



gloCOM 6.0 CHANGELOG

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New Features

- › Unified chat
- › New chat history search
- › Persistent groups with option to change names
- › Mute group options
- › Added option to “Close All Chats” in global Chat options menu
- › Added option “Close All Except This Conversation” in the options menu for a chat conversation
- › File sharing across devices
- › Unified presence
- › Meeting module with audio/video conferencing, instant messaging and screen sharing
- › New Design for Agent Edition
- › Outbound Call Center (Dialer)
- › Personal Callback
- › Integrated Web Browser for CRM Popup, Call Popup and Queue URL Popup
- › Project codes
- › Blended Call Center
- › Extended Supervisor edition with Agent edition features
- › Statistics for the entire call center
- › Change agent direction as a Supervisor
- › Improved Agent Statistics
- › Campaign statistics
- › Central Phone Book
- › Scaling managed by the operating system
- › Additional macros for Call Popup
- › Added warning indicator for Skype module if application was not found
- › Increased call limit to 10 in softphone mode

- › Improved department filtering in main window
- › Added notifications badge for Microsoft Windows
- › Added option to open chat from the call history list

Bug Fixes & Improvements

- › Fixed issue where agents could not be paused if there are no pause reasons defined on the server.
- › Fixed issue where Google email is changed in Preferences but old email's contacts are synced.
- › Fixed issue where switching app profile does not change user logged into OSC.
- › Fixed issue where currently running release is presented as an available update.
- › Fixed crash when trying to send fax from an extension marked as "Do not show in desktop/mobile app" on the server.
- › Improved error message in case your account has no Edition Permissions granted.
- › Improved Outlook contacts sync to include contacts from subfolders.
- › Improved dialog for submitting feedback from the application.
- › Improved application logo.
- › Improved emojis rendering.
- › Mask agent pin when logging in into Agent or Supervisor edition.
- › Improved dialling to preserve plus prefix in order to prevent local calls being mistaken for an international call and vice-versa.

CONTACT BICOM SYSTEMS TODAY

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Bicom Systems (USA)

2719 Hollywood Blvd
B-128
Hollywood, Florida
33020-4821
United States

Tel: +1 (954) 278 8470
Tel: +1 (619) 760 7777
Fax: +1 (954) 278 8471

Bicom Systems (CAN)

Hilyard Place
B-125
Saint John, New Brunswick
E2K 1J5
Canada

Tel: +1 (647) 313 1515
Tel: +1 (506) 635 1135

Bicom Systems (FRA)

188 Route de Blessy
St. Quentin
Aire-sur-la-Lys
62120
France

Tel: +33 (0) 3 60 85 08 56

Bicom Systems (UK)

Unit 5 Rockware BC
5 Rockware Avenue
Greenford
UB6 0AA
United Kingdom

Tel: +44 (0) 20 33 99 88 00
Fax: +44 (0) 20 33 99 88 01

email: sales@bicomsystems.com

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