

Data Sheet

Integrations

Customer insights at your fingertips



Boost productivity, simplify workflows, and know your customers better with GoTo's Integrations package.



Capture key customer interactions

Sync call data, SMS, voicemail transcripts, and more to CRM customer profiles for deeper insights, personalized communication, and effective segmentation.



Improve operational efficiency across all departments

Consistent, accurate, and synced data so all teams have up-to-date customer information. Streamline operations and ensure quicker follow-ups, higher conversion rates, and happy customers.



Data-driven decision making

Combined GoTo Connect call data and CRM information provides valuable insights into customer behavior, agent performance, and overall contact center effectiveness. This empowers supervisors to identify areas for improvement, optimize staffing, and make data-driven decisions to elevate customer service.



GoTo supports integrations, including:



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.

Contact us today!

Contact your account representative, visit GoTo.com or call us at 1 866 890 8931.

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