

## Data Sheet

# GoTo Connect Customer Engagement

Grow your business with easier customer communications.



For businesses who want to connect with customers in more channels, GoTo Connect Customer Engagement is the award winning cloud phone system plus customer engagement tools that centralizes your conversations in one place, making it easier to shine every time.



### Never miss a message with one multichannel inbox

GoTo Connect Customer Engagement enables you to bring a 360-view of all your customer interactions from channels like web chat, SMS and more into a single, easy-to-use centralized inbox. Creating seamless communication and collaboration.



### Make conversations quick and easy with webchat

GoTo Connect Customer Engagement offers immediate, engaging, and personalized responses for a better user experience with webchat. Respond promptly to customer queries, feedback, or complaints in real time.



### Create engaging AI-powered SMS campaigns

Get it done more effectively with GoTo Customer Engagement AI-powered tools. Easily personalize every SMS with our AI-powered messaging assistant, send reminders, and even schedule campaigns in advance.



### Super-simple set up, remarkably easy to manage

Whether you have an IT team or are doing it yourself, GoTo Connect Customer Engagement is easy to deploy, manage and scale. Set up in as little as one day and manage settings seamlessly in one unified admin portal.

## GoTo Works for You



### Award-winning phone system

100+ enterprise-grade features 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.

Since implementing GoTo Connect Customer Engagement, Pure Skin Care has expanded its customer reach, enabled staff to prioritize client experience and streamlined overall business operations.

*“With GoTo Customer Engagement, creating and sending SMS campaigns is now so simple and easy! Customer engagement has changed the way we reach our customers.”*

**Erin Brinton** Owner Pure Skin Care

**GoTo Connect Customer Engagement streamlines communication, drives growth, and makes conversations easy.**

Packaging	Starter	Team	Scale
SMS Capability	✓	✓	✓
Users	Up to 2	Up to 5	Up to 10
Additional Users	N/A	N/A	Add-On
SMS Credits	2,000	5,000	10,000
Team Inbox	1	1	1
Webchat Channel	Add-On	Add-On	Add-On
Facebook & Instagram Messenger Channel	Add-On	Add-On	Add-On
Mobile Team Inbox <b>NEW</b>	✓	✓	✓
Engagements			
Campaign Opt-Out Message	✓	✓	✓
Campaign Scheduling	✓	✓	✓
Automated Messages <b>NEW</b>	✓	✓	✓
Real-Time SMS Campaign Dashboard	✓	✓	✓
Save SMS Templates	✓	✓	✓
MMS Campaigns <b>NEW</b>	✓	✓	✓
Custom Surveys	✓	✓	✓
Outbound SMS to Email <b>NEW</b>	✓	✓	✓

Inbox	Starter	Team	Scale
Conversation Tagging	✓	✓	✓
Opt-Out within Inbox	✓	✓	✓
Campaign Labeling	✓	✓	✓
After-Hour Message	✓	✓	✓
Typing & Read Status Indicator	✓	✓	✓
Centralized Multi-Channel Inbox	✓	✓	✓
Shared Inbox Assignment Visibility <b>NEW</b>	✓	✓	✓
Customer Interaction History	✓	✓	✓
AI Powered Messaging Assistant <b>NEW</b>	✓	✓	✓
Contacts			
Shared Contacts	✓	✓	✓
Import Contact Ability	✓	✓	✓
Customer Information	✓	✓	✓
Conversation Notes	✓	✓	✓
Contact Segmentation <b>NEW</b>	✓	✓	✓