

broadvoice |  contact

GOCONTACT FEATURES





Built-in Database or CRM Integration

Built-in Contact Database.



Preview, Power, and Predictive Dialing

Several contact methods to streamline business needs.



Inbound and Outbound Voice Routing

Native **blended** approach.



Email, Tickets and Cases

Keep track of your back-office work with a fully integrated **email** ticketing solution.



Advanced IVR & IVA

A complete and intuitive interface ensures the **easy configuration** of an interactive and automatic voice response system (IVR) and intelligent virtual assistant (IVA) to respond and interact with callers.



Webchat, Facebook Messenger, WhatsApp and Instagram

Real-time support for every message.



Native Call Recording

Call Recording and Storage enables **blended** voice scenarios.



SMS Text Messaging

Send and receive SMS text messages to any number.



APIs

Full-featured APIs for integrations.



Smart Scripting

Provides customized scripts for web interfaces.



Web RTC

Simplify the agent work experience to take and make calls with the GoContact interface through WebRTC.



Voicemail Detection

Proprietary **Voicemail Detection** that has up to 95 percent accuracy.

Contact your Channel Manager to learn more and start selling today!