GoTo Connect

GoTo Connect Customer Engagement

Grow your business with easier customer communications.

For businesses who want to connect with customers on more channels, GoTo Connect Customer Engagement is the award-winning cloud phone system plus customer engagement tool 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 WhatsApp, SMS, webchat, and social media into one, 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 Connect 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 setup, 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.
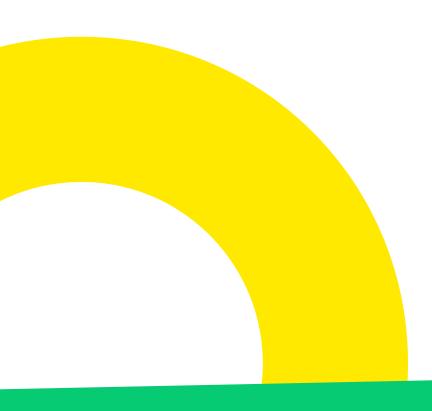
"With GoTo Customer Engagement, creating and sending SMS campaigns is now so simple and easy! Customer engagement has changed the way we reach our customers."

Erin Brinton Owner, Pure Skin Care

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

Packaging	CE Standard	CE Pro
SMS Credits	100 per user	1000 per user
SMS Overage	$0.0055 per credit	$0.0055 per credit
Shared Inbox Features		
Multi-Number Support NEW	✓	✓
Mobile App Access	✓	✓
SMS Dial Plan Node Messages NEW	✓	✓
Case Management	✓	✓
Conversation Assignment		✓
Follow up Surveys		✓
After-Hours Automatic Messages		✓
Pre-Written Messages		✓
Multiple Inbox Support		✓
Campaign Features		
SMS Campaigns	✓	✓
MMS Campaigns	✓	✓
Number of Campaigns	Unlimited	Unlimited
Contacts Limit Per Campaign	2,000	20,000
Campaigns AI Assist	✓	✓
Campaign Opt-Out	✓	✓
Surveys and Reviews	✓	✓
Campaign Scheduling		✓

Contacts Features	CE Standard	CE Pro
Shared Contacts	✓	✓ (Integrations Bundle Available)
Number of Shared Contacts	100,000	250,000
CSV Import Limit	2,000	20,000
Shared Contacts Lists	✓	✓
Shared Contacts Dynamic Segments	✓	✓
Communication Channels and Automation Features		
Web Chat, Facebook and Instagram	✓	✓
Chat Bot Assistant		✓
WhatsApp Shared Inbox NEW		✓
Resolved Conversation Reporting		✓
Appointment Reminders		✓
Advanced Automations		✓