Cool Feature #1

Bicom SYSTEMS
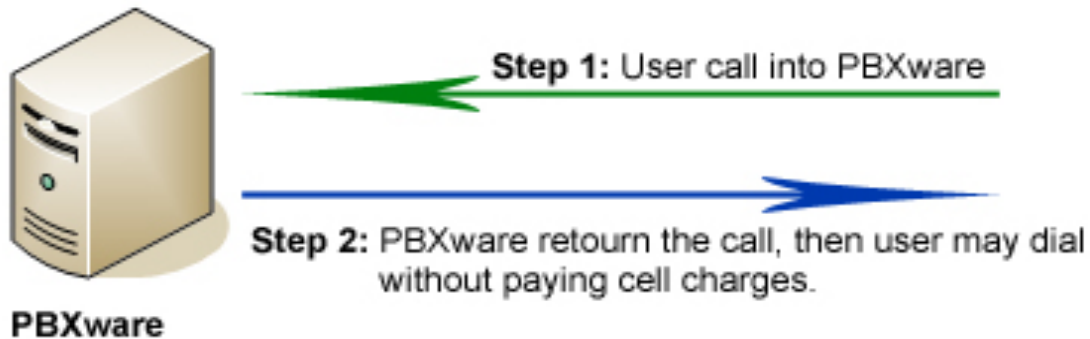
Instant Call Recording - Ready to Listen:

Difficult Customer Situation – need to record instantly. From your phone keypad you can start the recording on the spot. Find the recording easily in your Call Records.

Cool Feature #2

Bicom SYSTEMS

CLI Recognition & Callback:
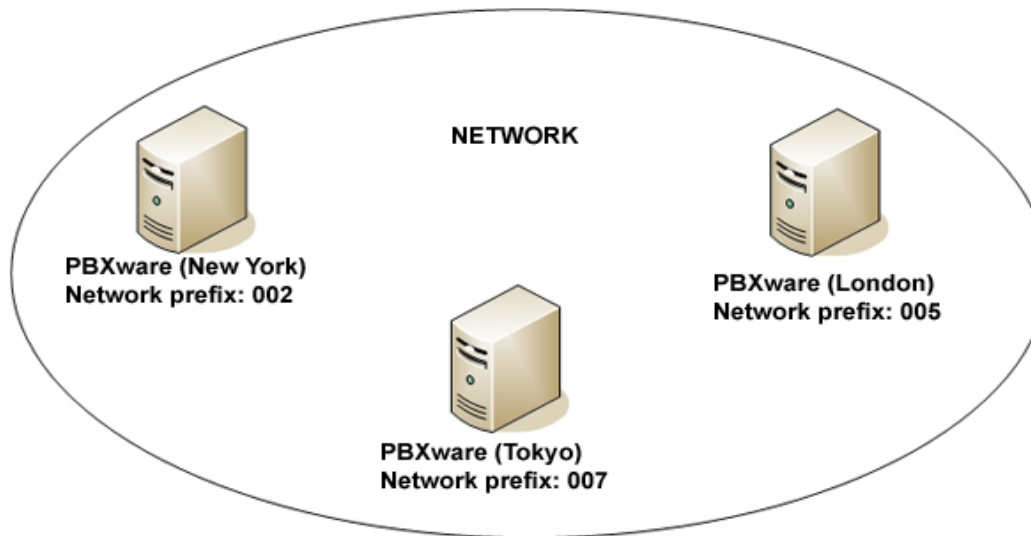
Out and about, want to dial overseas but not pay the cell phone charge. Dial into PBXware, hang up, be called right back, then dial out again.

Step 1: User call into PBXware

Step 2: PBXware retourn the call, then user may dial without paying cell charges.

PBXware

Cool Feature #3

Bicom SYSTEMS

Multi-Site Networking:

PBXware makes it easy to network many locations so that there is a uniform dial plan across the network.

Cool Feature #4

Bicom SYSTEMS

IVR Tree:

Organize simply very advanced combinations of IVR settings.

Cool Feature #5

Bicom SYSTEMS

**Exchange and
Outlook Integration:**

No need to waste time finding
and dialling numbers – just click
on your contact and PBXware
does the rest.

Cool Feature #6

Bicom SYSTEMS
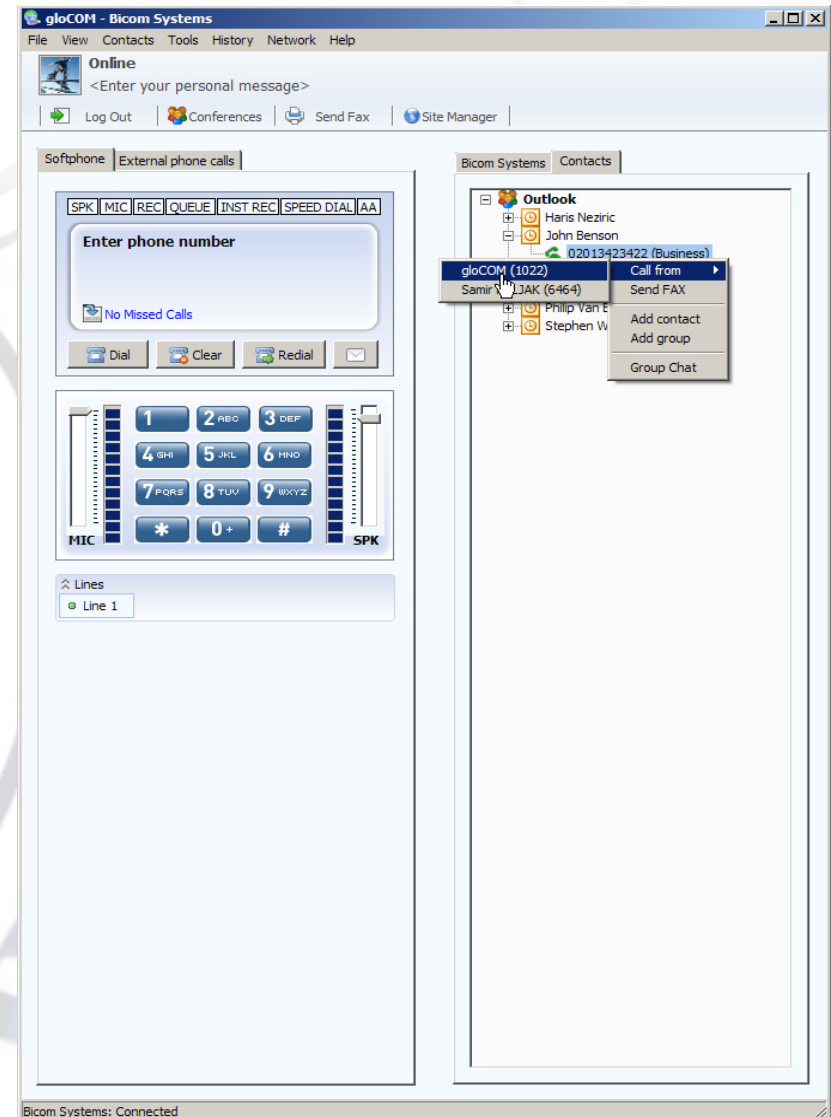
Monitor Live Channels

While monitoring live calls an administrator can easily listen into or interrupt the ongoing call.

Administrator

Listening ongoing call

Live Phone Conversation

Support Staff Member

Customer

Cool Feature #7

Bicom SYSTEMS

3rd Party Conference Drag:

Trying to make a decision quickly. Need to bring in one more party to get that answer you require. Just invite the party in from their landline or cell phone.
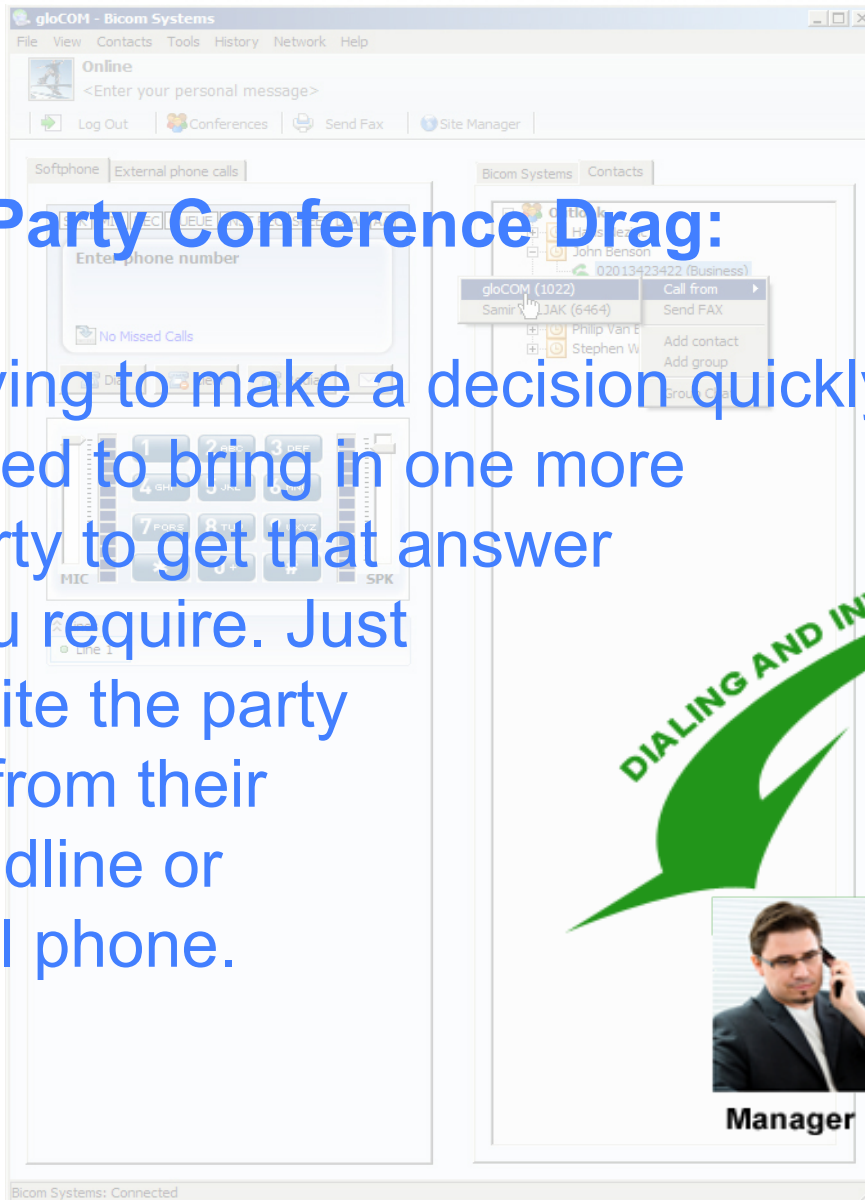
Cool Feature #8

CRM Integration:

There is CRM integration and CRM integration. gloCOM the Global Communicator can embed Third-Party CRMs into its interface. This enabels the agent with a single screen on the desktop rather than having to go back and forward between applications.

Cool Feature #9

Bicom
SYSTEMS
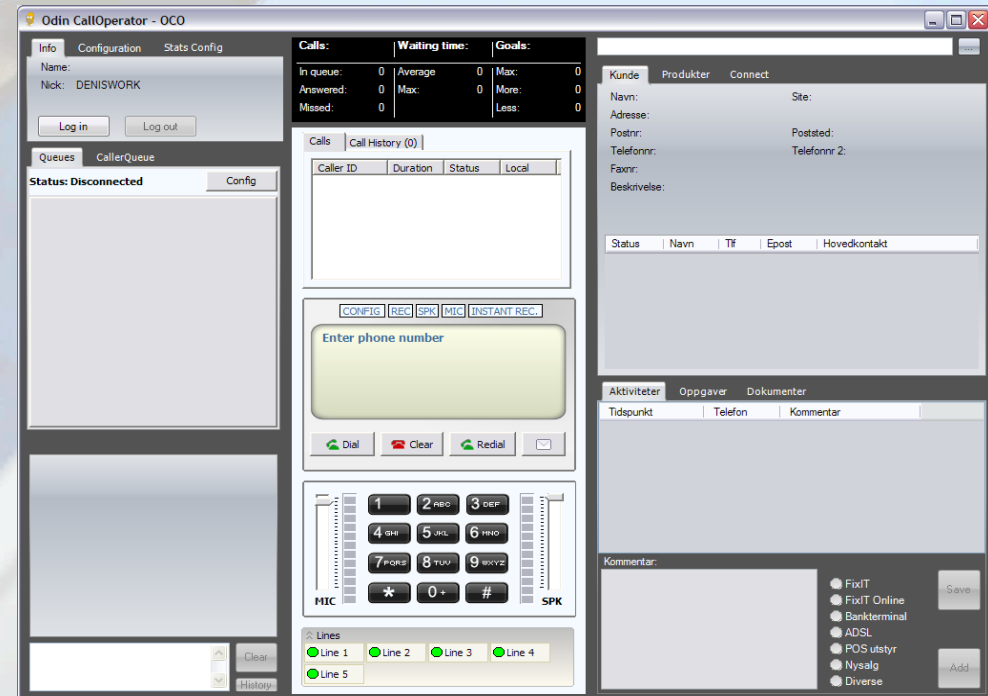
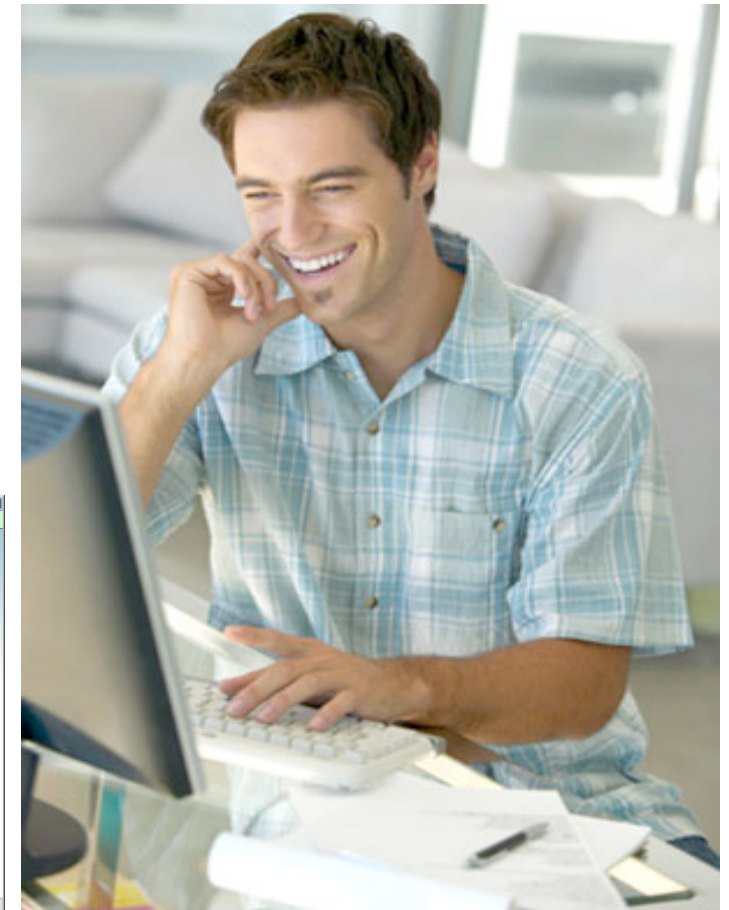## Auto Configuration:

No need to run around configuring handsets. Just sit back and PBXware will scan your network, take you through the set up wizard to configure all the extensions on your network.

Cool Feature #10

Bicom SYSTEMS
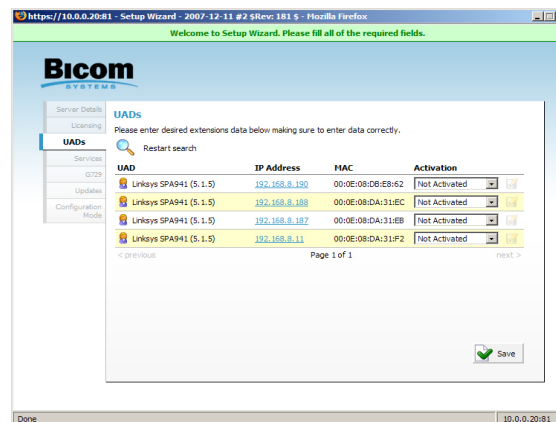
Queue Placement Holder & Call Center Call Back:

Ever grown tired of waiting in a queue? Do not make your customers
suffer the same.
Caller can choose to
be called back or if
they return to the
queue will be keep
their original position
in the queue.

Cool Feature #11

Bicom
SYSTEMS

Presence Panel

Monitoring Extensions

Extensions Status

Click To Call

Color Coded

👤	Ben Wheway	
👤	BorDali	6678
👤	Christina Fallah	1083
👤	Dalibor Bradvic	9088
👤	Davor Bacic	8876
👤	Denis Komadaric	8822
👤	Denis Komadaric Home	8855
👤	Dzenan Dugic	1048
👤	Eldar Avdic	8808
👤	Eldar Hasanbasic	8869
👤	EN-SW02	8844
👤	Europa	9057
👤	Europa Wireless	9022
		9028