



```

observe(window, "load", function(e) {
s.p
s.channel="my_uploads?page=1&order=CreationDate";
s.prop1="my_uploads?page=1&order=CreationDate";
s.prop2="my_uploads?page=1&order=CreationDate";
s.eVar1="my_uploads?page=1&order=CreationDate";
s.eVar2="my_uploads?page=1&order=CreationDate";
s.hier1="my_uploads?page=1&order=CreationDate";
s.prop3="en_US";
s.eVar3="en_US";
s.prop4="registered";
s.eVar4="registered";
s.prop4="915510";
s.eVar4="915510";
s.prop41="Contributor";

```

```

</script><script>WriteAdSpan(ad_word_13',14)</script></li>
</script><script>WriteAdSpan(ad_word_14',14)</script></li>
<li class="mr0"><script>WriteAdSpan(ad_word_15',14)</script></li>
</script><script>WriteAdSpan(ad_button_1')</script></li>
</script><script>WriteAdSpan(ad_button_2')</script></li>
<li class="mr0"><script>WriteAdSpan(ad_button_3')</script></li>
s.pageName="my_uploads?page=1&order=CreationDate";
s.pageURL="my_uploads?page=1&order=CreationDate";
s.channel="my_uploads?page=1&order=CreationDate";
s.eVar1="my_uploads?page=1&order=CreationDate";
s.eVar2="my_uploads?page=1&order=CreationDate";
s.hier1="my_uploads?page=1&order=CreationDate";
<li class="ghc_content_r_box_vd2_1">
<p class="ghc_content_r_box_vd2_1_p"><a href="/ghu/Z1q1z111y.html" target="_blank" title=""></a></p>
<a href="/ghu/Z1q1z111y.html" class="s" target="_blank" title=""></a></p>
<a href="/ghu/Z1q1z111y.html" class="s" target="_blank" title=""></a></p>
</li class="ghc_content_r_box_vd2_1">
<p class="ghc_content_r_box_vd2_1_p"><a href="/ghu/Z1q1z111y.html" target="_blank" title=""></a></p>
<a href="/ghu/Z1q1z111y.html" class="s" target="_blank" title=""></a></p>
</li>

```

```

var ga = document.createElement('script'); ga.type = 'text/javascript';
ga.src = ('https:' == document.location.protocol ? 'https://www.google-analytics.com/analytics.js' : 'https://www.google-analytics.com/analytics.js');
var g = document.getElementsByTagName('script')[0];
g.parentNode.insertBefore(ga, g);

```

DATASHEET

CRM

CRM



The GoContact CRM ensures an Omnichannel view of the interactions received and held with customers.

It allows a 360° view of the interactions held with customers and carried out by the different channels (voice, tickets, emails, WebChat).

Consultation of the customer history is available with a simple “click”.

Ensure a proper customer management with the GoContact Platform.

The screenshot displays the 'Lead Management' interface. On the left, a table lists leads with columns for ID, Contact, and Call Date. A modal window is open over the lead with ID 1377461, showing a 'Filter' panel with options for Channel (Outbound/Inbound), Campaigns, Databases, Search type (Lead/Calls), Agents, Outcomes, and Contact Name. The main table shows the following data:

ID	Contact	Call Date
1424575	RUTE SOFIA SILVA CORREIA	2016-08-25 22:00:10
1429356	Andre Batoca	2016-08-25 21:59:23
3235		2016-08-25 21:53:09
1335445		2016-08-25 21:52:28
1377461	Luis Fernando Caldeira	2016-08-25 21:52:04
1428907	Maria Ramalho	2016-08-25 21:52:02
1377461	Luis Fernando Caldeira	2016-08-25 21:50:58
680743	Manuel Sousa	2016-08-25 21:50:46
1377461	Luis Fernando Caldeira	2016-08-25 21:50:33
1289049		2016-08-25 21:46:48
1424905	MANUEL JESUS LOUREIRO SOUSA	2016-08-25 21:45:46
1428654	Maria da Piedade	2016-08-25 21:44:37
1424939	TELMO CASTRO	2016-08-25 21:42:00
42608	mário mestre	2016-08-25 21:41:57
580110	Cláudia Marques	2016-08-25 21:41:39
559592	José Pinto	2016-08-25 21:41:38
1059895	David Assunção	2016-08-25 21:38:26

Functionalities

- The GoContact platform provides a “contact sheet” logic, which is always available, ensuring identification of the customer while in contact.
- The contact sheets (multiple configurable fields that are part of the customer description) can be created at the moment of contact, loaded by uploading a database or fed by an external tool by means of integration.
- They can be changed whenever necessary, ensuring the recording of the respective changes.
- If the agent receives a contact which is identified by a contact sheet and wants to change it for another, or even create a new contact sheet record, the agent will be able to carry out such task in a quick and intuitive manner.
- Interactions are associated with their contact sheets, whether being inbound or outbound voice interactions, or those from tickets, emails, etc., allowing to track all information generated through our platform.
- With its CRM concept, the platform ensures in the same operation the correct and efficient management of the inbound and outbound associated actions, ensuring an effective customer management.
- You have here all information you need! If you want to start looking for the calls now, just choose the start and end date, some filters, and you're on the right path!
- Integration with the SugarCRM.

The screenshot shows a detailed view of a contact sheet in the GoContact CRM. The interface includes a 'Contact Overview' section with the following information:

- Contact ID: 1377461
- Agent: MGS245148239
- Loading Date: 15/08/2016 12:55:07 (há 10 dias)
- Campaign: WPT PT SC OUTBOUND ENTREGAS
- Total Calls: 101
- Last Call Date: 25/08/2016 21:52:04 (há 13 minutos)
- Database: New Leads Inbound 6
- Outcome: Não Atendeu



contact

a broadvoice Company

www.gocontact.com