

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.



Award-winning phone system

100+ enterprise-grade features plus an AI-powered customer communication solution.



Essential multichannel communication

Provide the best experience across voice, webchat, SMS, social and video, all unified through one solution.

The screenshot displays the GoTo Connect interface. On the left, a 'Shared' sidebar shows conversation counts for 'Assigned to me' (11), 'Unassigned' (4), and 'Resolved' (4). The main area shows a 'Resolved' list with messages from Kieeva Guevara, Johnie Hubert, Benedita Floyd, and Elle Louise. A 'Write your message' template is visible, with a green callout box highlighting a message: 'Hi Michael, it's time to get ready for your appointment today. Reply YES to confirm or call to reschedule. You can also reply here with any questions.' On the right, a detailed chat window for Kieeva Guevara shows a conversation about a damaged item, with a photo of a cardboard box. Below the chat, a feedback form asks for a rating (Great/Bad) and a likelihood to recommend, with a numeric keypad showing '7' selected. A 'Send feedback' button is at the bottom.



AI-Assisted personalized interactions

Get it done more effectively, with AI. Proactively reach out to customers with AI-assisted personalized outbound campaigns.



360-degree customer visibility

Access customer data with a unified database and complete contact history, enabling smooth handovers for seamless collaboration.



Super-simple set up, remarkably easy to manage

Easy to deploy, manage, use and scale with 1 day set up and simple management within our unified admin portal.

Great for business who are looking for an easy way to communicate with customers and grow their business through providing exceptional customer experiences.

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 NEW	✓	✓	✓
Engagements			
Campaign Opt-Out Message	✓	✓	✓
Campaign Scheduling	✓	✓	✓
Automated Messages NEW	✓	✓	✓
Real-Time SMS Campaign Dashboard	✓	✓	✓
Save SMS Templates	✓	✓	✓
MMS Campaigns NEW	✓	✓	✓
Custom Surveys	✓	✓	✓
Outbound SMS to Email NEW	✓	✓	✓

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 NEW	✓	✓	✓
Customer Interaction History	✓	✓	✓
AI Powered Messaging Assistant NEW	✓	✓	✓
Contacts			
Shared Contacts	✓	✓	✓
Import Contact Ability	✓	✓	✓
Customer Information	✓	✓	✓
Conversation Notes	✓	✓	✓
Contact Segmentation NEW	✓	✓	✓

Contact us today!

Contact your account representative, visit GoTo.com or call us at 866-890-5574.

[Learn more](#)