

GoTo Connect for Retail

All-in-One Platform to stay connected, boost productivity and delight customers.



GoTo Connect keeps your retail teams and customers connected, whether on the sales floor, in the back office, or across multiple store locations. Combining an award winning phone system, video and communication tools powered by AI into one secure platform. GoTo Connect is reliable, flexible, and easy to use, helping your retail business run smoothly, deliver great customer service and stand out from the competition.

Powering Connection and Customer Experience in Retail



Manage all your customer conversations across WhatsApp, social, SMS, and webchat in one easy-to-use shared inbox the whole team can access from any device or location.



Transform how your sales floor, back office, and warehouse teams work together with an All-in-one platform that scales easily, and grows with your business.



Integrate with top software partners like ServiceNow, Salesforce, Zendesk and more for smooth operations and greater customer service.



Provide your retail teams with AI powered assistance, web chat and other engagement tools to provide quicker and smarter customer experiences.

Seamless Integrations for Smarter Retail



GoTo Connect for Retail

Transform the way your retail business connects with customers using a scalable, all-in-one communication platform

One Team, One Inbox, Faster Customer Responses

Keep your team in sync with a shared inbox that captures all customer interactions from WhatsApp, social, SMS and webchat in one place. Giving your team everything they need to respond faster, deliver consistent service, and stay organized no matter who's handling the message.

Boost Loyalty with a Personal Touch

Make your customers feel valued with AI-powered tools. Use the AI messaging assistant to send personalized WhatsApp and SMS campaigns, and keep your customers on track with automated appointment reminders and callbacks to ensure they feel supported and never left waiting.

Keep All Your Locations Connected

Bring your stores, warehouses, and online teams together with an all-in-one easy to use communication tool. Stay connected using in-store phones, mobile devices or desktop. Share updates easily with calls, messages, or video to keep everyone informed and working together as one team.


Elevate the Customer Experience with AI Insights


Use AI to turn customer interactions into valuable insights. Transform raw call data into data-driven customer strategies with call transcriptions, summarization and intelligence tools. Ensuring every interaction drives customer satisfaction and retail growth.


Always on 24/7 support

Provide always-on professional support with web chat and 24/7 chat assistants. Ensuring your team can connect with customers in real-time and ensure every question gets answered.

Supporting Retail Teams Every Step of the Way

 **For Store Managers:** Store managers can easily communicate with teams across multiple locations using video, calls and instant messaging. Making it easy to check in, adjust schedules, and respond to escalations in real time.

 **For Staff:** Manage all customer inquiries across channels, including SMS, web chat, and WhatsApp, in one easy-to-use shared inbox accessible by the entire team. Resulting in faster resolutions and great customer service.

 **For Operations:** Easy to deploy, manage, and scale, enjoy AI-powered communications you can set up in a day and manage through one unified admin portal.

