



Go Integrator Cara Presence and contact synchronisation for Smart Business Connect and Microsoft Teams.

What is Go Integrator Cara?

Go Integrator Cara allows the synchronisation of call status (also called busy lamp field or BLF) and presence between Microsoft Teams and Smart Business Connect Hosted and the integration of CTI contacts from a range of sources. You can search contacts from a range of sources through Microsoft Teams and call them with the click-to-dial function – while still using the Smart Business Connect Hosted features. Calls are controlled remotely via Microsoft Teams. All calls to the public telephone network are made through Smart Business Connect. All your business communication uses a single application, allowing you to provide an even more efficient service to your customers.

The benefits of Go Integrator Cara

- **Presence synchronised with Microsoft Teams:** Synchronisation of call status between Smart Business Connect and Microsoft Teams. *Important: Please note that the synchronization of the telephony presence works via an interface from Microsoft. Microsoft does not guarantee an immediate synchronization of the telephony presence, i.e. delays may occur under certain circumstances*
- **Contact integration:** Call signalling with preview window for efficient management of incoming and outgoing calls. Supports a range of contact sources, such as Outlook, Google and the Swisscom company directory.
- **Call settings:** Call settings for Smart Business Connect services (e.g., Call forwarding or Do not disturb) can be configured in the Go Integrator Cara desktop client.
- **Integrator app in Microsoft Teams:** Contacts from the company directory can be searched in Microsoft Teams using the Integrator app and called using the click-to-dial function.
- **Powerful CTI functionality:** Go Integrator Cara lets you control calls from the desktop using search functions, shortcuts or click-to-dial links (e.g., Accept, Make or Forward calls).



Login & initial steps

Umgebung auswählen

Umgebung:

- Smart Business Connect EAPP
- Smart Business Connect
- Managed Business Communication

1. Select service.
2. Enter user name and password.
3. Enable auto-login.
4. Select devices for remote CTI control. Select Microsoft Teams for presence synchronisation with Swisscom's Smart Business Connect or managed Business Connect.
5. Define preferred device for click to dial. Desk phone or softphone.
6. Finish device configuration.

GO INTEGRATOR CARA

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

User: 702860-313-xnwj@711155.join.swisscom.ch

Password: *****

Auto login

Log in Cancel Advanced

4.3.2.6391

Welcome

Welcome to Go Integrator Cara.

Your account has been configured with the following devices. Please enable the ones that you would like to use.

- Yealink-T46S-axs
- Alianza-Bria-Enterprise-axs
- Alianza-Bria-Enterprise-axs
- Teams

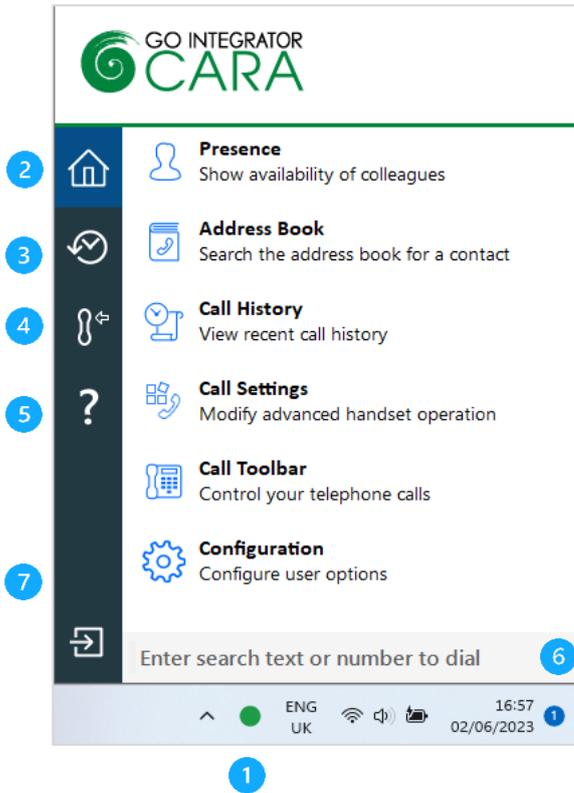
Preferred device:

Yealink-T46S-axs

Back Finish



Go Integrator Cara start menu & call settings



- 1) **Launch:** The Go Integrator Cara menu is launched via the System Tray icon. 
- 2) **Home:** Navigation within Go Integrator Cara functions
- 3) **Recent calls**
- 4) **Primary device**
- 5) **Help**
- 6) **Search contacts and dial telephone number**
- 7) **Exit Go Integrator Cara**

Presence management: Presence overview of all internal Smart Business Connect contacts.

Address book: Search all available or configured address books: Outlook, Google, internal and external company directory and Swisscom Address book.

Call list: Display Smart Business Connect call list. The name displayed for calls made and missed calls is the existing contact information.

Call settings: Display and edit Smart Business Connect call settings and services, such as Do not disturb, Call forwarding, Remote Office, etc.

Toolbar: The Go Integrator Cara start menu can be docked to the right-hand side of your monitor as an AppBar.

Call Settings	
Incoming calls	
Do not disturb	Off
Simultaneous ring	Off
Calling line	
Withhold number	Off
Call forwarding	
Forwarding always	Off
Forwarding busy	Off
Forwarding no answer	Off
Forwarding not reachable	Off
Broadworks	
Anywhere	
Remote Office	Off

Call settings

Smart Business Connect services can be customised with Go Integrator Cara in the same way as the customer portal.

Note. Call settings are not available with Mac client.



Presence and call status

The presence window displays colleagues' current Smart Business Connect call status combined with the Microsoft Teams presence information.



Available: Team member is available on Microsoft Teams and Smart Business Connect

In a meeting: Team member is not available on Microsoft Teams or Smart Business Connect.

Ringling: The Smart Business Connect device is set to Ringling status.



Presenting: Team member is presenting in Microsoft Teams and cannot be contacted by phone

Away: Team member is marked as Away in Microsoft Teams (yellow symbol); they can be contacted on Smart Business Connect device.

Offline: Team member is offline with Microsoft Teams; Smart Business Connect device is contactable (green symbol).

Search & Call app in Microsoft Teams

With the Integrator app (Search & Call) in Microsoft Teams, users can search contacts from the Smart Business Connect company directory or external contact sources, such as Outlook or Google Contact, and call them from the Smart Business Connect device using the click-to-dial function.

