RELEASE NOTES

gloCOM 7.1.0

bicom
SYSTEMS

Table of Contents

FEATURES

Ringing Status

This icon defines the Ringing status of the extensions. It will be displayed when the user is being called, except when the user is already on a call, in which case the status will be On Call.
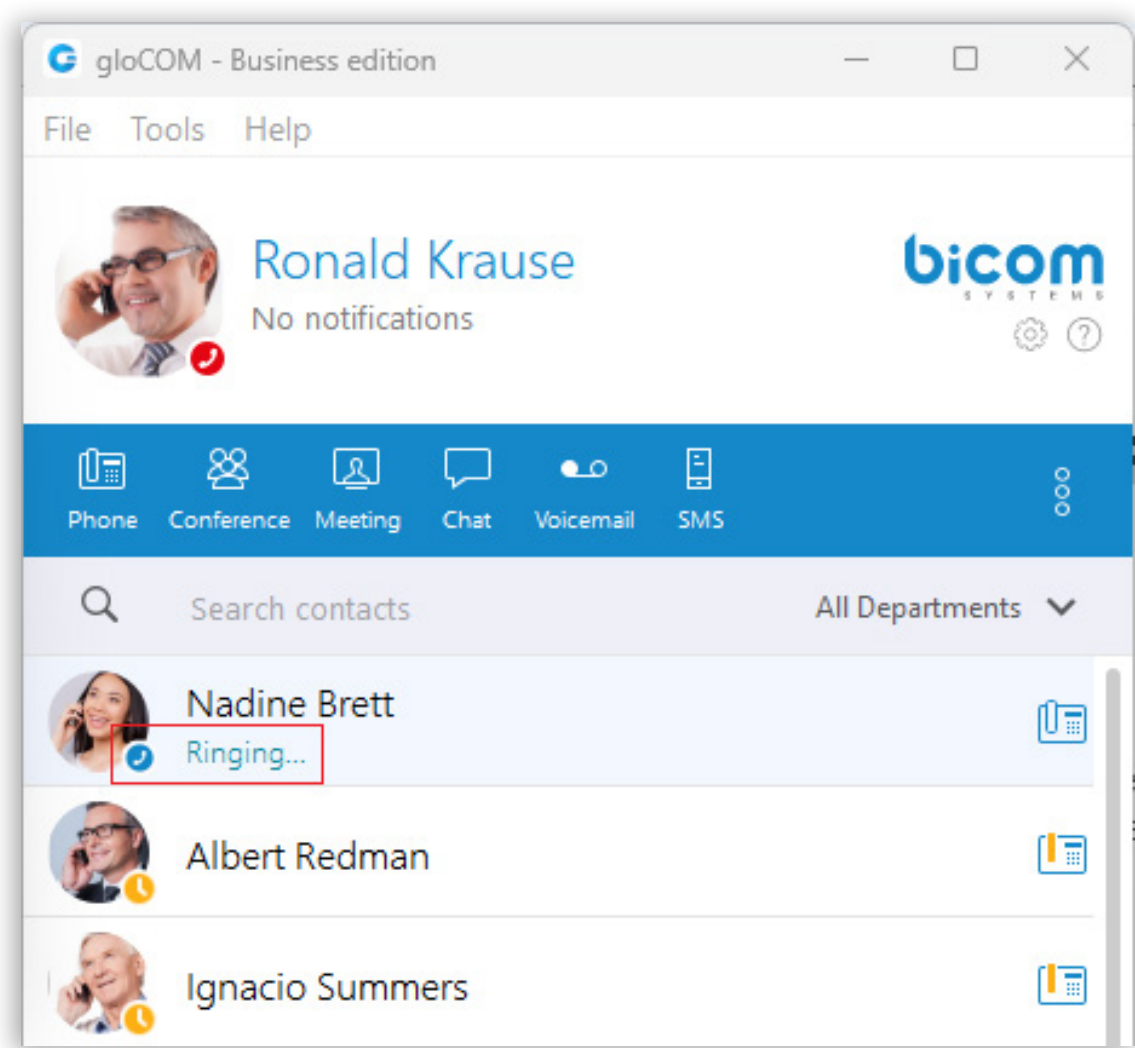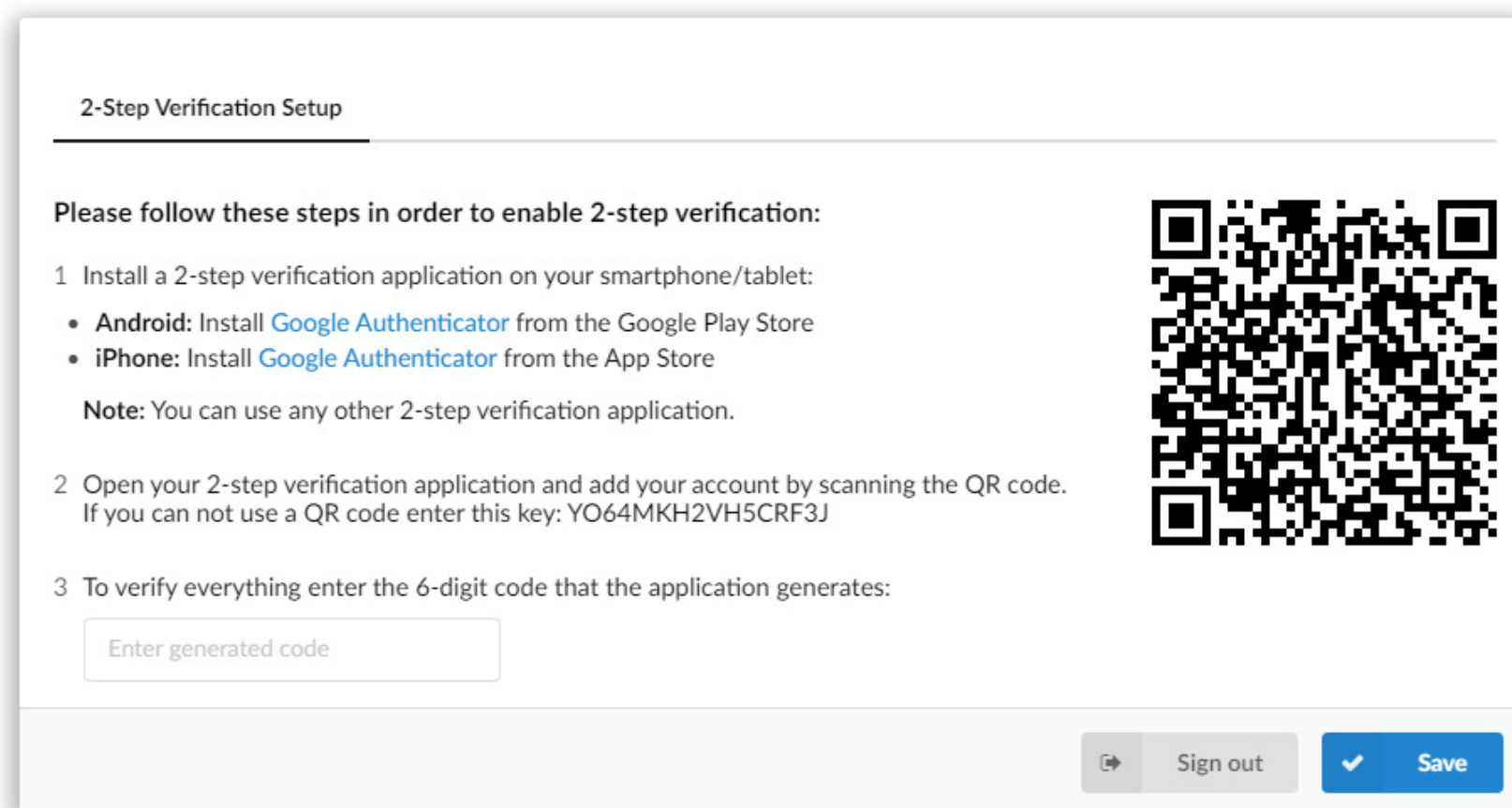

Open gloCOM Web from the gloCOM Desktop app

gloCOM users can now access the Web app through their Desktop by selecting the Open in gloCOM Web option from the drop-down menu.
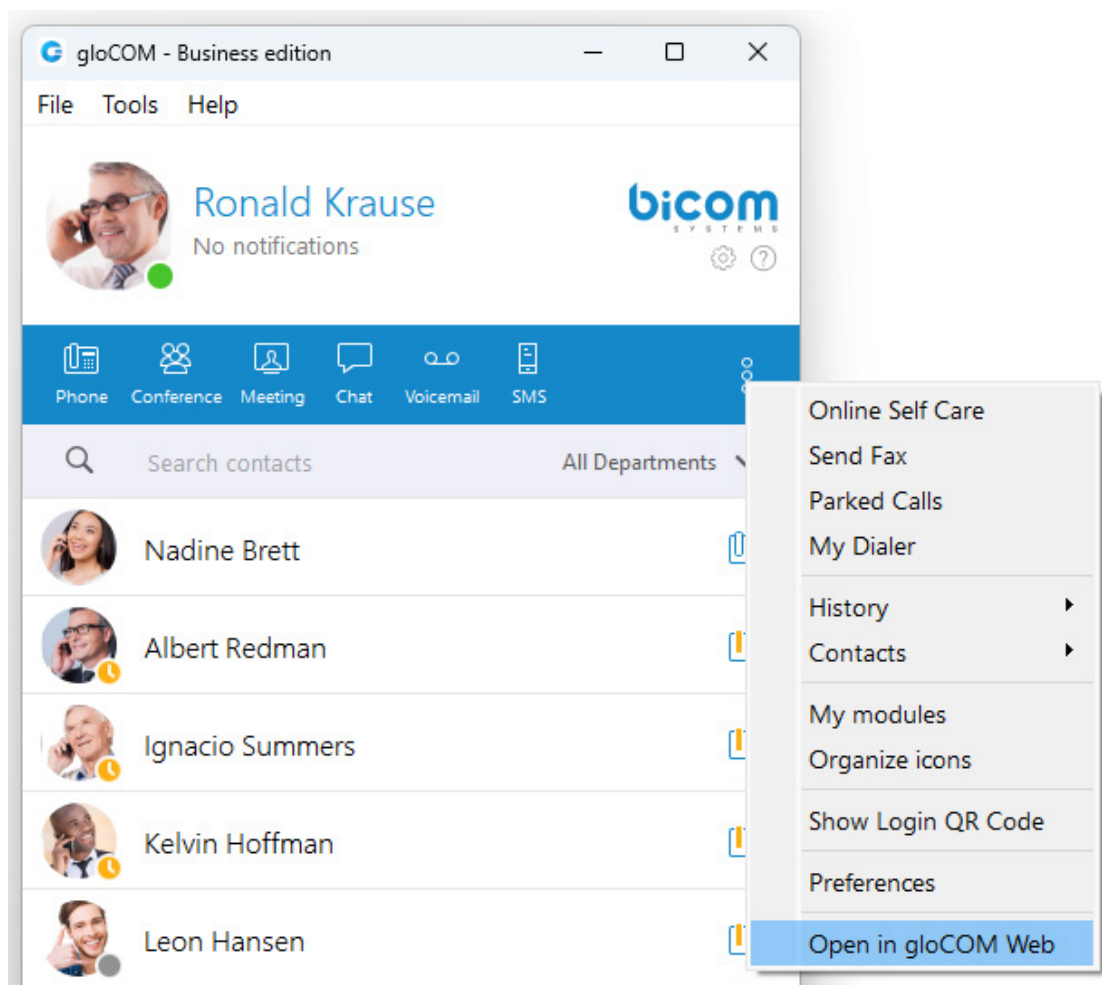
Two-Factor Authentication (2FA) on Login

2FA is an additional layer of security used to ensure that users trying to gain access to an online account are who they say they are. First, a user will enter their username and password. Then, instead of immediately gaining access, they will be asked to provide a code generated by the authenticator app to proceed with a login.

To set up the 2FA, log in to the app, navigate to the Online Self Care, click the 2-Step Verification button, and follow the instructions.

Note: In case the user has not set up 2FA and the 2FA has been enforced server side, the following message will be displayed after clicking the Login button: "2-Step Verification needs to be configured on the Online self care to proceed with login. Configure it now.". Otherwise, the user can access the app by entering their username and password.

After setting the 2FA up, on the next login, the user will be asked to provide the code generated by the authenticator app in order to proceed with a login. Also, users can check the "Remember me on this device" so they do not have to enter the 2FA code every time they try to log in.
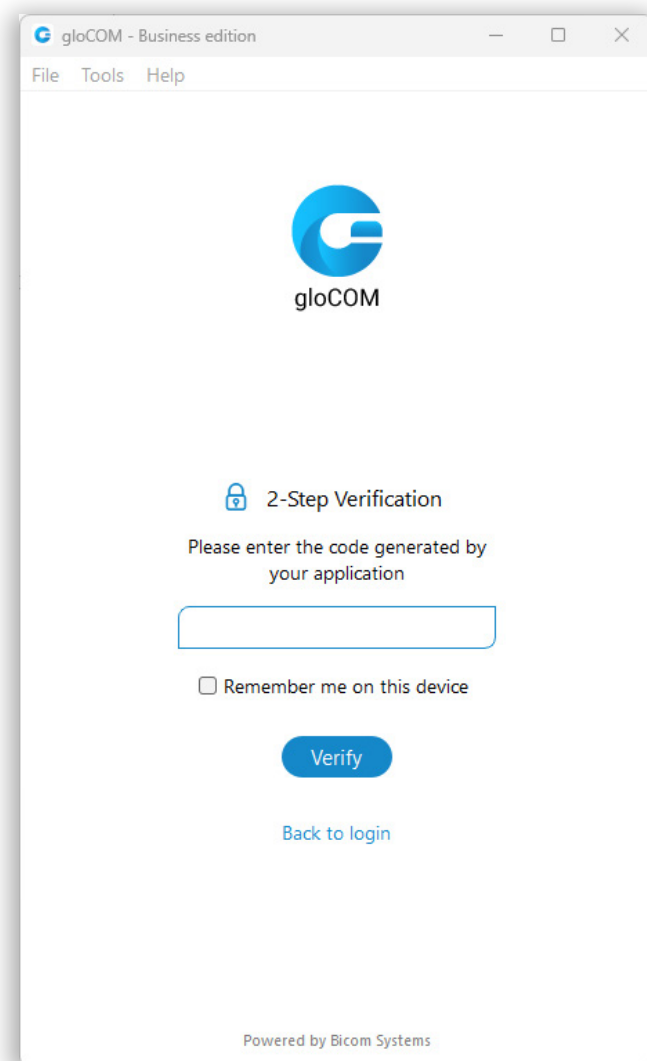
Clicking the Remembered devices button within Online Self Care displays a list of all of the user's currently logged devices. Clicking the Logout button will log the user out of the desired device.

Note: The older versions of the app do not support 2FA.

Note: 2FA verification can be reset through Online Self Care. Also, it can be reset by the server administrator.

Message Reactions

As the picture shows, every outgoing/incoming message has a reaction button on the left/ right side of the message that allows users to react to a message.

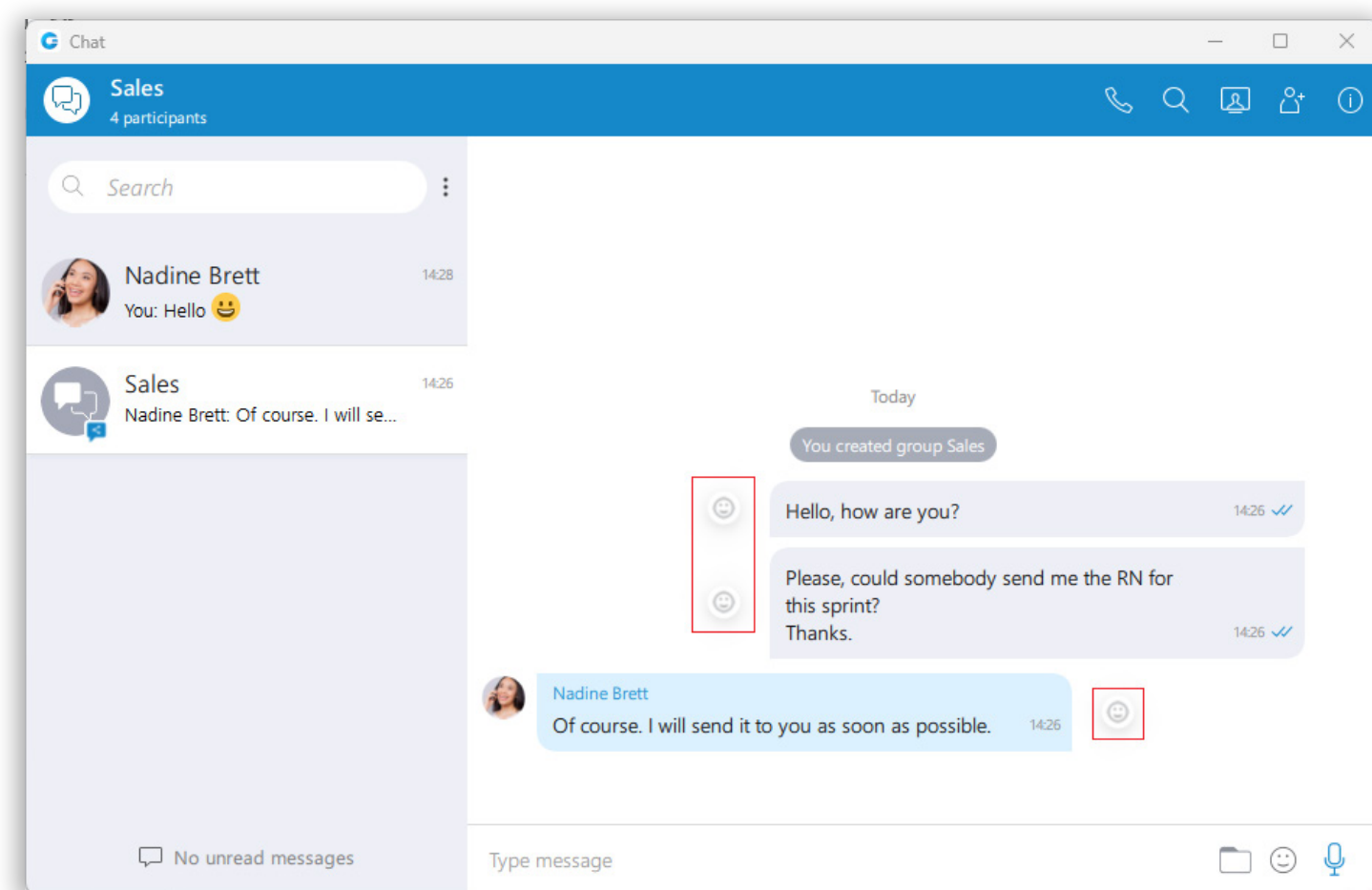Hovering over it brings up a pop-up window containing a list of reactions that can be used to react to a message. After selecting one of the reactions, the same will be displayed next to the message instead of the reaction button, along with the last reaction (if any) and the total reaction count.

Note: The selected reaction will be highlighted within the reactions pop-up.
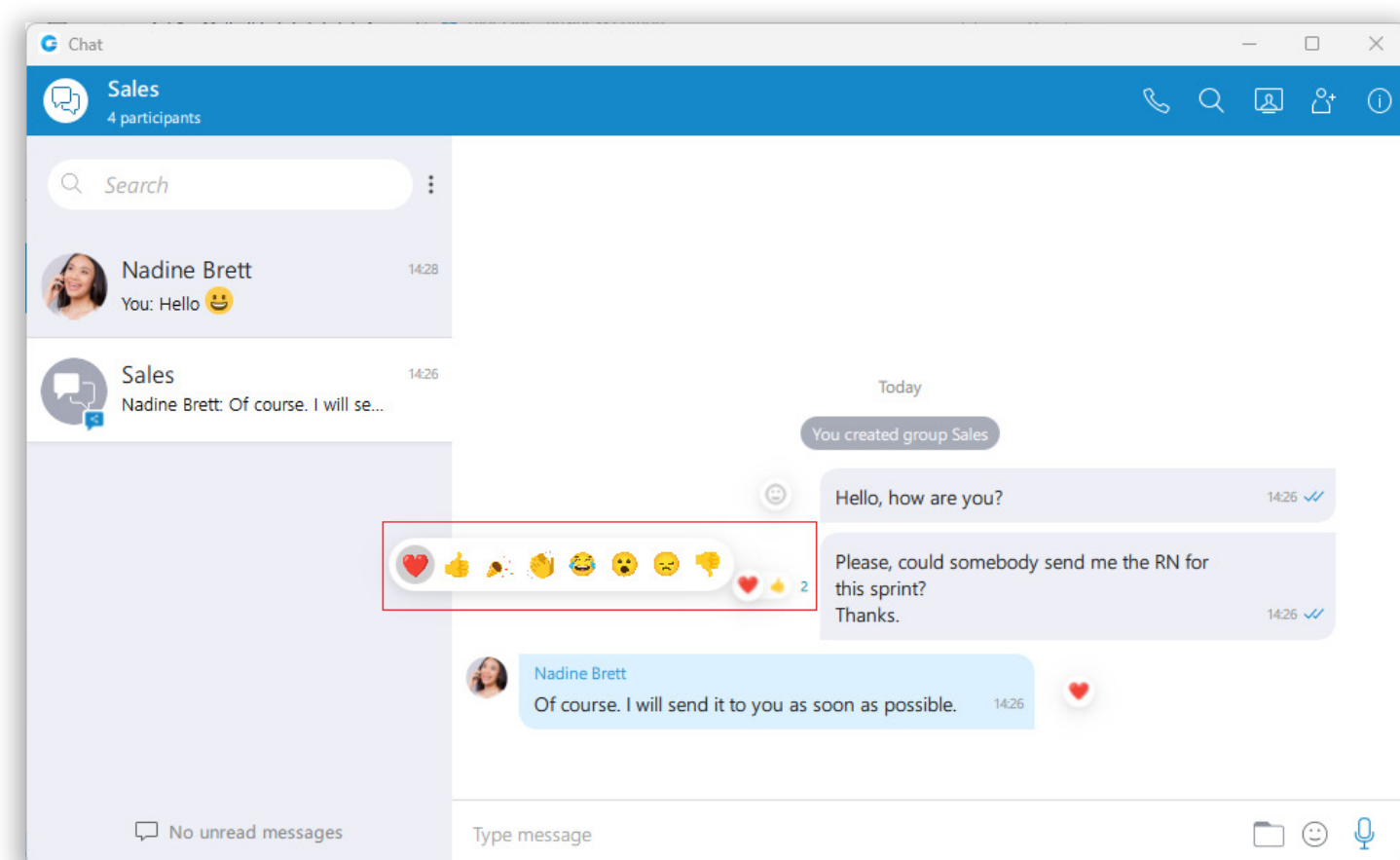
Note: The user will receive a notification for every outgoing message when somebody re- acts to it.
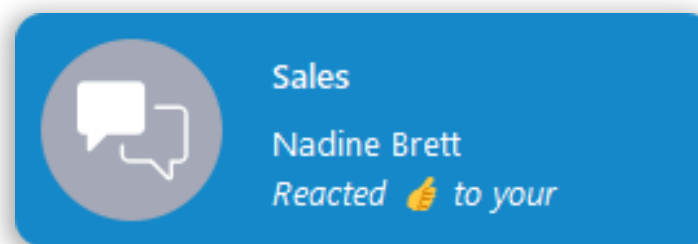
If a user has already reacted to a message, re-opening the reactions pop-up will present their reaction as selected. Clicking on the same reaction will remove it, and clicking on a different one will change it.

Note: Reactions are available only for group conversations.

Besides the information about the delivery and seen status, the message Info contains information about reactions (if any).
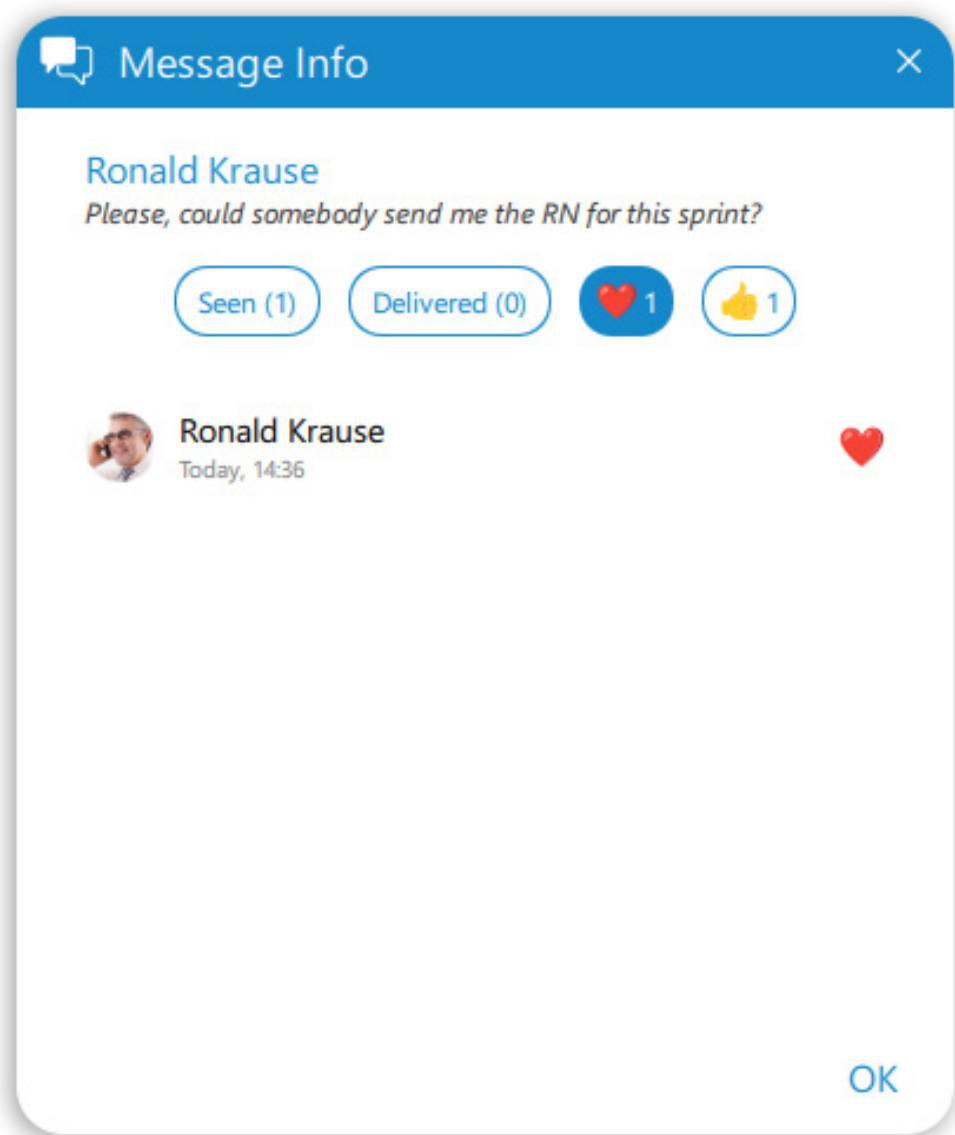
Re-sync the entire chat history

Re-sync the entire chat history option is used to manually re-sync the user's entire chat history.
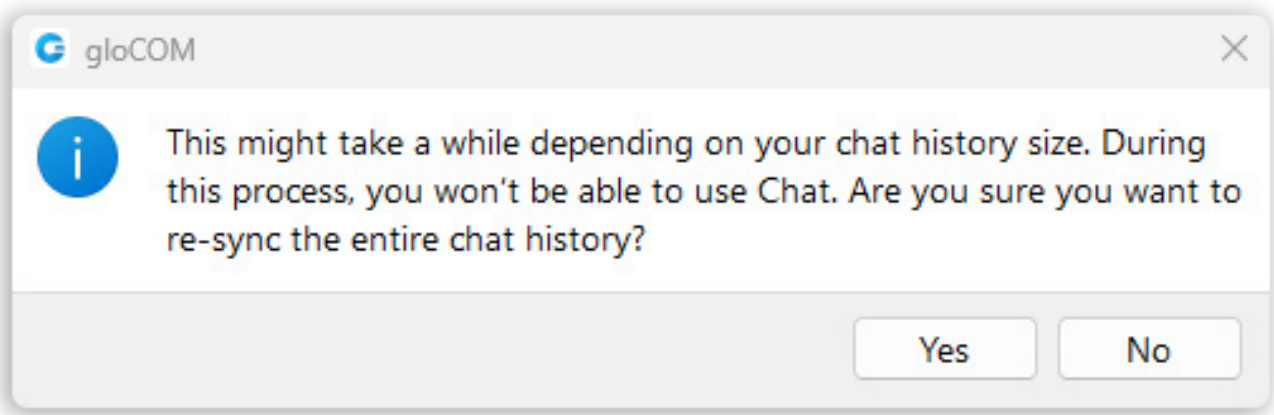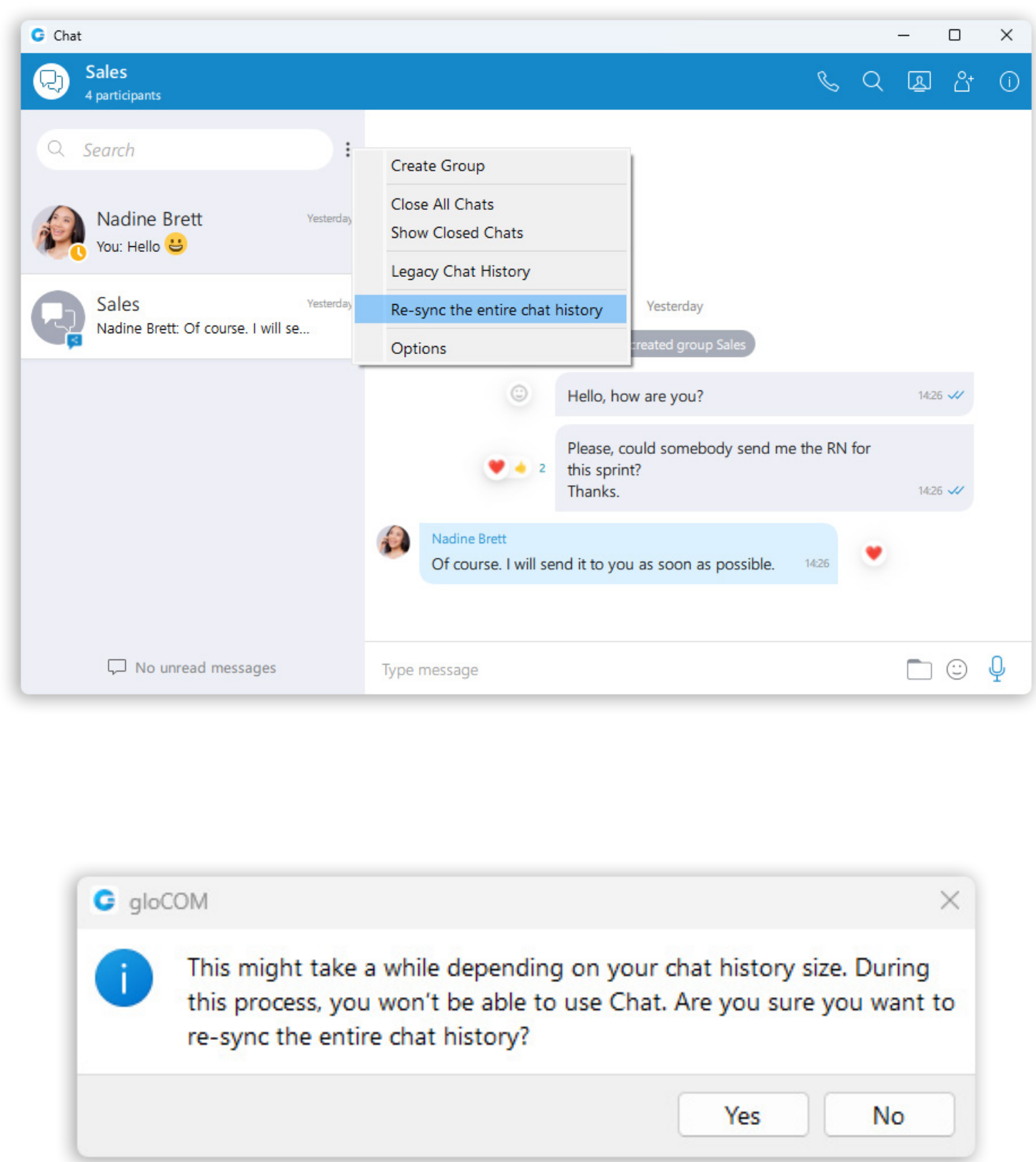
SSL certificate

When connecting to the server with an insecure/invalid certificate, a warning message appears asking permission to connect.

Once permission has been granted, the app will connect, changing the configuration for the server the user was trying to connect to. The app will not ask the user for permission on the next login.

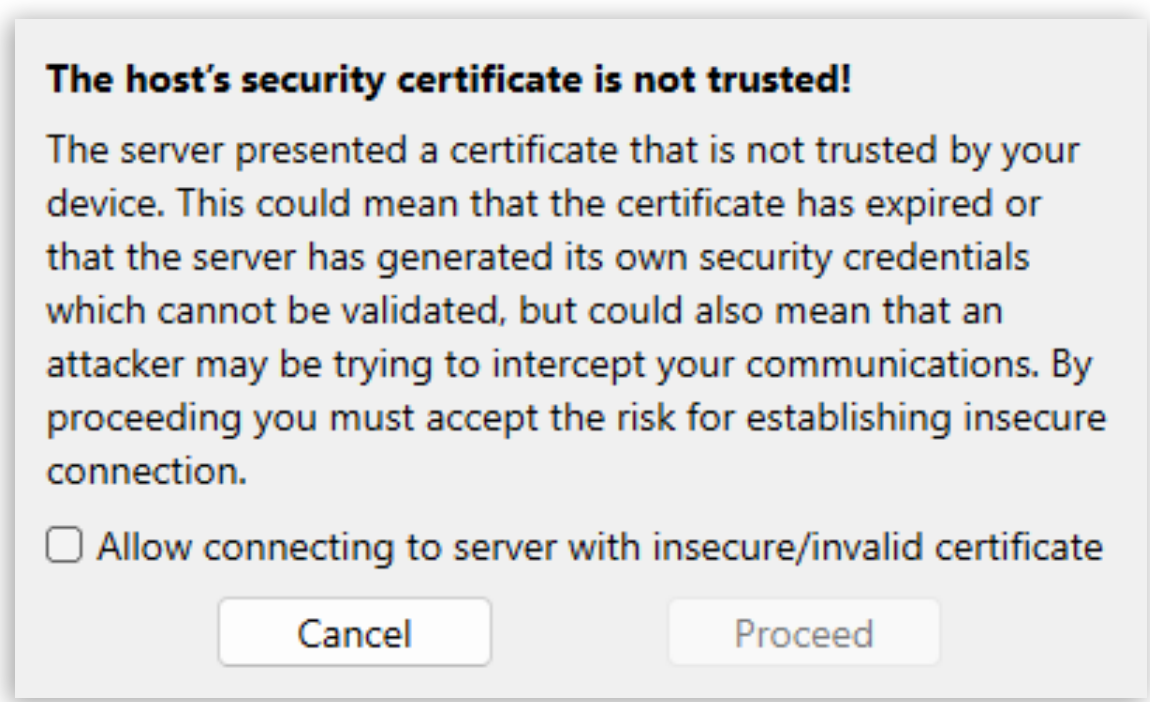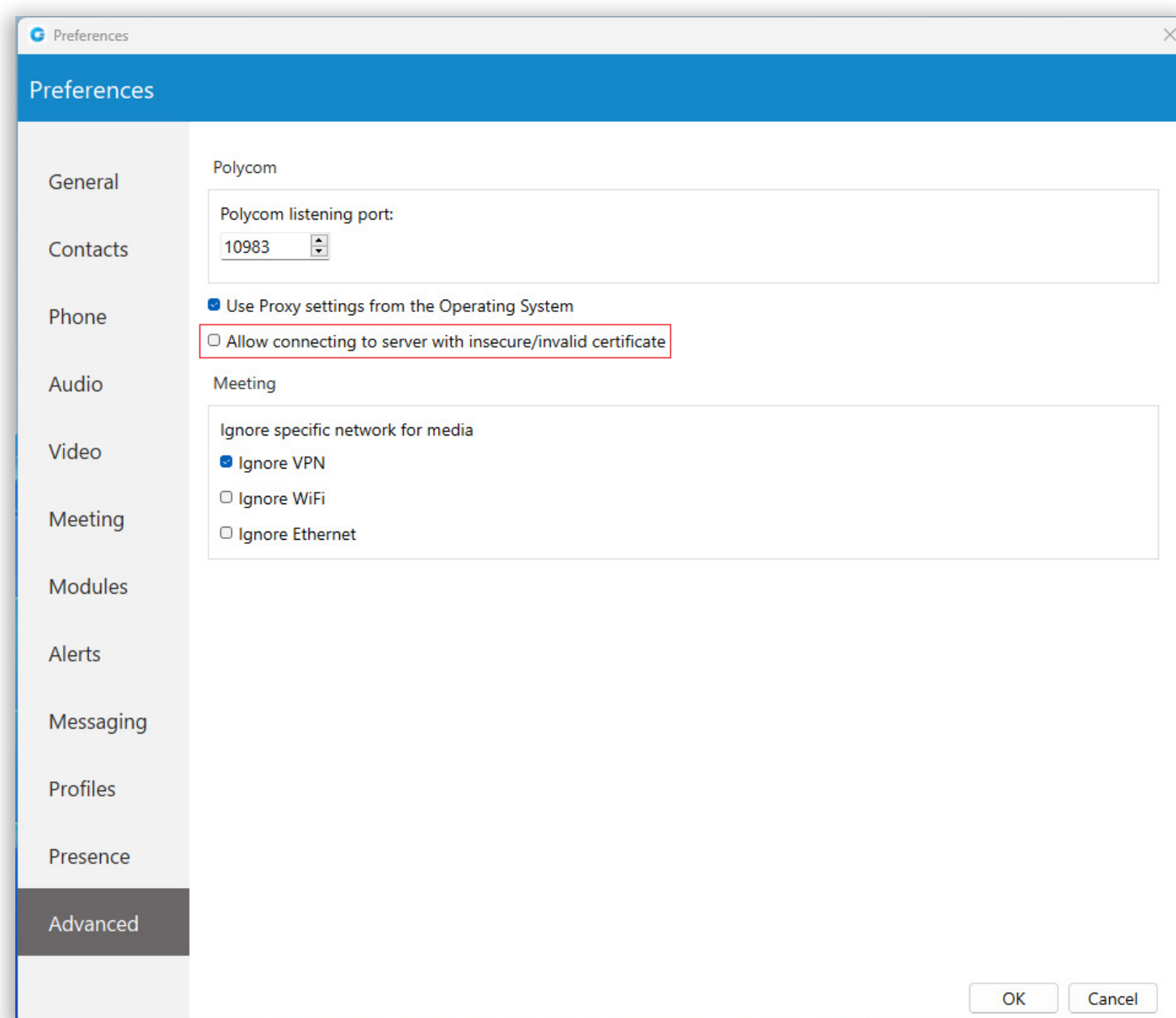However, this configuration can be modified by navigating to the Preferences → Advanced section and turning the "Allow connecting to server with insecure/invalid certificate" option off, allowing the application to ask the user for permission on the next login. This option is turned off by default, which means it will not allow insecure connections.

Emergency Location - Ray Baum's act

Ray Baum's Act requires that first responders have the necessary information needed to pinpoint the "dispatchable location," and quickly reach a 911/112 caller regardless of the device they dial from or their exact location inside a large building.

Note: For VoIP trunk testing purposes, please use the number 933.

Regarding the above, the Emergency Location feature will only be available when the server locality is set to the United States.

If a user's Emergency Location is not set within the app, a pop-up message will appear on login asking them to set their location.
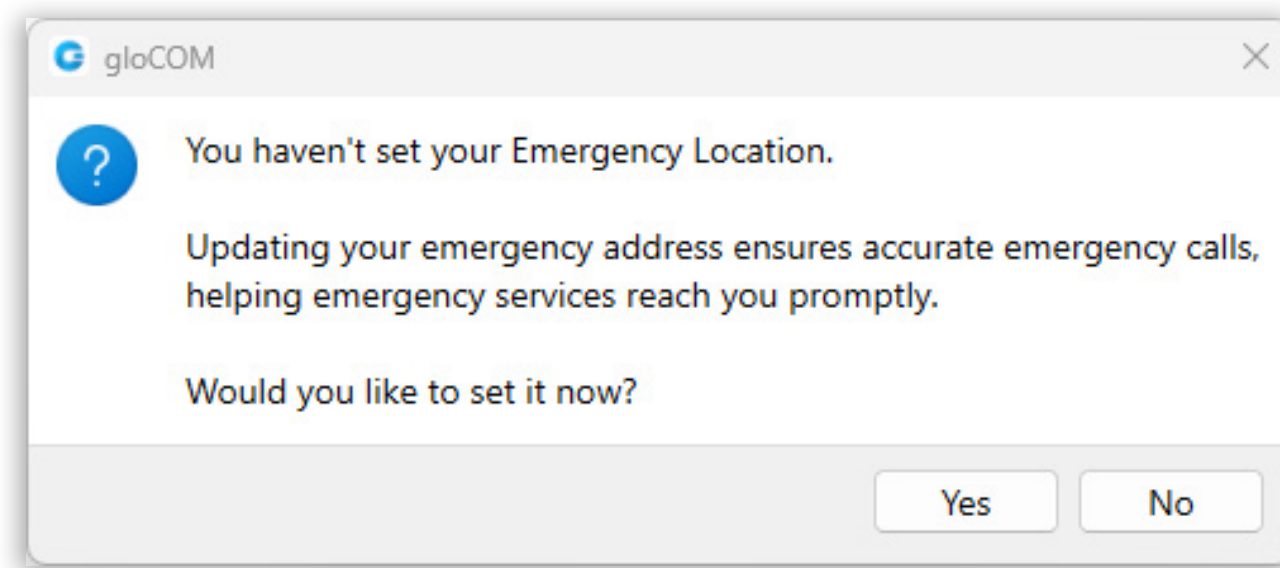
Also, the location can be set by navigating to the Preferences → Phone → Emergency Location tab, where the user can set the Emergency Location Address, Floor number, and Room number or add a new location.
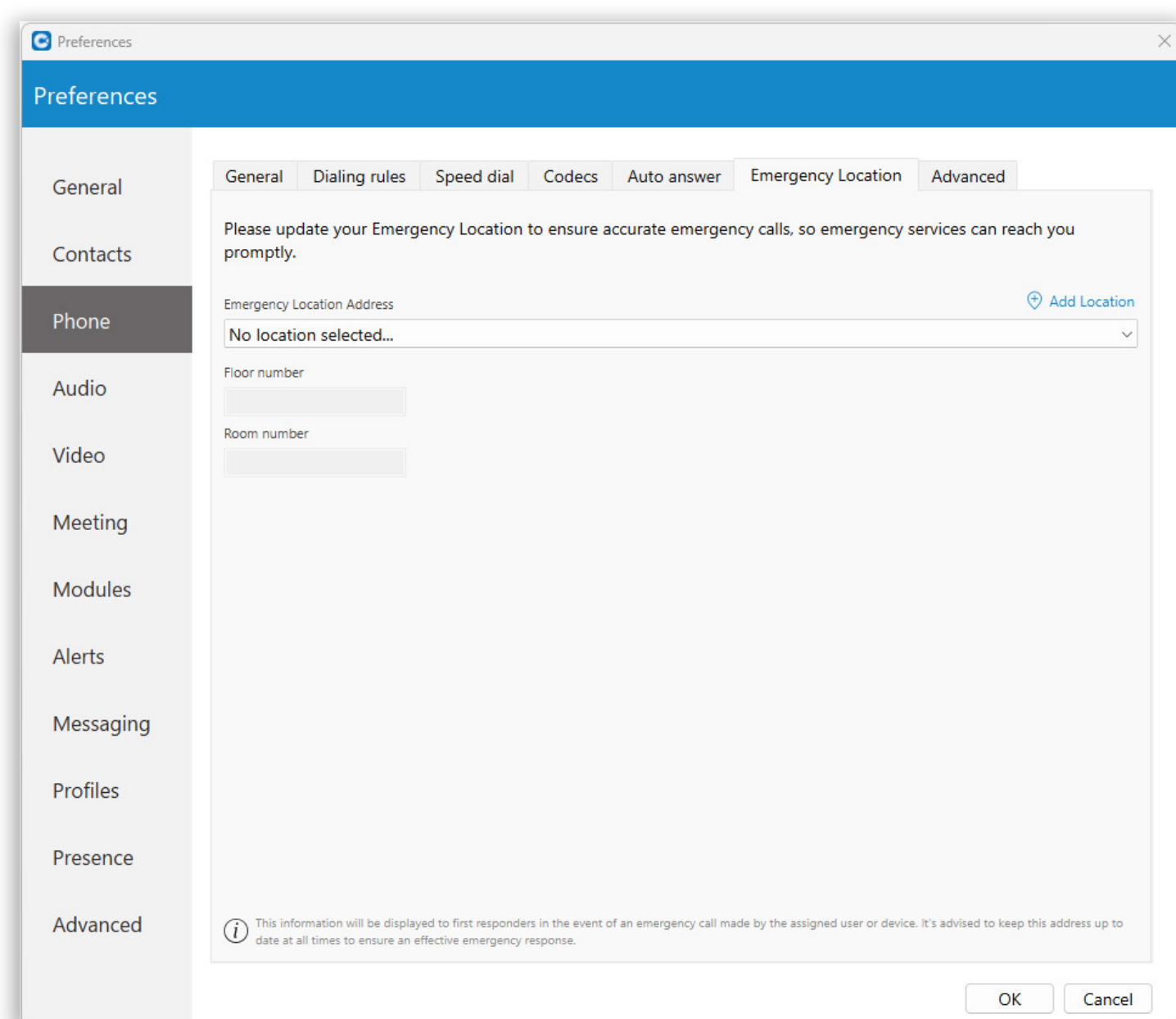
Emergency Location will be displayed within the Phone window after entering the 911/112/933 number, with the possibility to change or set it.
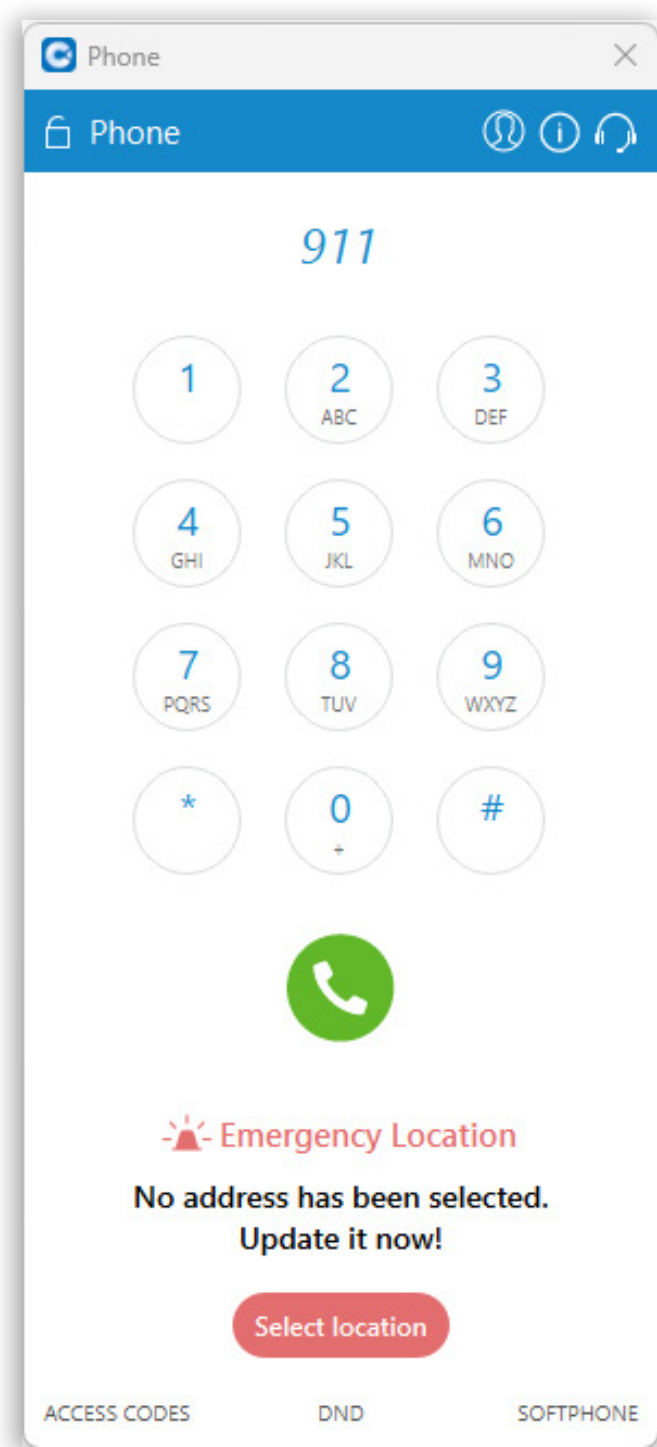
Also, it will be displayed within the Call window.

Note: Users should always keep their Emergency Location up to date to ensure an accurate location is provided to the emergency call dispatcher.

MEETING MODULE

Clipboard Sharing

This feature allows users to copy the current clipboard text while using the remote control in a gloCOM meeting and paste the text on the remote-controlled host.

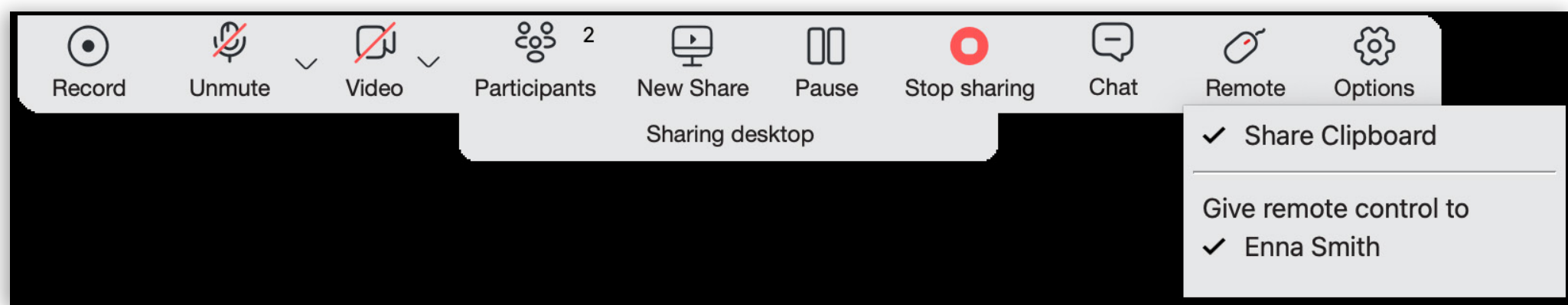Giving Remote control and enabling Clipboard sharing options from the Desktop application

The clipboard-sharing button is available in screen sharing mode on the presenter's side of the desktop application. It appears on the screen sharing control tab in the Remote drop-down menu.

To enable this option, the Presenter, on the desktop app, should give remote control to another user and also press the Share Clipboard button. After that, the user can copy some text to the clipboard and, using a remote control, paste it on the presenter's side.

If the presenter disables clipboard sharing (pressing the Share clipboard button again), this feature will not work anymore.
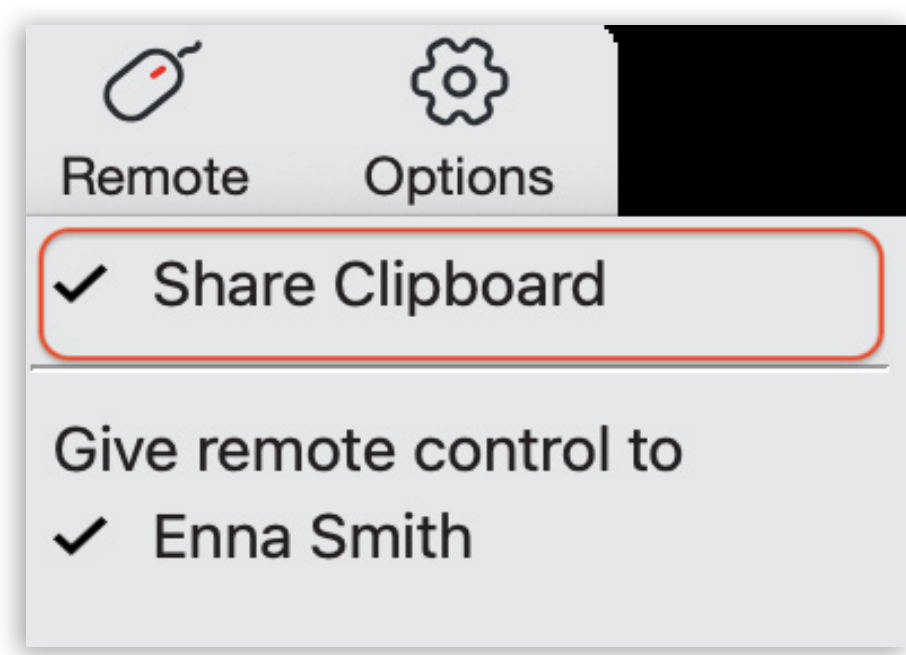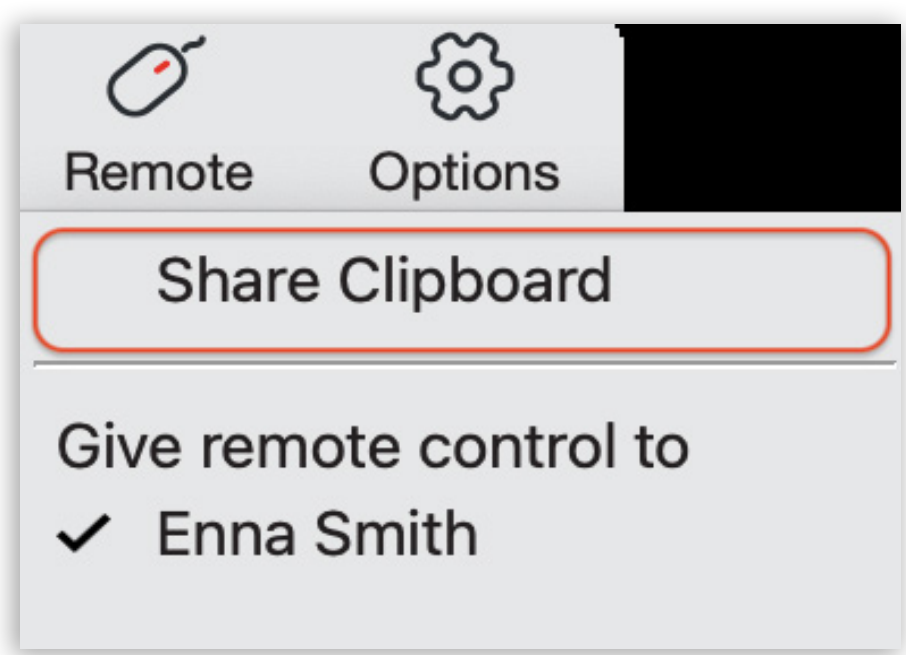
Note that there is a checkmark beside the button when the Share Clipboard option is enabled.

**Note:** The presenter, on the web application, can not give remote control nor Enable Clipboard sharing (to web/desktop users). In other words, it is not possible to take control of someone's computer and access their clipboard if they are in a meeting using the web app. Only presenters that are using the desktop app can give remote control and Enable Clipboard sharing (to web/desktop users).

| Host A - Presenter	Host B - User
Gives remote controls & Enables Clipboard sharing	Receives message that remote control is given to him/her, and then can access remotely presenter's screen and paste clipboard text to it
Must use the Desktop app	Can use either the Desktop or the Web app

Configurable 'Recording reminder' option

The recording reminder feature reminds the user to record an important meeting as this is often forgotten and only later enabled when someone reminds or remembers.

This option is disabled by default. If the user wants to change these default settings, they can do so under General Meeting Preferences by checking the Ask to record on meeting join option.
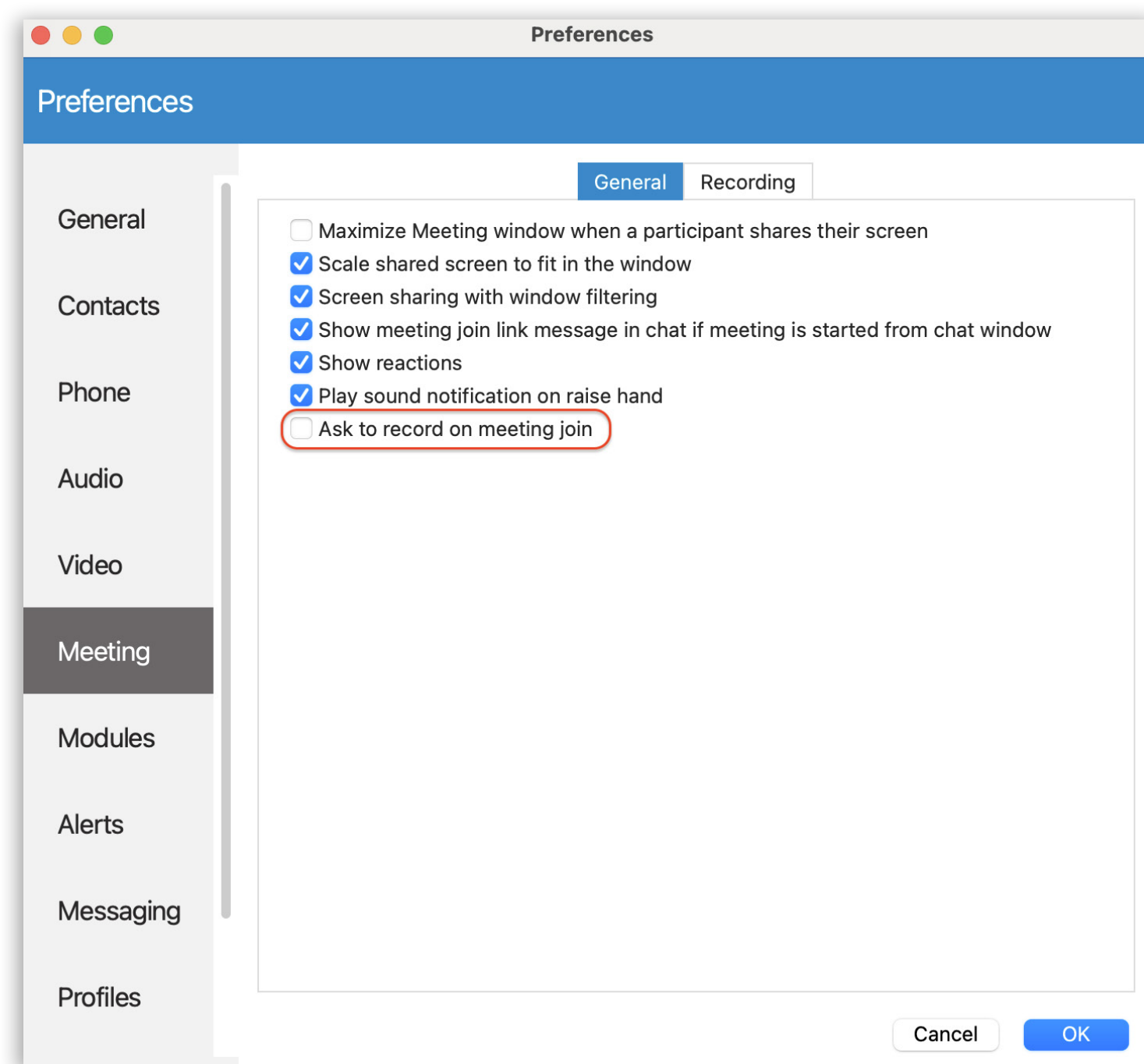

When this option is enabled - Any time a user creates or joins a meeting, a pop-up window appears asking if the user wants to record the meeting.
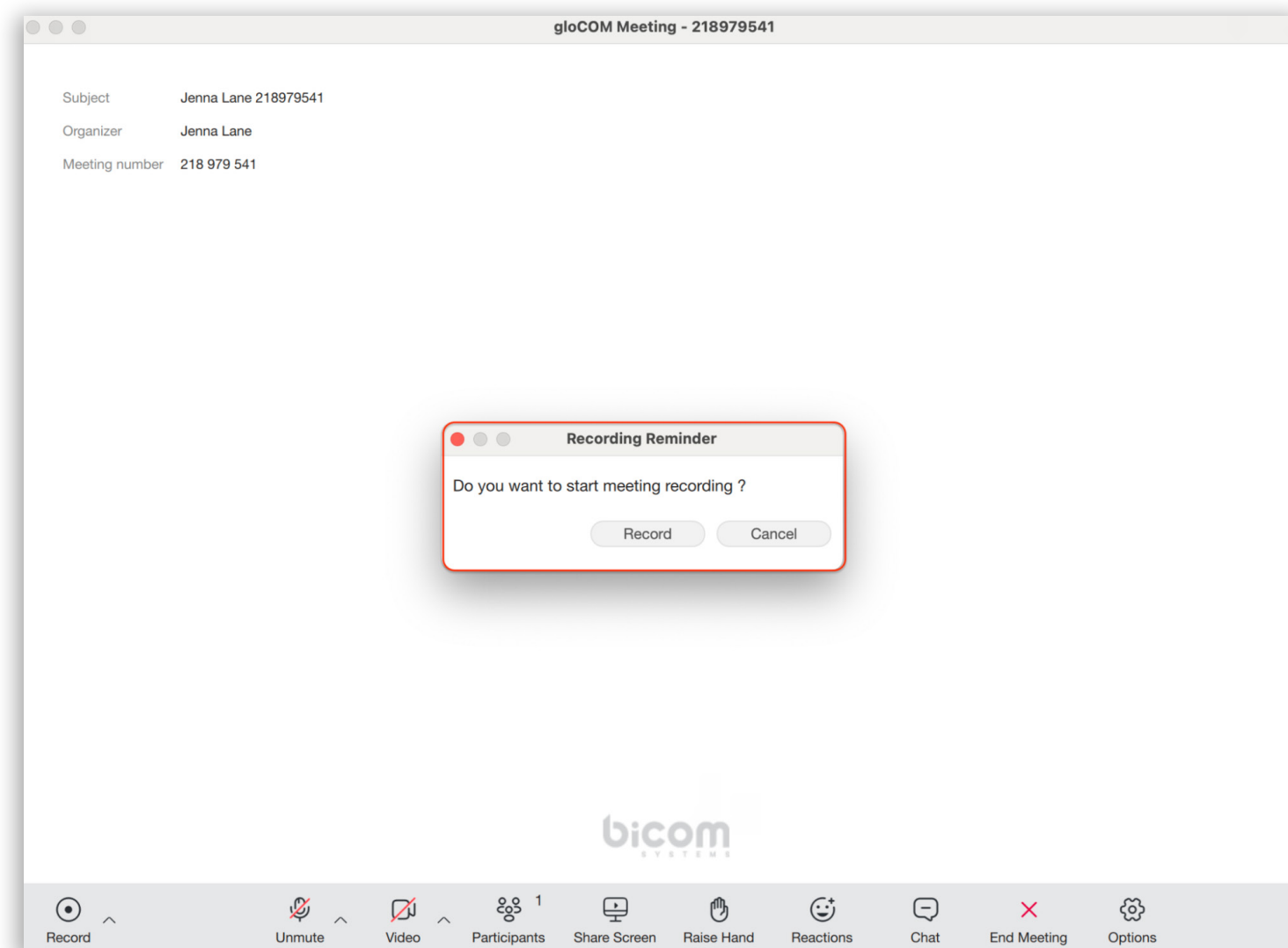
To record the meeting, the user should press the Record button in the pop-up window and, after that, the meeting will start being recorded. The user should choose the Cancel button if they do not want to record that meeting.

Pre-expiry notification

Pre-expiry notification is a feature designed to automatically send a notification to all meeting participants ten minutes before the end of the maximum meeting duration based on the type of license/package. This notification serves as a gentle reminder that the meeting is approaching its conclusion. If the message is not closed, it will automatically count down the time until the end of the meeting. Also, if someone joins the meeting less than ten minutes before the end, they will get a message with the exact time remaining for that meeting.
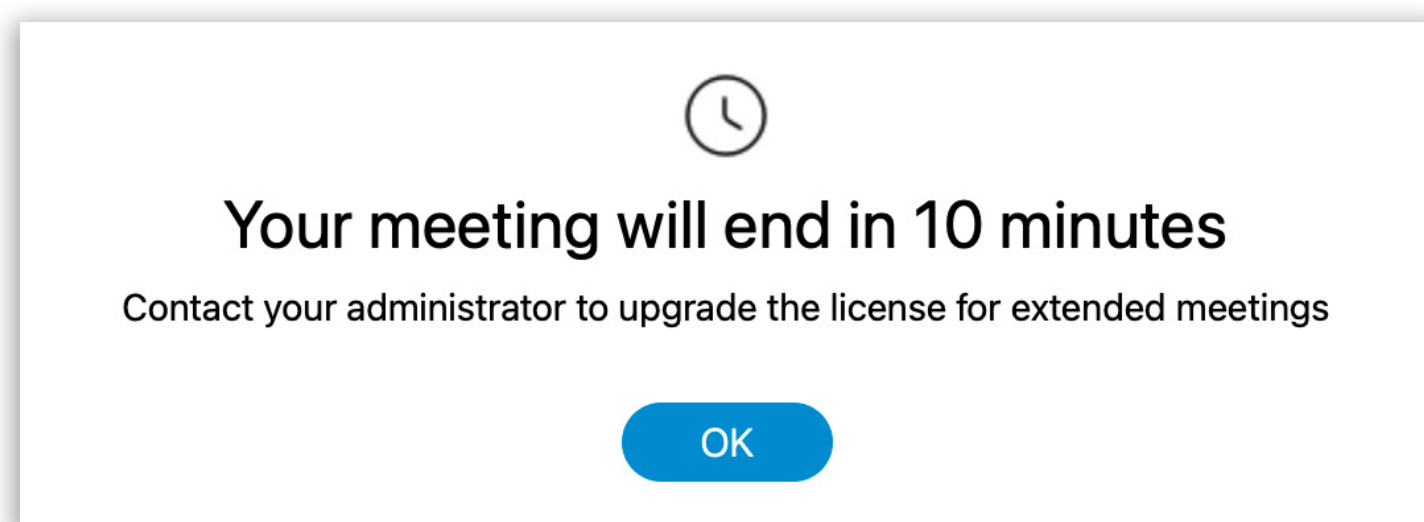

Note: This message pop-ups in front of all opened windows on your machine, even if the Meeting screen on the desktop app is minimized!

CONTACT CENTER MODULE
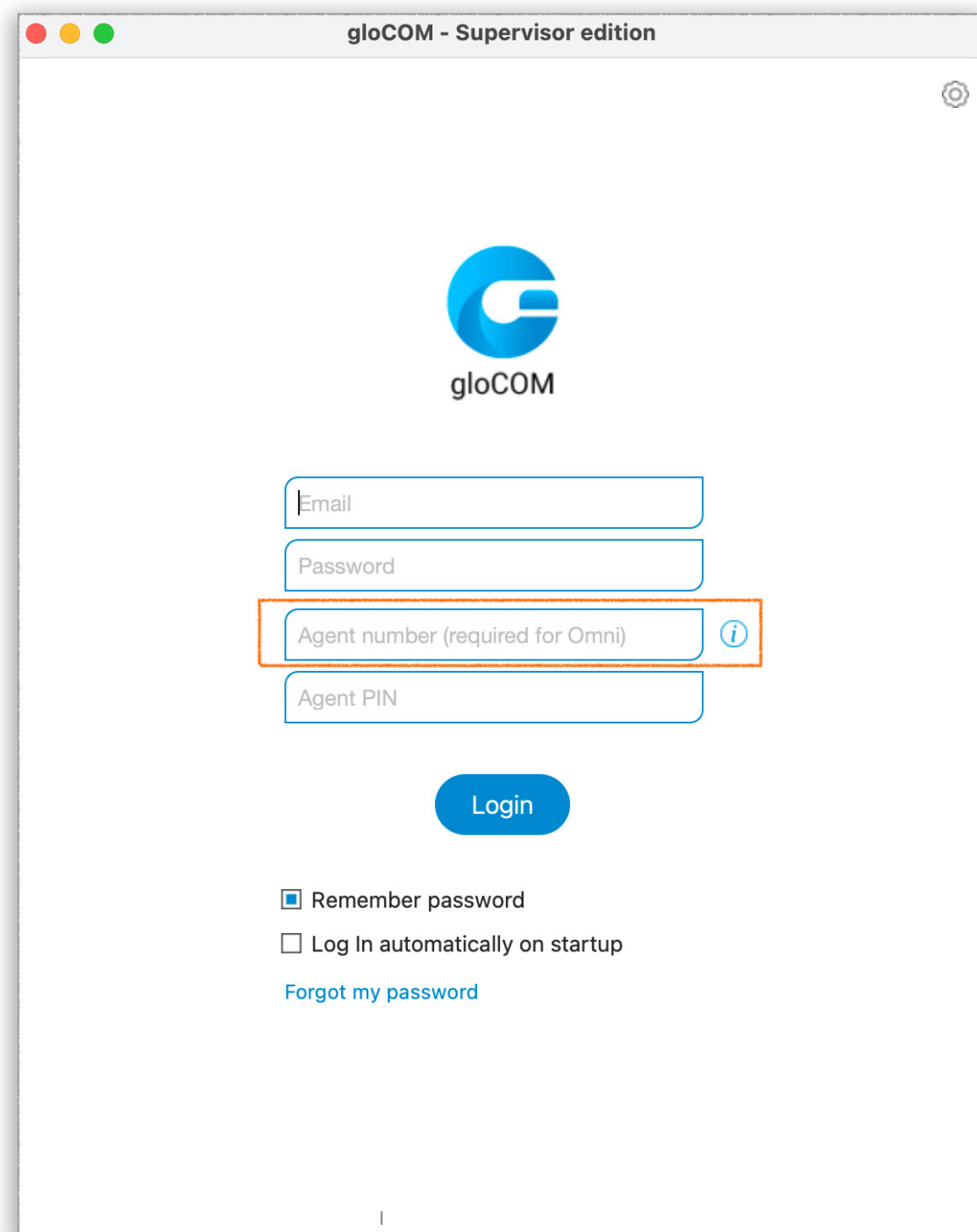
The Agent Login Window

The agent interface has been enhanced to increase control and efficiency, with specific adjustments to accommodate omnichannel requirements. The improved agent login window now displays information about the messaging queues agents are part of. Also, agents can choose between the 'Available' state for active customer engagement and the 'Paused' state for temporarily suspending conversation activities while remaining logged in.
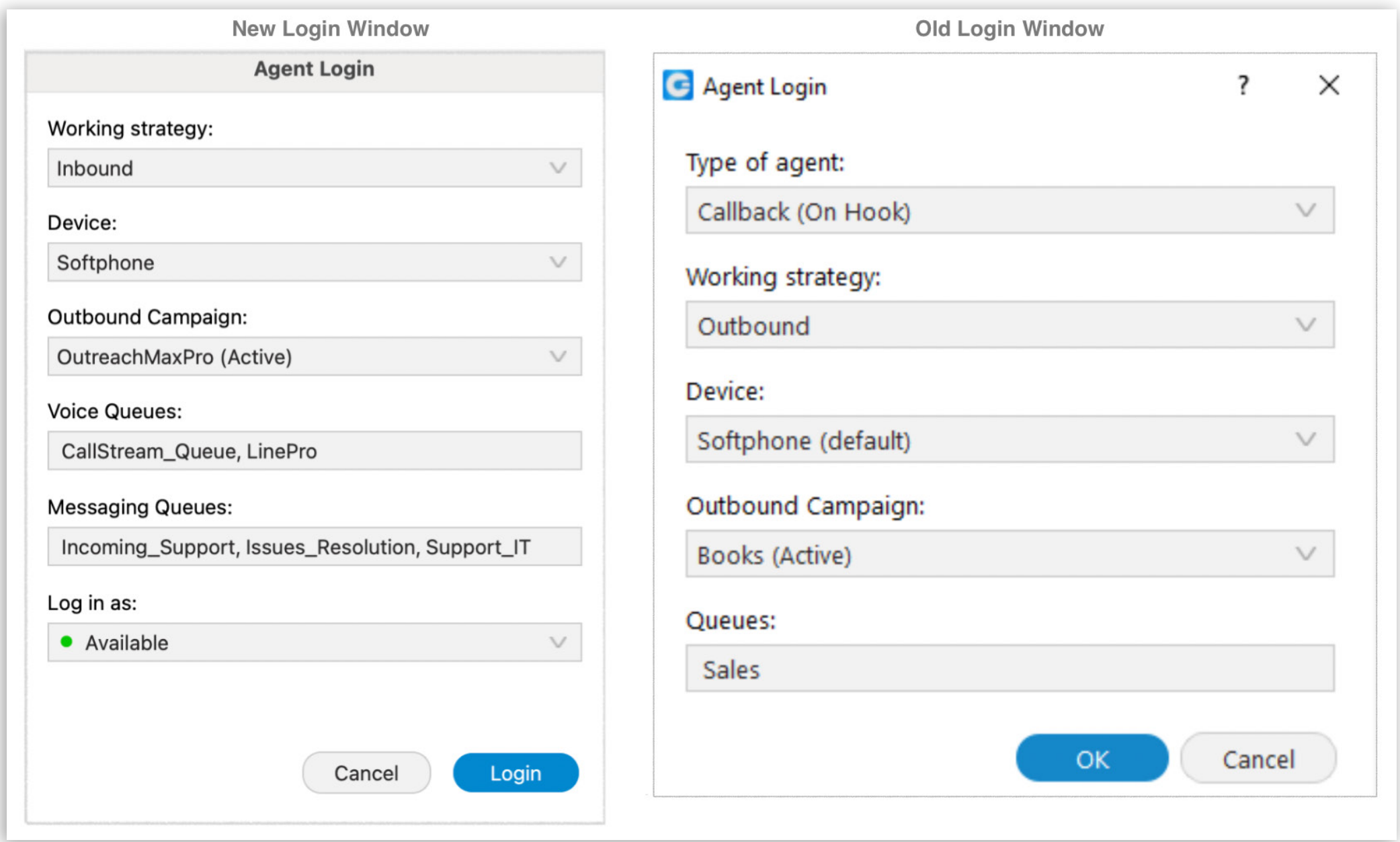
Note: An additional requirement for the supervisor edition has been added to log in as an agent with proper credentials (agent number, agent PIN).

The Supervisor Login Window

In this release, we've introduced refinements to the supervisor login window, alongside the agent panel login enhancements. These updates prioritize security measures and simplify data management, contributing to an enhanced user experience tailored for the Supervisor edition.

Supervisors using the Omnichannel license will now log in as agents using specific credentials:

- Agent number assigned to the Supervisor (required)

- Agent PIN (optional)

These changes address privacy concerns by allowing supervisors to monitor only the queues and agents they are responsible for. Also, Supervisors must be added as members of specific queues to enable monitoring.

Dashboard/Voice Page on Initial Login

Upon successful login, users will be directed to the app's main window. From there, opening the agent panel automatically takes users to the 'Dashboard' page. If users have not enabled omnichannel in the license, opening the agent panel will automatically take them to the 'Voice' page. This specific behavior only occurs during the initial login.

Logged Off State by Default

With the recent update, supervisors logging in will now find themselves automatically set to an 'Offline' state. This change aims to enhance user focus by restricting the receipt of voice conversations. It also applies to messaging conversations by preventing automatic assignments and transfers of conversations.

Despite being in the 'Offline' state, supervisors retain the capability to view and manage conversations in the 'Unassigned' section. Additionally, they can manually handle LiveChat, SMS and Email conversations, offering enhanced control over their workflow.

Even while in this 'Offline' state, supervisors will maintain full access to all functions, including monitoring conversations, utilizing the dashboard, banning/unbanning customers, and managing both active and closed conversations.
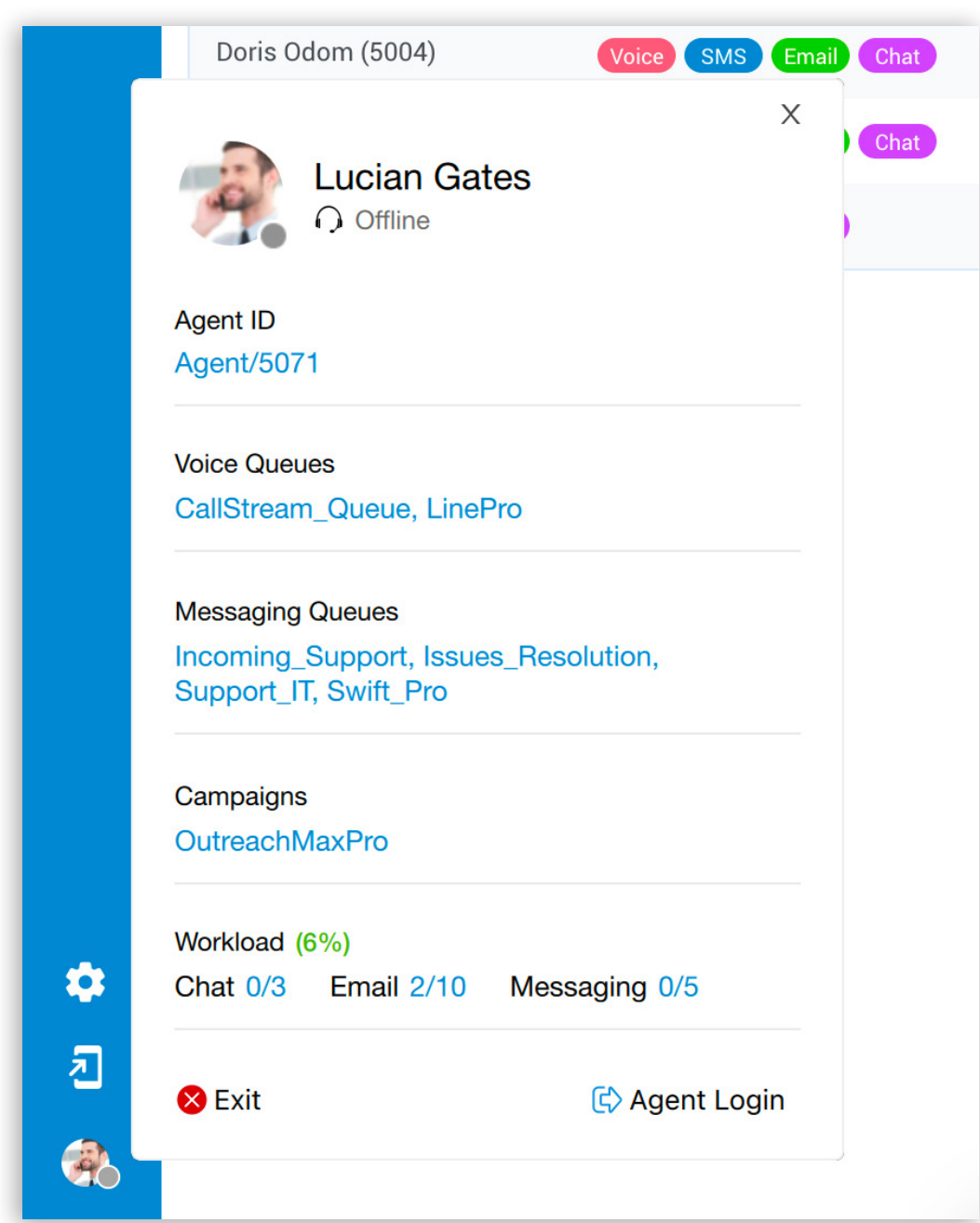

Back to Online State

Users must click the 'Agent Login' button in the agent profile section to begin receiving voice calls and messaging requests. A confirmation window will prompt them to confirm their log-in.
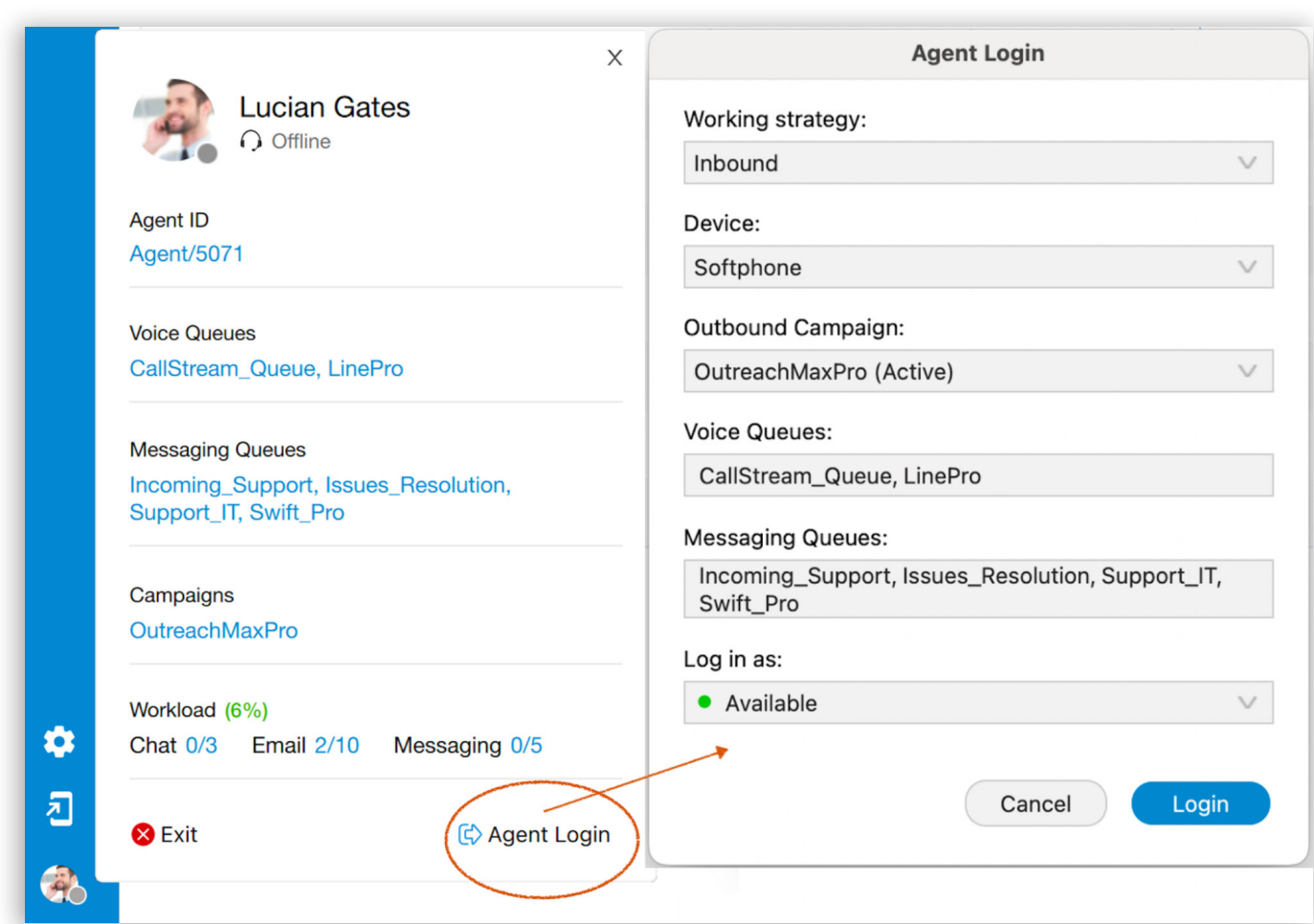
Suppose a supervisor wishes to be available for voice calls but prefers not to handle messaging requests. In that case, the admin can easily achieve this by setting the capacity to 0 within the PBX system for that supervisor. This way, the supervisor will be online and capable of receiving calls without being involved in messaging interactions.

Supervisor Login Without Agent Number

If users attempt to log in without entering an agent number, they'll successfully access the app's main page, but they won't be able to use or activate the Agent panel. However, the Supervisor panel will remain accessible for use.
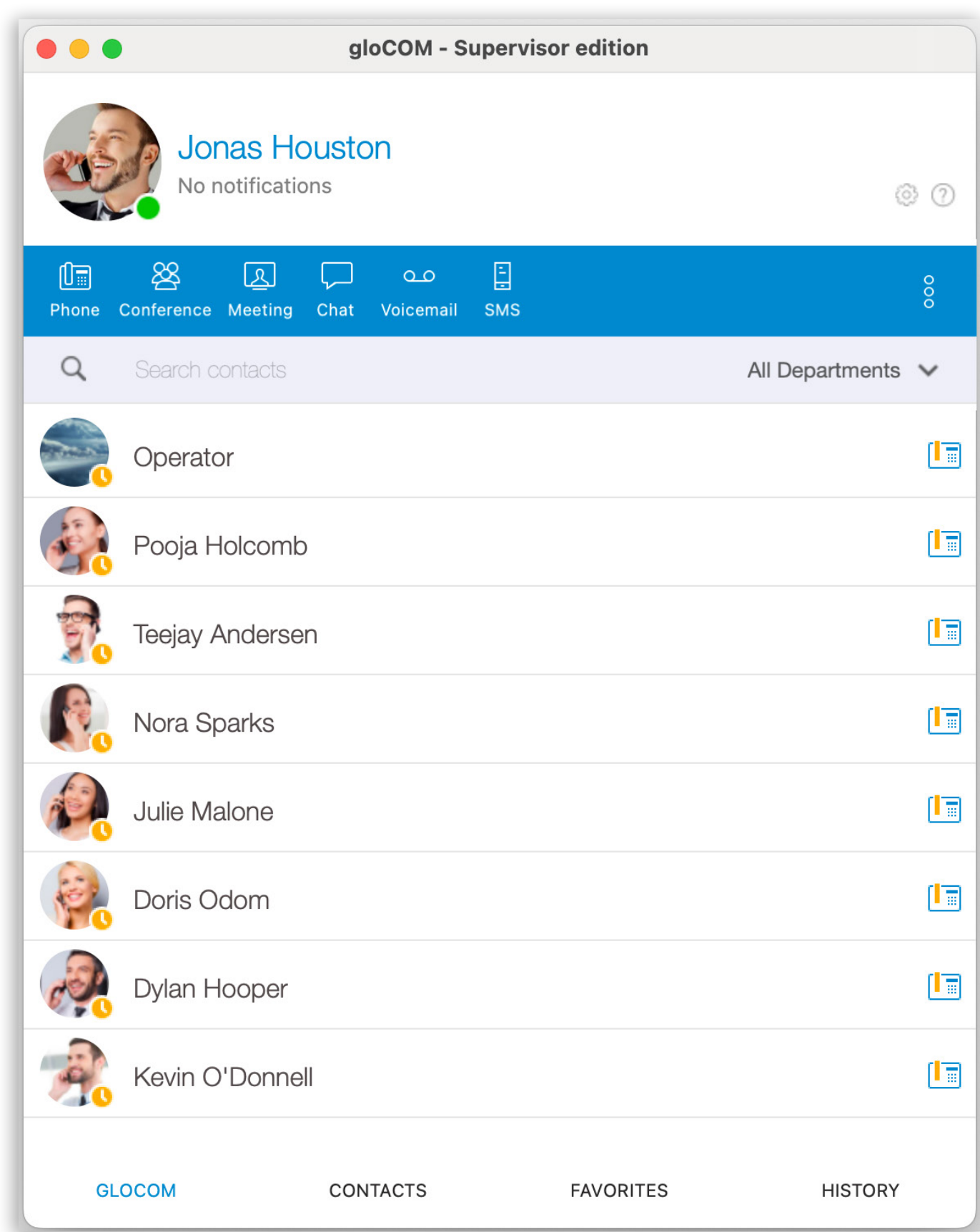
The Agent/Supervisor Panel

The reworked panel is a valuable tool designed to enhance the efficiency of customer service agents by consolidating essential features into a single, user-friendly window. It simplifies handling multiple calls, feedback forms, CRM popups, callbacks, collaboration with fellow agents, and queue management.
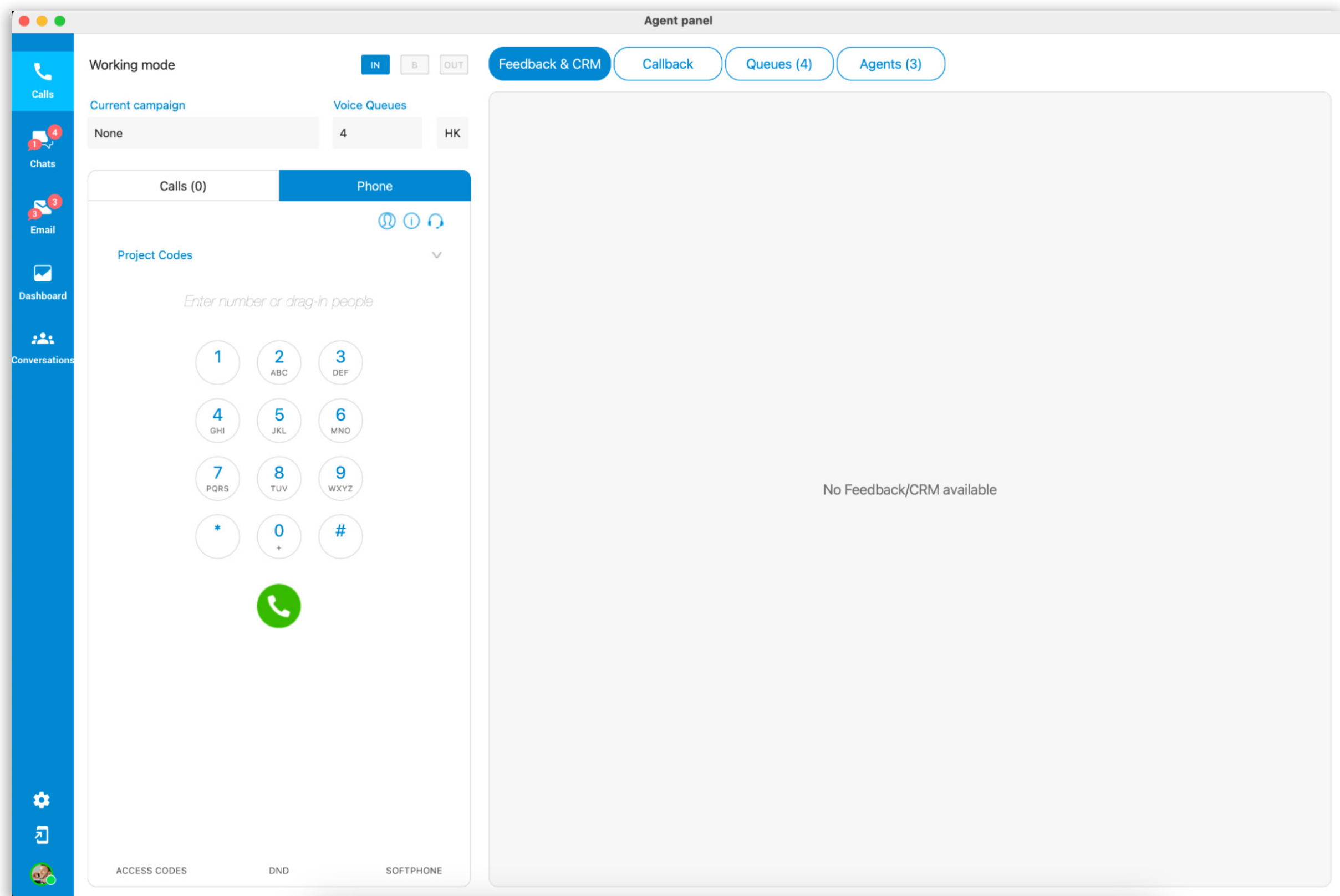
The Agent/Supervisor Panel streamlines operations by integrating the phone dialer, phone-related settings, and Omni-channel capabilities within the same window. This eliminates the need for agents to switch between multiple windows when managing calls or various communication channels. With all necessary tools accessible in one central location, agents can enjoy a more streamlined and efficient workflow.

Agent/Supervisor Panel Navigation Bar

The agent/supervisor navigation bar, introduced to support Omnichannel needs, is divided into three distinct sections, each with a unique purpose.
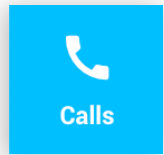
The first section is dedicated to the Contact Center's Voice calls aspect, providing tools and functionality tailored for voice call management.

The second section focuses on the messaging component of the Contact Center, known as Omnichannel. Here, agents can effectively manage chats, emails, and other messaging interactions. The following features are included:
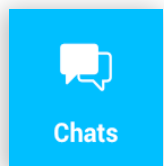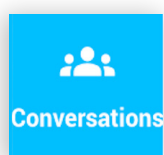
This feature enables agents to engage in real-time conversations with customers via LiveChat and SMS channels.
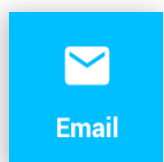
It provides a reliable interface to handle email inquiries, compose responses, and manage email-based customer interactions.
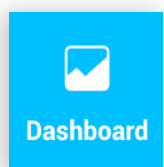
The dashboard component provides agents with an overview of their current messaging activities, including key metrics, performance indicators, and real-time data about Livechat, SMS, and email interactions.

This feature enables Agents to view and manage ongoing conversations, as well as closed conversations across voice and messaging channels.
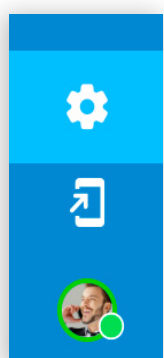
The third section, although relocated in the redesigned panel, retains familiar settings like voice calls, application preferences, voice alerts, and personal profile configurations. Additionally, a new Security page has been introduced within this section, allowing agents to ban and unban customers and view a detailed list of banned customers, including information about the banned customer, the restricted IP, the ban initiator, and reasons for the ban.

Voice Calls

The Voice section has been redesigned and integrated with messaging channels, now accessible as a new tab within the Agent & Supervisor app to provide a true omnichannel experience alongside the messaging tabs.
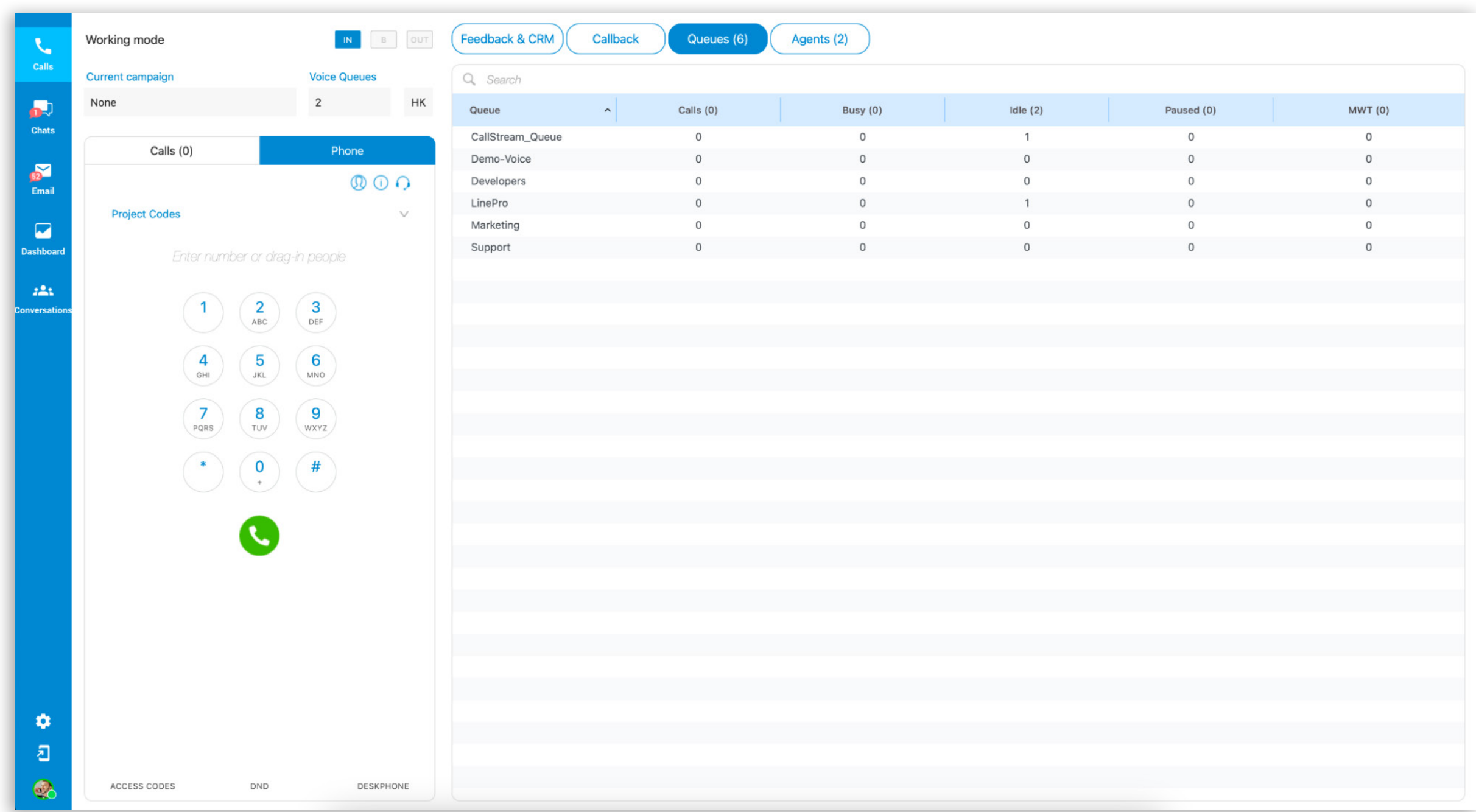

OmniChannel

Omnichannel extends Contact Center capabilities, enabling customer interactions across various channels like voice calls, email, live chat, and SMS. A unified Omnichannel Contact Center integrates all communication channels, offering a seamless transition between them, with the primary aim of delivering a consistent customer experience, regardless of the channel in use.

Several sections within the Contact Center Edition are dedicated to the OmniChannel or Messaging component.

Chats

The 'Chats' section of the application offers real-time insights into ongoing customer conversations initiated via the Visitor app (Live Chat) or SMS. Agents can utilize this information to efficiently manage their assigned conversations, including actions such as assignment, transfer, closure, banning customers, and convenient access to conversation history.
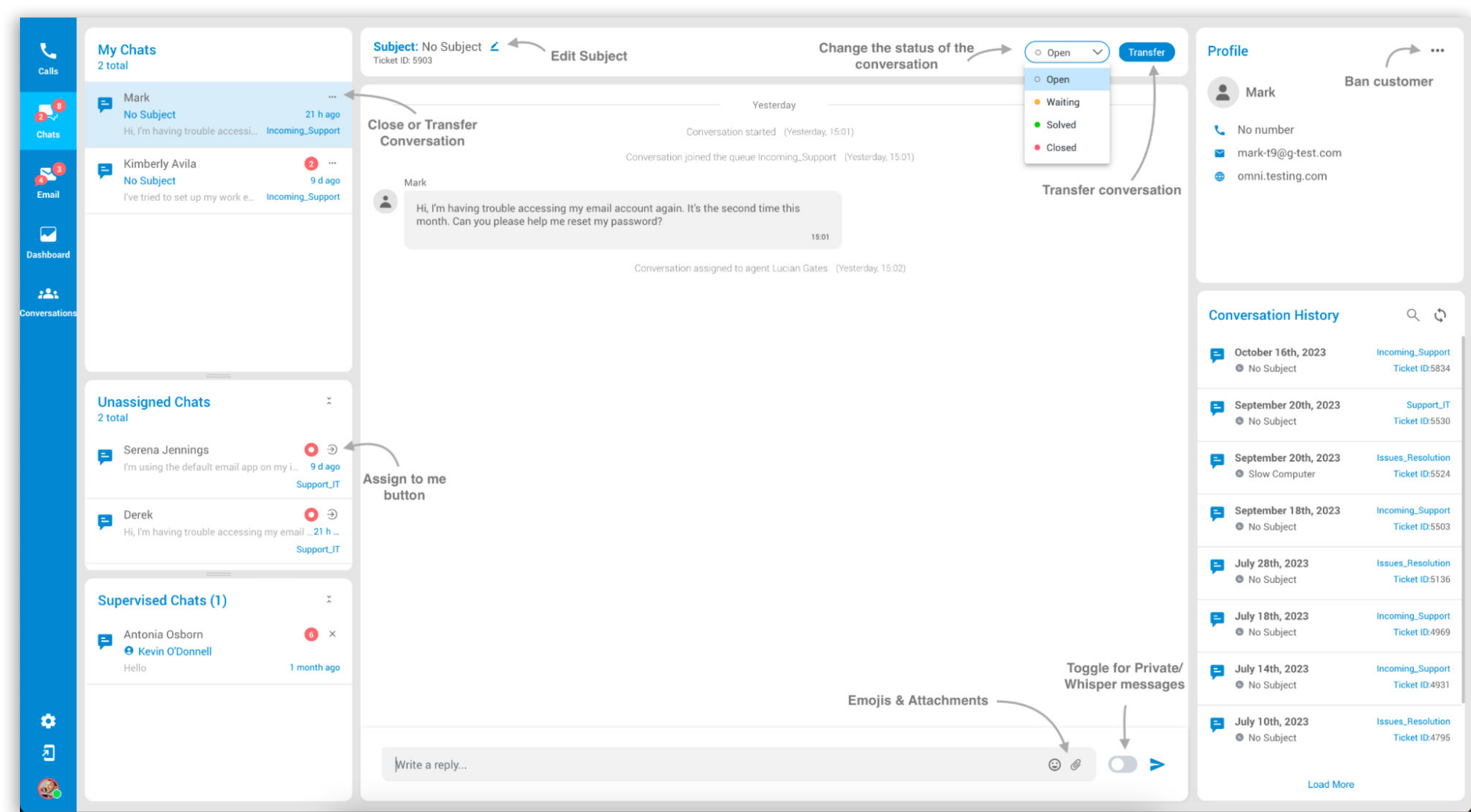
Email

The 'Email' section within the agent/supervisor app is essential, providing agents with comprehensive insights into both ongoing and resolved email conversations. It is vital for ensuring a seamless transition between different communication channels.
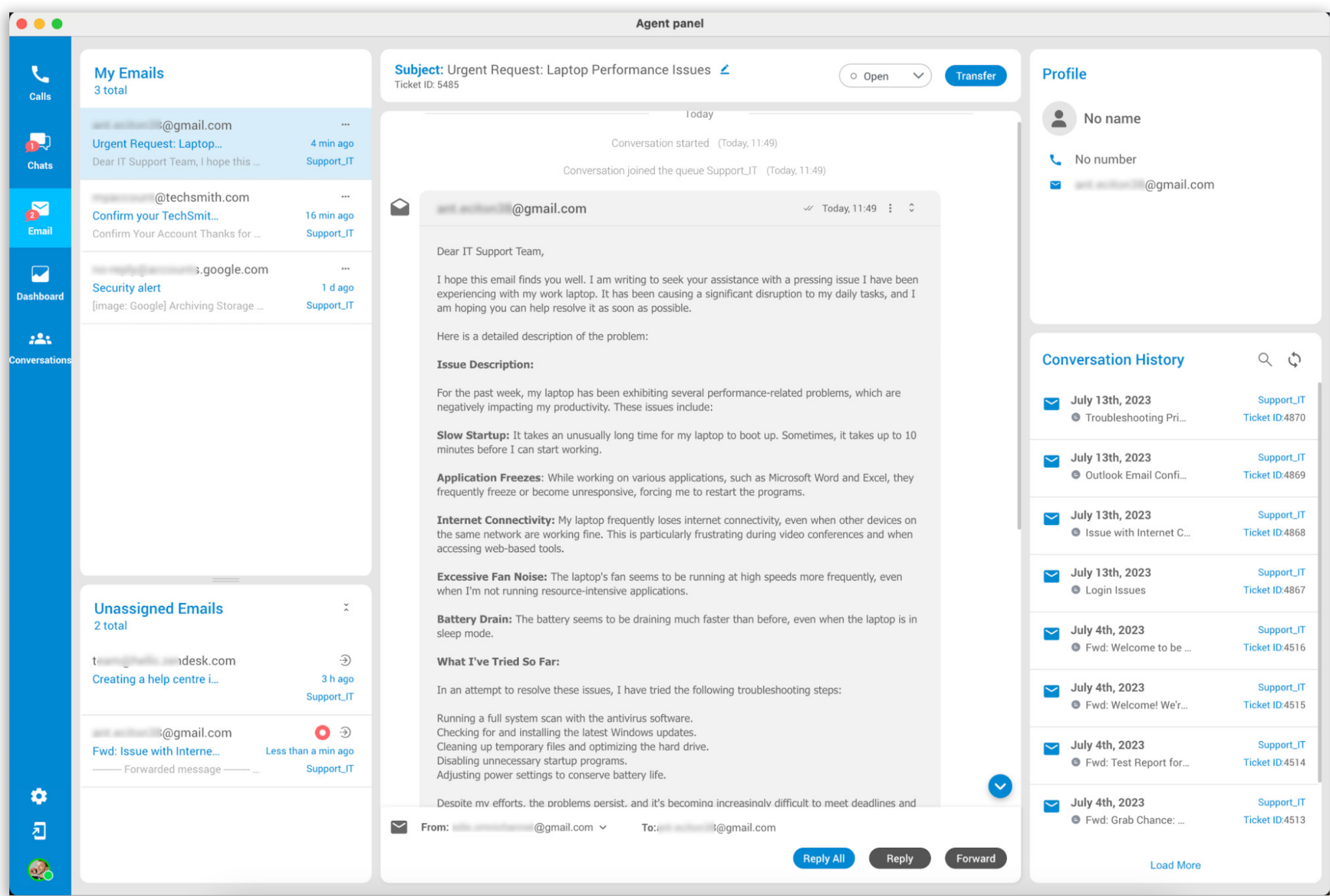
Dashboard

The Dashboard serves as the agent's control center, offering a holistic view of their activities and performance. It's a centralized hub that provides a comprehensive overview of their interactions across voice and messaging channels.

Additionally, the Dashboard includes a dedicated section for queue monitoring, enabling agents and supervisors to track the activity and workload of their assigned queues efficiently. The 'My Performance' tab offers valuable insights into their daily activities. Three main sections are:

Agents

The Agents dashboard provides vital information about activities across various channels and conversations. Upon accessing this section, agents are presented with information about their colleagues working within the system, offering valuable insights when collaboration or supervision is needed. Supervisors, in addition, have access to a dedicated column displaying daily statistics for each agent.

Queues

The Queues section offers a swift and convenient means to grasp the activity and performance of the assigned queue, enhancing the ability to respond to customer inquiries efficiently. This section provides insights into the queues requests that agents are actively handling. Similar to the previous section, supervisors can access a dedicated column displaying daily statistics for each queue.
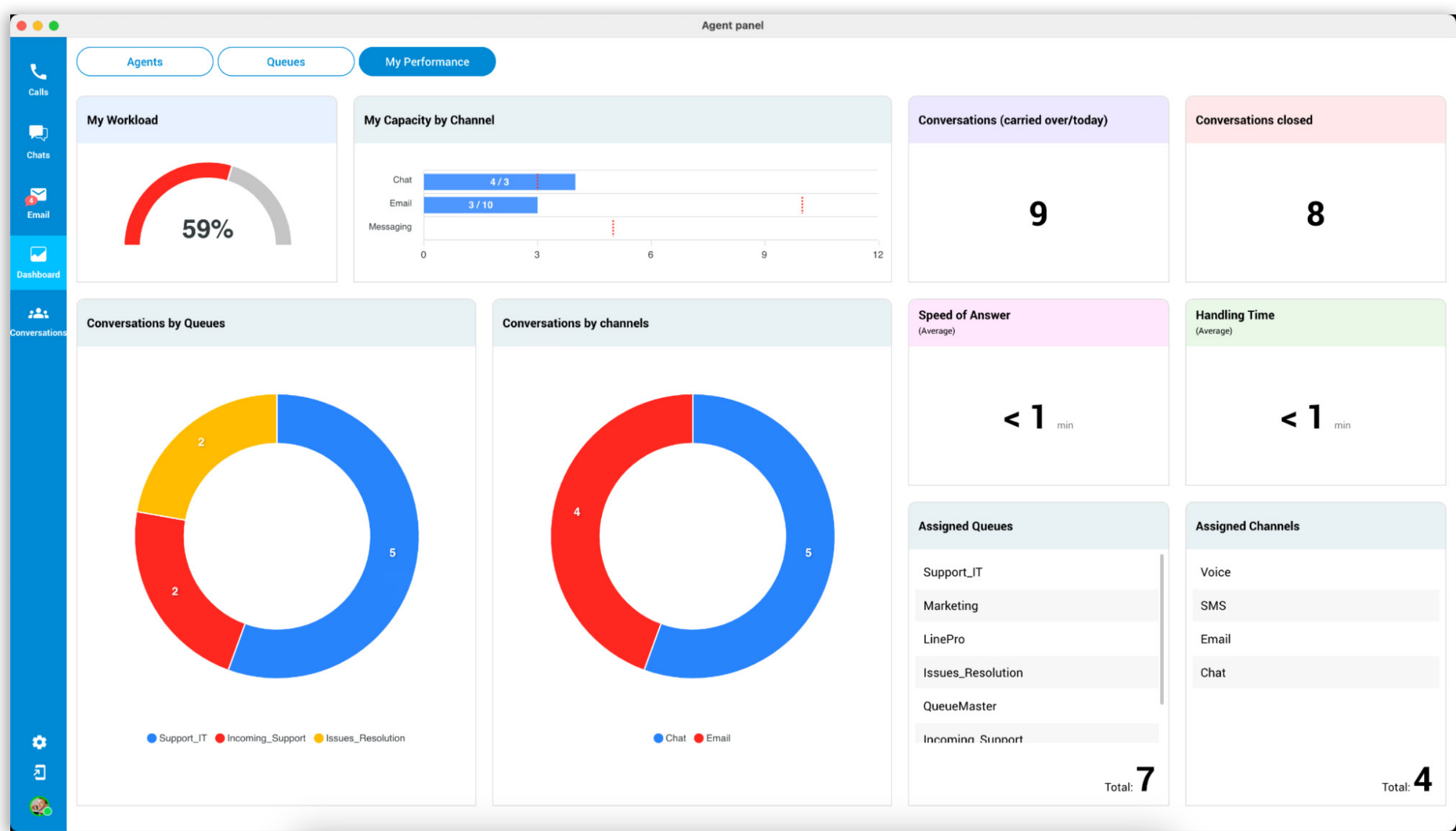
My Performance

This page illustrates the agent's capacity to manage multiple tickets simultaneously, offers insights into their workload and daily activity, and provides valuable metrics such as the number of completed conversations, speed of answer, handling time, etc.

Conversations

The Conversations section allows agents and supervisors to quickly and easily view all active and waiting conversations in the system and promptly assign conversations to themselves or other agents as needed (only for supervisors). It is a critical tool for managing customer interactions and ensuring all customer inquiries are addressed promptly and effectively.

Active Conversations

The Active Conversations section allows agents and supervisors to quickly and easily view active and waiting conversations in the system.

Actions available for the Supervisors

Transfer
This feature lets supervisors transfer conversations to other agents to optimize resource allocation.

Take over Chat
Supervisors can take over agent-handled conversations to provide assistance and guidance or intervene when necessary, ensuring smooth customer interactions and service quality.

Close Chat
Supervisors can use the 'Close' feature to mark completed conversations, promoting an organized workflow and enabling agents to concentrate on ongoing and new interactions.

Supervise Chat
This functionality enables supervisors to monitor agent-customer conversations, assess agent performance, provide real-time coaching(whisper to the agent), and meet quality standards.

Go to Chat
Bring the selected conversation to the front of the supervisor's panel.

Closed Conversations

This section conveniently presents all closed conversations containing chats, emails, and voice interactions for review and reference.

Actions available

👁 Show conversation - access and review the historical record of the closed conversation.

▷ Play record - playback and listen to the recorded content of past voice interactions.

Note: You can access all closed conversations and play records in the supervisor edition. If logged in as an agent, you can only view the conversations and records you were directly engaged with.

Settings

In the settings menu, a new Security page has been introduced, complementing existing options for voice settings, application settings, and voice alerts. This page, designed for LiveChat, allows agents to unban customers they've personally banned and view a detailed list of banned customers, including information about the banned customer, restricted IP, the initiator of the ban, and the reasons for the ban. On the other hand, Supervisors have the authority to ban any IP address or unban previously banned customers. This enhancement significantly strengthens security and control for customer interactions.

Actions available

⊘ Ban IP - Allows supervisors to impose a new ban on a customer's IP address.

[Unban] Unban - Permits the removal of a ban. Agents can unban customers they personally banned, while supervisors have the authority to unban any customer.

Agent's Profile

The Profile section offers in-depth information about the agent, encompassing their name, status, agent number, involvement in voice and messaging queues, assigned campaigns, and current workload.
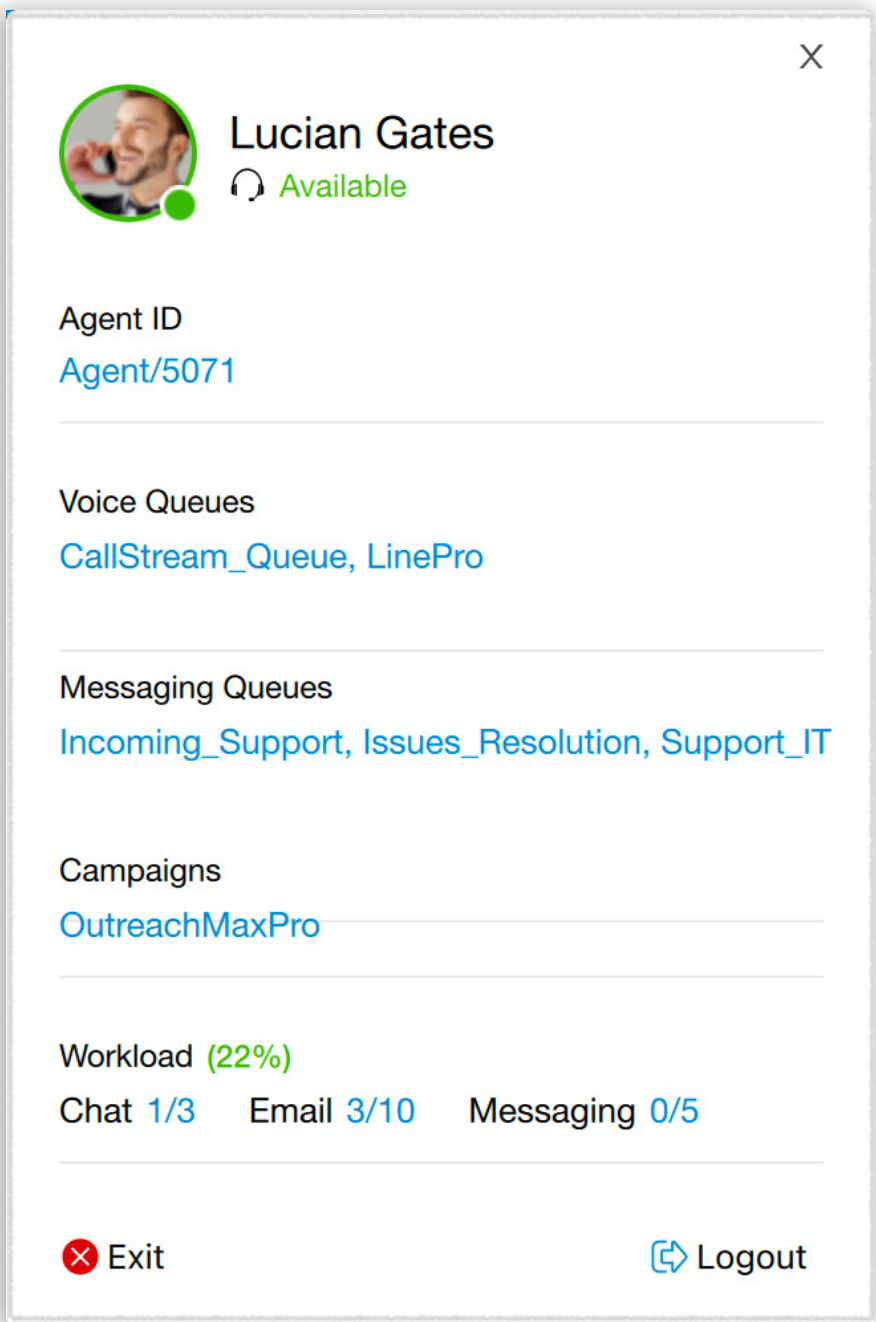
Within this section, agents can easily switch their status between 'Available' and 'Pause' via a dropdown menu, with the option to specify the reason for their pause. The corresponding message will be displayed within the agent/supervisor panel.
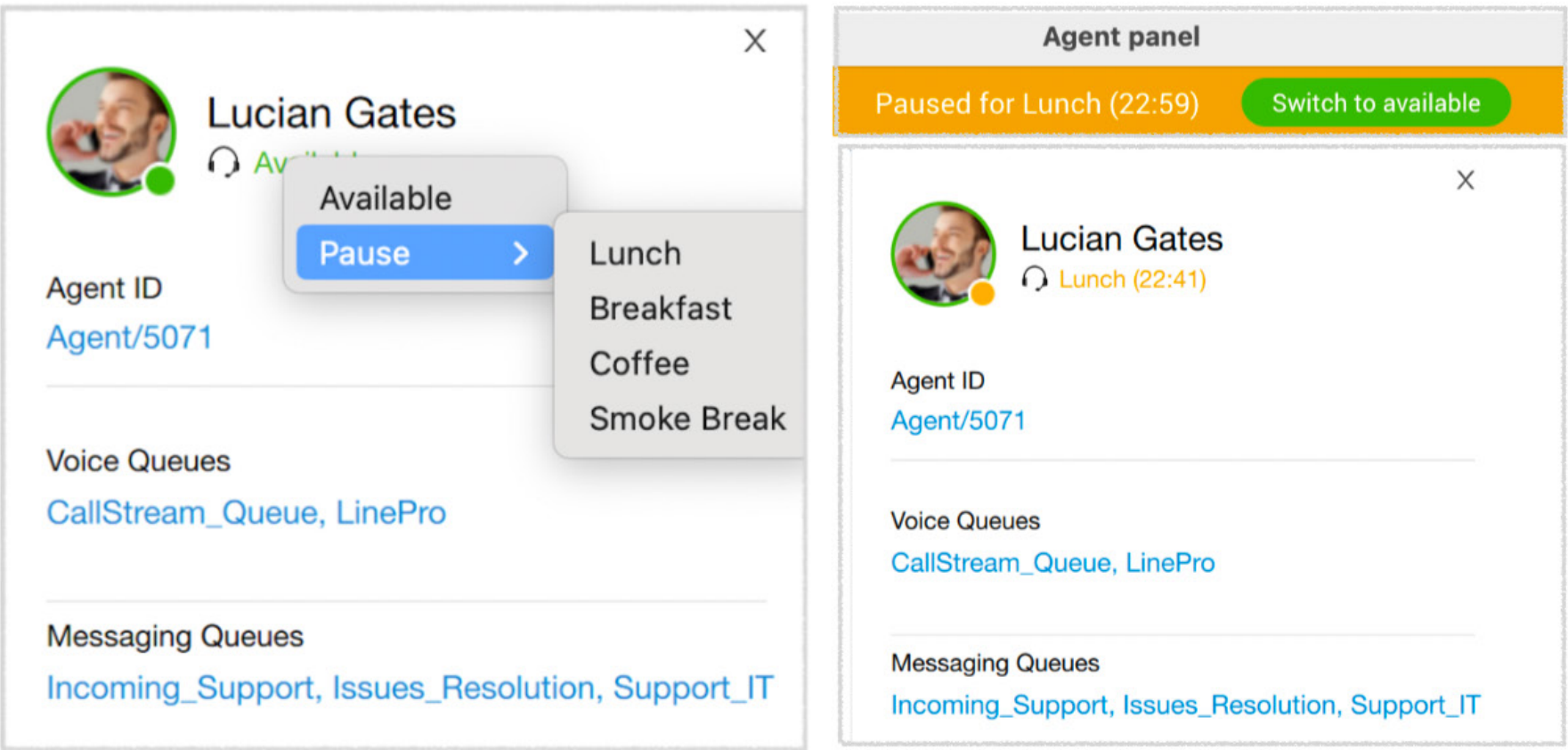
Bug Fixes & Improvements:

- Added the ext_name variable in the Call Popup URL.

- Added an option to use a Queue/ERG URL for showing a Call Popup when a call is answered or finished.

- Added the possibility to configure if DND will be turned off on log out.

- Handled the ESC shortcut in the Info section in the chat window.

- Handled the ESC shortcut in the SMS window.

- Fixed an issue where the application freezes when opening Preferences caused by always loading Outlook calendars.

- Fixed an issue with displaying a shared group indicator when the user is searching for messages within a specific shared group.

- Fixed the display text gender option to display 'they'.

- Added a new custom message within the info message dialog in case there is no seen or delivered information.

- Added an admin transfer confirmation dialog.

- Updated the Plantronics SDK to version 3.25.

- Added the group name into group chat event notifications.

- Added support to save the configuration for printing fax reports.

- Added support to store CRM configuration and contacts per profile.

- Fixed a crash in the call center edition caused by changing agent status.

- Fixed an issue with messages not being loaded correctly on large screens.

- Fixed an issue where links were not formatted properly when they contained brackets.

- Fixed an issue where URLs with an exclamation mark were not rendered correctly.

- Fixed an issue where call recording file names were not pre-filled correctly when downloading through OSC.

- Fixed an issue with right-clicking in chat after selecting multiple messages.

- Fixed an issue with server connection health check.

- Fixed an issue with special characters being inserted on MacOS.

- Fixed an issue with user selection on macOS using the command key.

- Removed the Growl option for notifications on macOS.

Meeting module

- Webrtc upgrade.

- Remove dial-in info from Copy Meeting info/invite for private meetings.

- Upload gloCOM user avatar on file sharing service.

- Fixed an issue where the Mute All feature for co-organizers was not available.

- Fixed an issue where the Co-Organizer had the option to remove the organizer.

- Fixed an issue where Audio was not playing when a raised hand was received.

- Fixed an issue where Initials were not displayed in speaker view on the desktop.

- Fixed an issue where the Webcam output was rotated 90 degrees to the side.

- Fixed an issue where email contact selection was not working properly.

- Fixed an issue where the date picker was not working properly on Windows while scheduling a meeting.

Contact Center module

- **Supervisor**
The Supervisor edition with the omnichannel module now requires logging in as an agent with appropriate credentials, including the agent number (required) and agent PIN (optional).

CONTACT BICOM SYSTEMS TODAY
to find out more about our services

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 (UK)
Unit 5 Rockware BC
5 Rockware Avenue
Greenford
UB6 0AA
United Kingdom

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

Bicom Systems (FRA)
c/o Athena Global Services
Telecom
229 rue Saint-Honoré – 75001
Paris
Tel : +33 (0) 185 001 000
www.bicomsystems.fr
sales@bicomsystems.fr

Bicom Systems (ITA)
Via Marie Curie 3
50051 Castelfiorentino
Firenze
Italy

Tel: +39 0571 1661119
Email: sales@bicomsystems.it

Bicom Systems (RSA)
12 Houtkapper Street
Magaliessig
2067
South Africa

Tel: +27 (10) 0011390

email: sales@bicomsystems.com

Follow us

bicom
SYSTEMS