GoTo Connect

Contact Center

A feature-rich, cloud-based contact center designed to improve customer experiences, boost sales, and unlock valuable insights.

Purpose Built for SMBs.

GoTo Contact Center is designed to fit the budget of any growing business. Its streamlined approach delivers all the technology, features, and data that larger organizations enjoy, at half the cost.

If you can't measure it, you can't manage it.

We designed our software to empower with insights. On customizable dashboards, view daily, weekly, or real-time reports on agent performance, missed calls, and other key metrics.

Set your business up for success.

Customer expectations are rising. You need to arm your customer-facing teams with the right tools. Offer your customers queue callbacks, route calls to the right staff members, and seamlessly switch from voice, video, SMS, chat, or social media.

Your trusted partner.

With premium deployment services included, 1-to-1 set up assistance, uptime over 99.99% and 24/7 customer support, we'll give you the tools and performance you need to win.

Connect and Support.

GoTo is the only software on the market to enable your teams to answer incoming customer calls or drive outbound sales from home while equipping your IT team to support them wherever they are.

Hassle-free IT.

Our Contact Center solution was designed to be easily deployed and maintained with tools to make updates simple. Configure call flows with the intuitive visual dial plan editor, customize queues, or set up communication channels all through a single, simple admin platform.
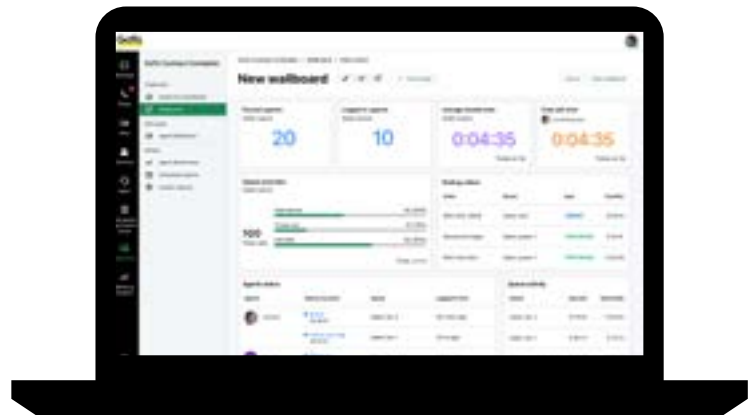
Compare Plans

Agent Experience	Core	Complete
	Basic reporting with multi-channel flexibility	Full analytics, features, and control for your business
Agent Dashboard	✓	✓
SMS Queues	✓	✓
Web Chat	✓	✓
Facebook Integration	✓	✓
Instagram Integration	✓	✓
Conversation History	✓	✓
Assign Queues	✓	✓
Queue Drill-Down Real-Time Metrics		✓
Pre-Recorded Audio Messages		✓
Pre-saved text messages		✓
Chat Conversations / Flip to Call		✓
Chat Conversations / Flip to Meeting		✓
Chat Conversations / Tagging		✓
End Wrap-Up	✓	✓
Audio Chat Notifications	✓	✓
Co-Browsing (Live Guide)		✓
Admin Experience		
Intelligent Call Routing	✓	✓
Contact Center Dashboard	✓	✓
Call Queue Overview & Management	✓	✓
Chat Queue Overview & Management	✓	✓
Ability to allow users to log into unassigned queues		✓
Campaign Overview & Management		✓
Contact Center General Settings	✓	✓
Pause Reasons	✓	✓
Skill Assignment	✓	✓
Queue Priority Management	✓	✓
Tag Management		✓
Pre-Recorded Audio Messages		✓
Pre-saved text messages		✓

Supervisor Experience	Core	Complete
Real-Time Analytics Dashboard	✓	✓
Agent View	✓	✓
End Wrap-Up		✓
Real-Time Queue Managment	✓	✓
Agent Management (login, transfer, hold, whisper, listen, barge)		✓
Call Waiting & Management (Pick up, Transfer & Hold)		✓
Campaign Management & Drill Down		✓
Missed Call View, Details & Dialer		✓
Chat Queue Management & Drill Down		✓
CSV Import		✓
Customizable Dashboard - 'Wallboard'		✓
Reporting & Analytics		
Historic Data Mart	✓	✓
Export	✓	✓
Caller Summary Table	✓	✓
Avg Call Duration	✓	✓
Total Calls Over Time	✓	✓
Average Time in Queue		✓
Total Calls by Outcome		✓
Caller Detail Table		✓
Total Talk Time Trends		✓
% of Talk Time Spent		✓
Total Call Volume Trends		✓
% of Calls Answered		✓
% of Queue Calls Transferred by Agent		✓
Availability and Pause Time by Agent		✓
Agent Availability		✓

Get in touch!