

## Data Sheet

# All-in-one Communications

Phone, Meeting, Messaging



## Get started with GoTo Connect.

The all-in-one phone, meeting and messaging software built for small and mid-sized businesses. Boasting an enterprise-grade phone system with 100+ features, GoTo Connect brings communications together with the best admin tools on the market and #1 customer-rated support.

Need more ways to engage with your customers, beyond voice and video? We've got you covered! Get in touch to find out how you can boost customer engagement and sales by adding our Customer Engagement and Contact Center solutions to your plan.

## Compare GoTo Connect plans

PBX Features	Basic	Standard
	Feature-limited business phone system with messaging and basic video conferencing	Robust, reliable and secure phone system with fully-featured voice, video and messaging
Call Queues	1	Unlimited
Visual Dial Plan Editor	1 Dial Plan	Unlimited
Multi-Site Compatible	Single Site	Unlimited
Auto Attendants	1	Unlimited
Extensions	Unlimited	Unlimited
Ring Groups	1	Unlimited
24/7 Customer Support	Self-Service Only	✓
Integrations	Outlook and Google Workspace	Popular and Vertical-Specific Integrations
Integration Licences Included	None	None
Freephone #	Add-On	Add-On

PBX Features	Basic	Standard
Standard DID	1 Included, Extra Add-On	1 Included, Extra Add-On
International DID	Add-On	Add-On
International Calling*	Per Minute	50+ Countries Included (other countries per minute)
Toll-Free Minutes	£0.03/minute	1000 Included per Account (£0.03/minute thereafter)
Call Routing Optimiser & Analytics		✓
Hot Desking		✓
Shared Line Appearance		✓
Virtual Fax		✓
Intercom		✓
Call Recording		✓
Softphone Capability <b>NEW</b>	✓	✓
e911 Capability <b>NEW</b>	✓	✓
Paging		✓
Dynamic Contact Matching <b>NEW</b>	✓	✓
Report Caller Hold Time		✓
Real-Time Analytics		✓
Unlimited Local & Long Distance Calling*	✓	✓
Number Porting	✓	✓
Cloud PBX	✓	✓
Corporate/Local Directory on Phone	✓	✓
Custom Hold Music	✓	✓
Custom Messages & Greetings	✓	✓
Dial by Extension	✓	✓
Dial by Name Directory	✓	✓
Directory Assistance (USA and Canada)	✓	✓
Voicemail	✓	✓
Voicemail to Text (English only)	✓	✓
Visual Voicemail	✓	✓
Call Forwarding	✓	✓
Call On Hold	✓	✓
Call Park/Pick-Up	✓	✓

\*Subject to fair use

PBX Features	Basic	Standard
Call/Extension Transfers	✓	✓
Call Waiting	✓	✓
Dynamic Caller ID	✓	✓
Find Me/Follow Me	✓	✓
Call Screening/Blocking/Filters	✓	✓
Caller ID Swap <b>NEW</b>	✓	✓
Unlimited Call Routing	✓	✓
Local or Geographic Phone Numbers	✓	✓
Message Waiting Indicator	✓	✓
Speed Dial	✓	✓
Unlimited Team Messaging	✓	✓
Emergency Calling	✓	✓
Simultaneous Ring	✓	✓
Do Not Disturb	✓	✓
Presence Monitoring	✓	✓
Missed Call Indicator	✓	✓
Multiple Calls per Line	✓	✓
Last Number Redial	✓	✓
Busy Lamp Field	✓	✓
Call Continuity	✓	✓
Line Failover	✓	✓
Network Failover	✓	✓
Network Probe Alerts <b>NEW</b>	✓	✓
Call Flip	✓	✓
Desktop Application	✓	✓
iOS & Android Mobile App	✓	✓
Unified User Interface	✓	✓
Single Sign-On Support	✓	✓
Zero Touch Desk Phone Provisioning	✓	✓
Call Analytics	✓	✓
Call Logs	✓	✓
Call History	✓	✓
Security and Compliance Certifications	✓	✓

<b>PBX Features</b>	<b>Basic</b>	<b>Standard</b>
Hardware Purchase Options (contact sales)	✓	✓
Hardware Rental Options (contact sales)		✓
Extension Summary Reports	✓	✓
Work From Anywhere Compatible	✓	✓
End-to-End Encryption <span style="background-color: yellow;">NEW</span>	✓	✓
<b>Meeting Features</b>	<b>Basic</b>	<b>Standard</b>
Meeting Duration	Unlimited	Unlimited
HD Video Conferencing Participants	150	250
Miro Integration		✓
Smart Notes		✓
Cloud Meeting Recording		✓
Meeting Transcriptions		✓
International Dial-In		✓
Call Me		✓
50 Simultaneous Webcams	✓	✓
InRoom Link (H.323.SIP)		✓
Webinar Add-On		✓
Share Screen on iPhone/iPad	✓	✓
Designate Meeting Co-Organisers	✓	✓
1 year Storage (recordings and transcriptions)		✓
One-Time/Recurring Meetings	✓	✓
Audio Conferencing	✓	✓
Personal Meeting Room	✓	✓
Screen Sharing	✓	✓
Meeting Lock	✓	✓
Password Protection	✓	✓
Google and Microsoft Calendar Integration	✓	✓
Mobile Join	✓	✓
Mute/Excuse Attendees	✓	✓
Meeting Diagnostic Reports	✓	✓
In-Session Chat	✓	✓