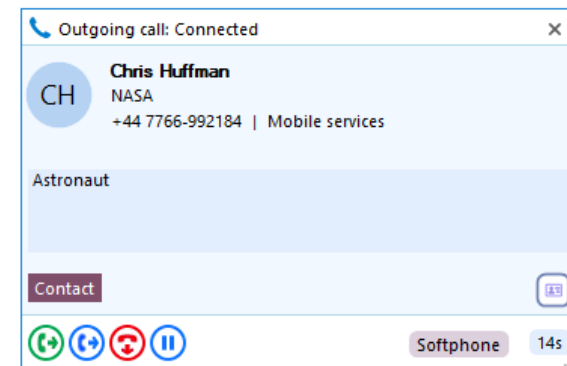
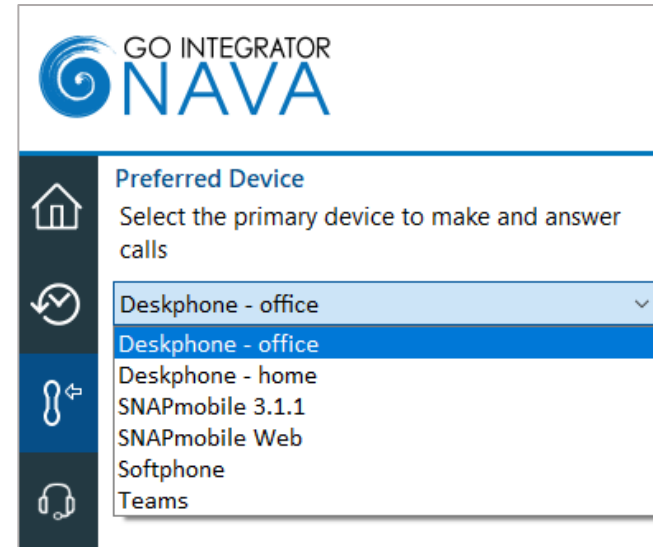
Note: Softphone not supported in thin client environments

PREFERRED DEVICE

- Preferred device allows the user to select which device to use when making or answering* a call
- The selected device name is also displayed in the **Preview Window** when a call is in progress
- MS Teams and Softphone only available with Nava **Team** or **Unite** user license.

* The call handling buttons presented (answer, deflect, hold, transfer etc.) will depend on the preferred device type in use.

User License:
Solo ✓
Team ✓
Unite ✓



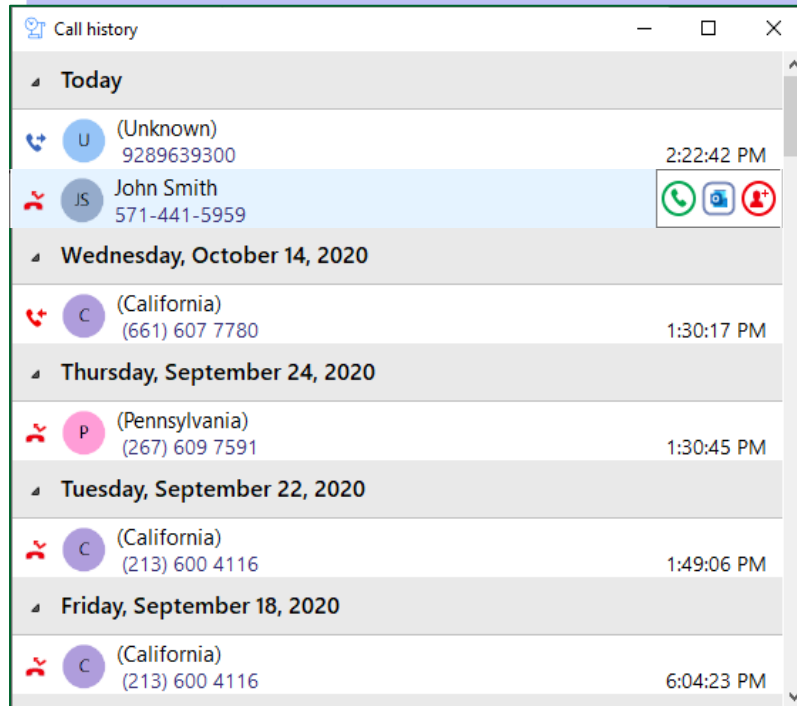
DEVICE MANAGEMENT

- Nava can natively recognize and support Deskphone, Softphone and Teams devices
- SNAP WebPhone and SNAP Mobile are also fully controlled via the SNAP API, as long as the call is initially answered on the SNAP device
- Nava includes an embedded SIP softphone that uses the Softphone device profile (phone suffix configurable e.g. 'sp' or 'n')



CALL HISTORY

User License:
Solo ✓
Team ✓
Unite ✓



- A log of recent inbound, outbound and missed calls
- Telephone numbers are matched with directory or integrated CRM records
- Click number to Dial or click 'Show Contact' icon to open contact within the integrated application
- 'Add Contact' also presented if the number can be added to any integrated CRM address book
- Call logs are retrieved from the NetSapiens platform

RECENT CALLS

- A summarised list of recent calls
- Telephone numbers are matched with directory or integrated CRM records
- Click number to Dial or click 'Show Contact' icon to open contact within the integrated application
- 'Add Contact' also presented if the number can be added to any integrated CRM address book

User License:

- Solo ✓
- Team ✓
- Unite ✓

GO INTEGRATOR
NAVA

Recent Calls

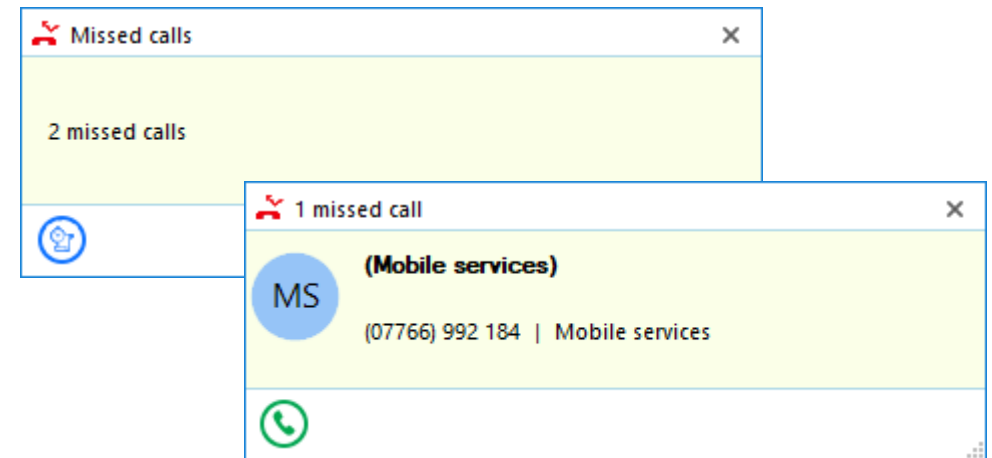
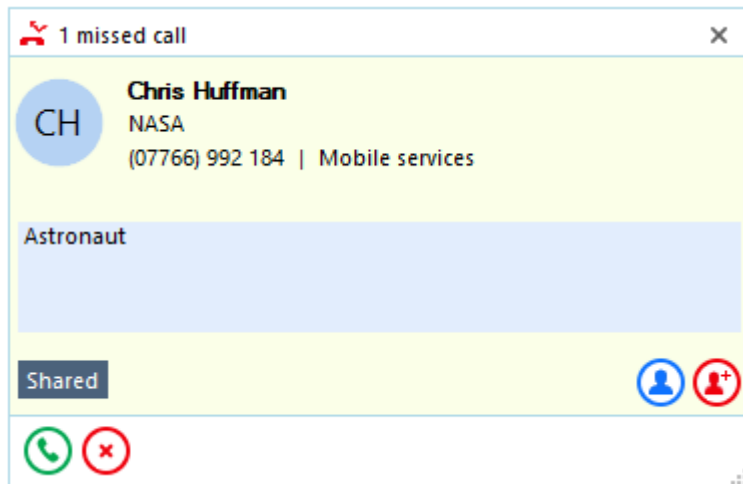
JS	John Smith 571-441-5959	Yesterday
C	(California) 858-231-23	Yesterday
BJ	Bob Jones 858-415-959	Yesterday
C	(California) 858-356-7777	08/07/2021
C	(California) 858-646-380	08/07/2021
-	(California)	

NOTE: Only available in Tray Mode

MISSED CALL NOTIFICATION

User License:
Solo ✓
Team ✓
Unite ✓

- A pop-up window will show on the screen when a call has been missed. Multiple options are available from this including call back, pop contact and add contact.



SUMMARY OF BENEFITS

Increase Customer Satisfaction:

- Professional handling/transferring of calls
- Identify and return missed calls
- More in-depth Integration to CRM systems and business applications

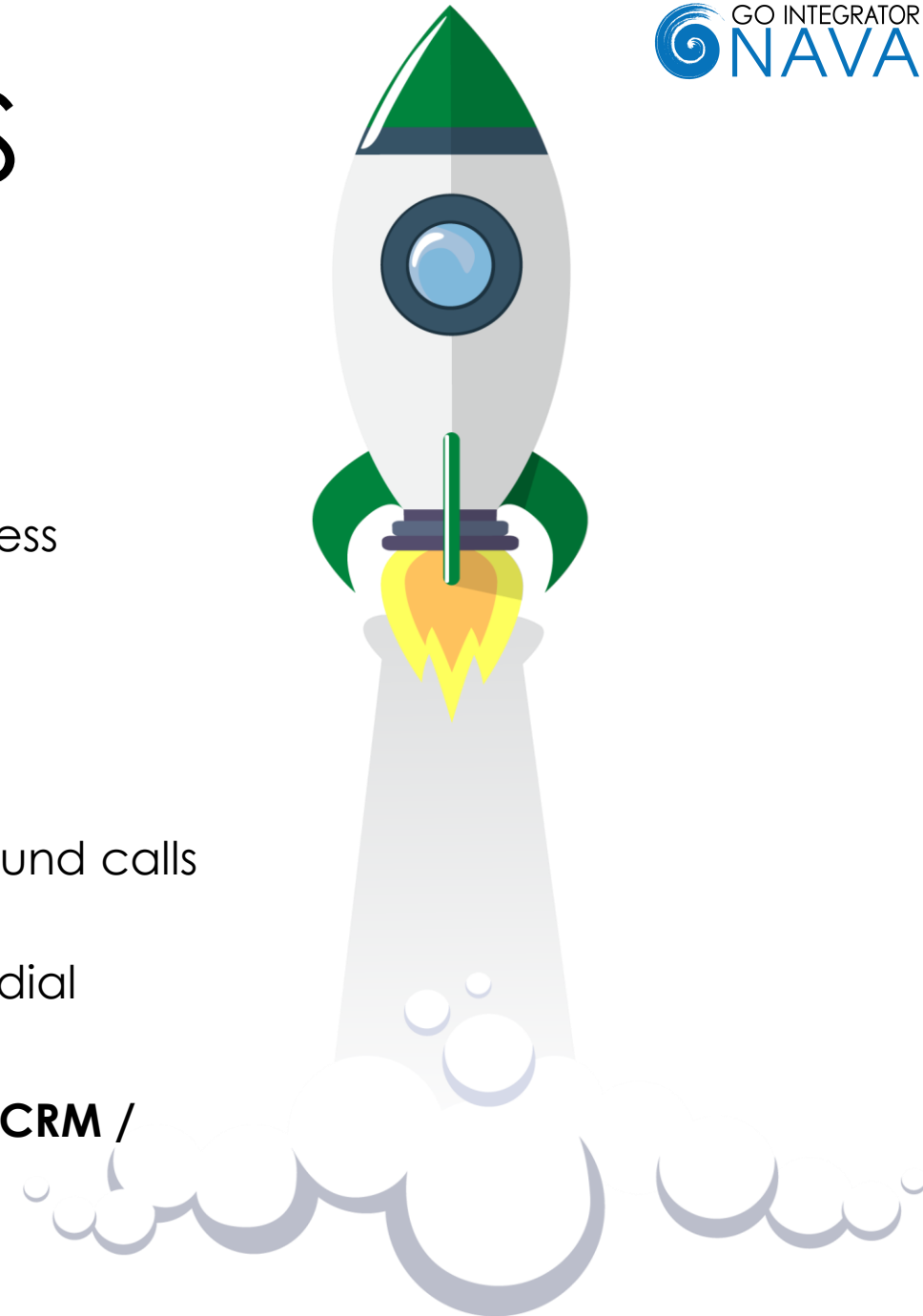
Save Money:

- Reduce call times, number of calls, call charges

Increase Staff Productivity and Collaboration:

- Ideal for businesses with high volume inbound/outbound calls
- Integration to CRMs and other applications
- Contact adding, searching and “popping”, click-to-dial
- See the availability of co-workers (through Presence)

Copy and keep consistent contact data between different CRM / Contact applications



SUPPORT AND RESOURCES - CUSTOMER TRIAL

- 30 day trial user licenses can be provided on request
- If a trial with a 'Controlled' integration is required, then a Controlled integration installation should be ordered as normal. Installation fee will be refunded if the customer chooses not to proceed.

SUPPORT AND RESOURCES - DEMONSTRATION

- Demonstrations should be provided by yourself as the Service Provider
- Demonstration training is available on request
- Also refer to the 'Nava Demonstration Guide' for guidance.
- Check the CRM viewer for an integration video if you are unable to demonstrate with the CRM requested
- Customer trials are also available (see previous slide).

SUPPORT AND RESOURCES - FURTHER INFORMATION LINKS

[About Mondago](#)

[Go Integrator Nava Product Page](#)

[Download Nava Solution Brochure](#)

[Nava Product Overview Video](#)

[Nava Sales and Support enquiries](#)



THANK YOU!