Personal Dialer

📁 Choose CSV File (dialer.txt)

ⓘ 14456996666,Adrian,

14456996666 ⌄

Adrian ⌄

🔘 IDLE

Current Call: None

Next Call: Adrian

Start   Finish

Parked calls

🔒 Parked Calls

No parked calls

Close

Todd Davids
No notifications

Phone | Conference | Voicemail | Group Chat | Self Care | Send Fax

Search contact

Chuck Roast (146)
George Brown (124)
Hal E. Luya (144)
Marry Williams (127)
Marsha Mellow (165)
Roman Holiday (164)

DIRECTORY   CONTACTS   FAVORITES   HISTORY

Communicator 5.3
Release Notes

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Features:

Personal Dialer

This feature enables users to load a CSV file inside Communicator and to dial numbers from that file one after another. This is useful for people who dial the same list of numbers every day so they don't have to copy-paste each number. When you open the Personal Dialer module, you are presented with the following window:
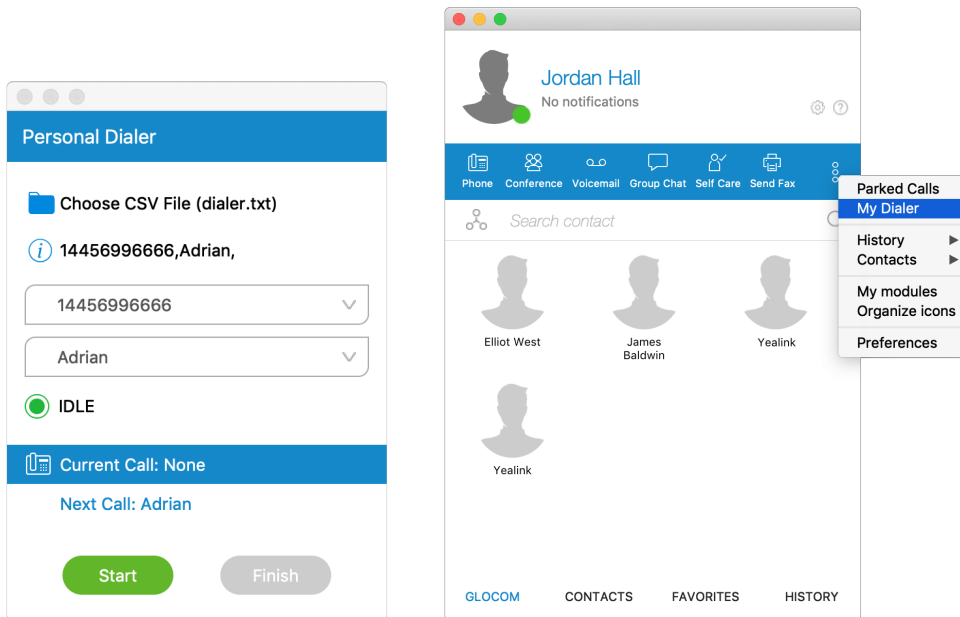
After loading the file, the first line from the file is shown in the "info" section, so a user can have a preview of the file structure. Then they have to select the phone number column, so Communicator knows which number to dial. Optionally the user can choose the identifier column which is useful for labeling numbers with a name.
For example in the file:

202-555-0113, Adams Hart, Street A Washington
202-555-0554, Addie Beasley, Street B Washington

The first column would be the number, and the second would be an identifier (person's name, company name etc.). This identifier is used in the "Current Call" and "Next Call" labels so a user can have an idea as to who is going to be dialed next.
After the user presses "Start" Communicator proceeds to call the first number from the list if there are no other calls at the moment. Numbers are dialed one after another but a user can pause the dialer at any time if they want to. Dialing is finished after the end of the list is reached, or if a user finishes dialing.
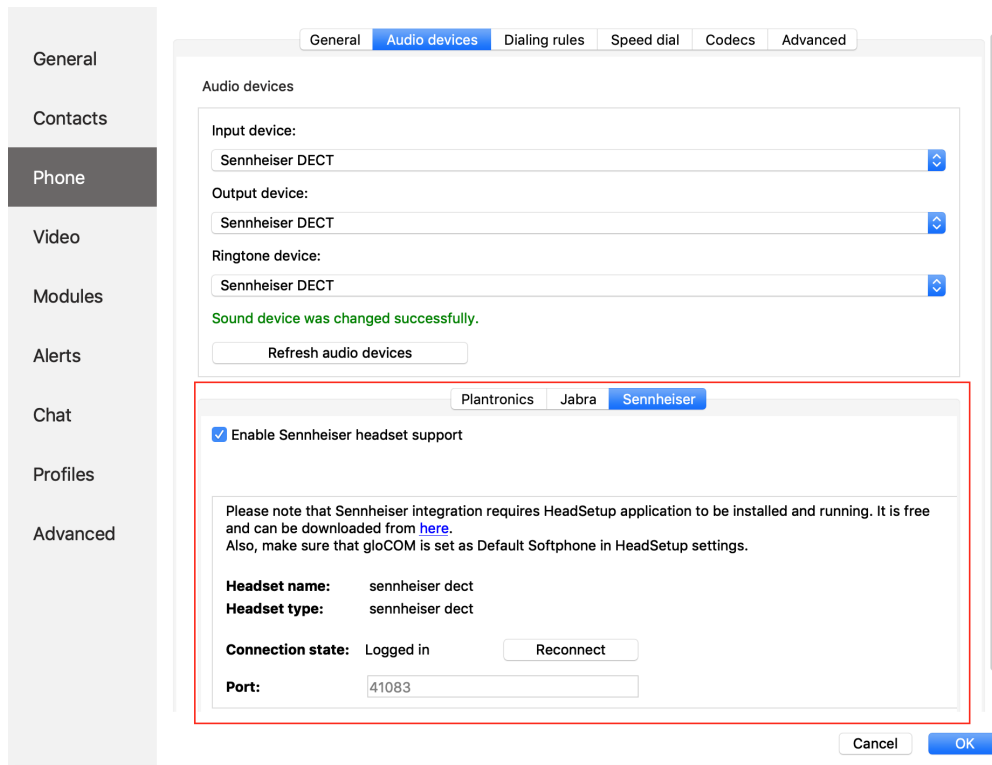
After the dialer session is over, users can export session in .csv file with details about the dialed numbers.

Dialer is not available in the Office edition.

Sennheiser integration

We have implemented the Sennheiser call control integration. The integration can be enabled inside Preferences > Phone > Audio devices > Sennheiser tab.

Supported features on the headset (HS):

- Incoming call accepted by HS (tap the call button while there is an incoming unanswered call)

- End an active call from HS (tap the call button while there is an active call)

- Incoming call rejected by HS (LONG press the call button) - ⚠ (not supported for DECT devices)

- Hold an active call on HS (double tap call button while an active call is not held)

- Resume held call on HS (double tap the call button while an active call is held)

- Redial call (double tap the call button while there are no calls)

- Off-hook (tap the call button while there are no calls)

- On-hook (tap the call button after an off-hook event)

- Mute from HS (tap the mute button while on an active call)

- Unmute from HS (tap the mute button while muted on an active call)

If the connection to HeadSetup (or HeadSetup Pro) is lost, Communicator will try to reconnect every 30 seconds. Logs are written in the Headsets tab inside Diagnostic Logs.

PCI compliance with support for remote DTMF

Example:

A user is on a phone call with an agent, and the caller needs to perform a payment, he/she needs to say his credit card number.

Agents can now turn on an option in Communicator that will detect the DTMF from the caller, and enter them into a text field by "simulating keypress" with the DTMF digit.

This way the caller does not "send" credit card details via the voice input but rather through the DTMF straight into a field intended on a website for payment.

Inside the call window there is an icon for activating this feature:
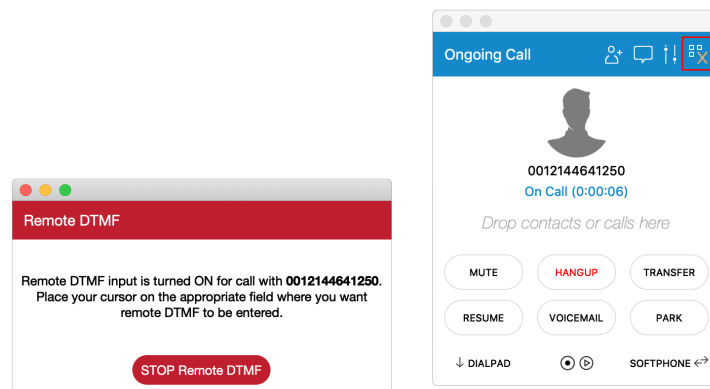
After activating, the DTMF which the other side inputs are written wherever the cursor on the computer is positioned. You can stop receiving remote DTMF by either pressing the icon again, clicking on the "Stop Remote DTMF" button or by ending the call.

Custom parking lots

When a user presses "Park" inside the call window in Communicator, they are presented with a drop-down so they can choose which lot to park their call on.
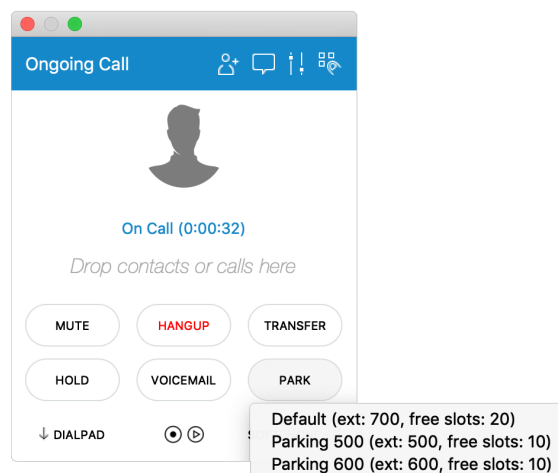
Better department filtering

Implemented the "My departments" option in the Departments main window drop-down list. This way a user can choose to display contacts from his/her departments only.

Also, login notifications are now shown only for the users who are visible in the contacts view (users from the selected department).

That means if the "All departments" option is selected, login notifications are shown for all users but, for example, if the "Accounting" department is selected, only login notifications from those users are shown.
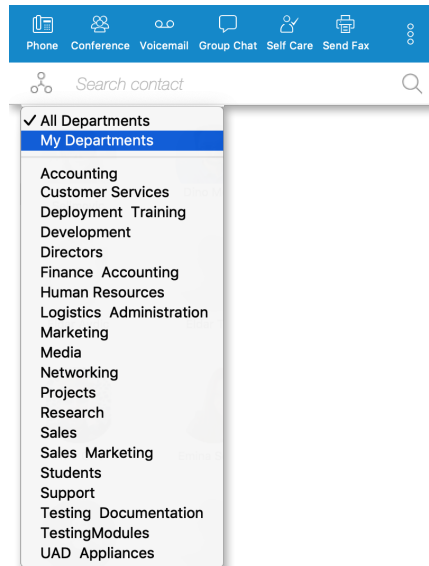

Search agents in the Supervisor agents view tab

In the supervisor panel (Agents tab) the "Search agents" button will enable supervisors to quickly search and find agents.
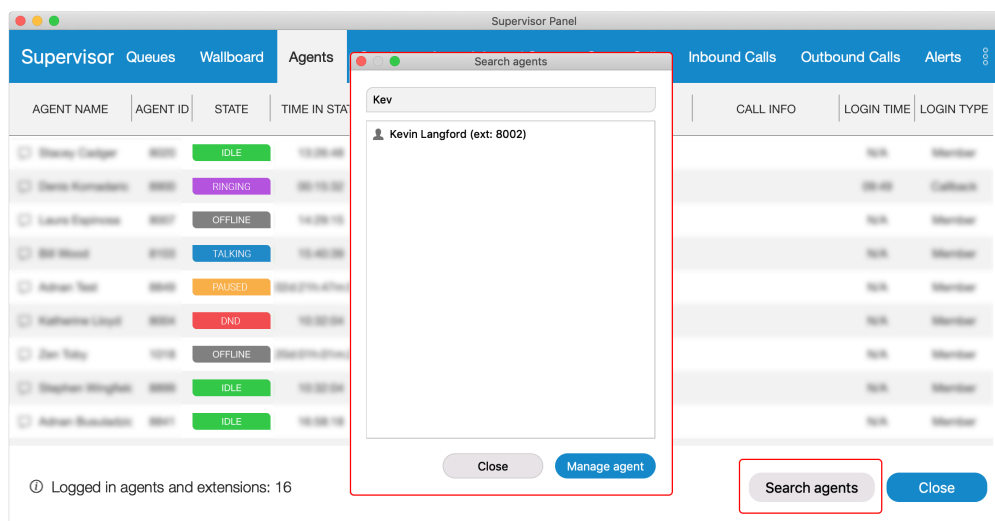
More detailed Fax sending progress (Page sent)

When sending a fax, users are presented with a "Sent X of Y pages" so the completion progress is more detailed. This feature affects only the server side, so it should work with old Communicator's as well.
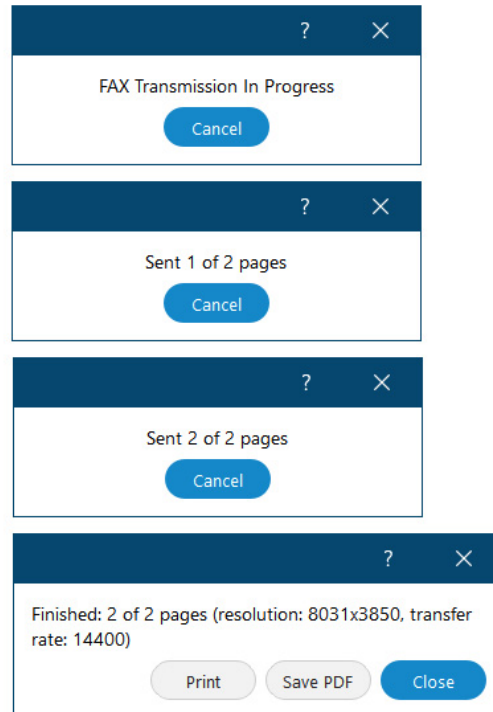

Six module icons for faster access

Increased the number of module icons displayed on the main screen to six.
Organizing icons work the same as before (simply click on the three dots menu > Organize icons).
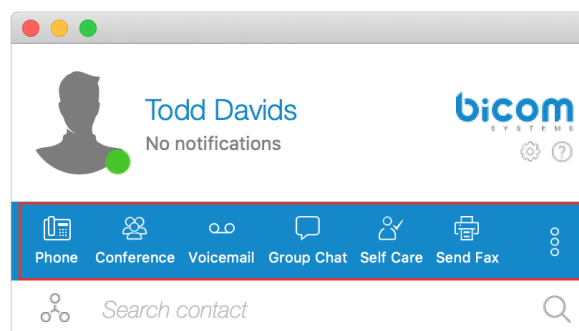
Communicator transfer - added search of contacts

When trying to transfer a call via Communicator, the contact list will display Google and Outlook contacts in a drop-down list.
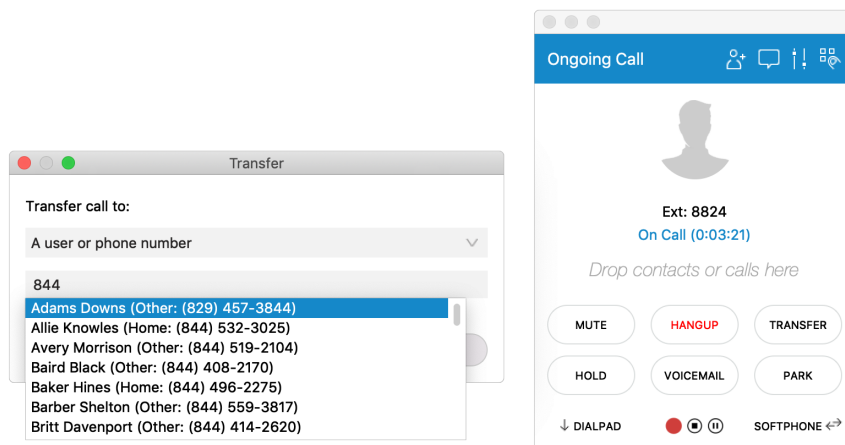
# Faster blind transfer with the Enter key

Users can press Enter to confirm the transfer (previously pressing Enter would cancel the transfer dialog which was confusing).

Padlock for module windows to stay open

Phone, Conference, Group chat and Call Parking modules now have a "padlock" icon in the upper left corner.
If it's locked, the window is not closed automatically when a call is initiated (the conference is joined / group chat joined / call picked from the call parking dialog).
In older versions, these modules were automatically closed.
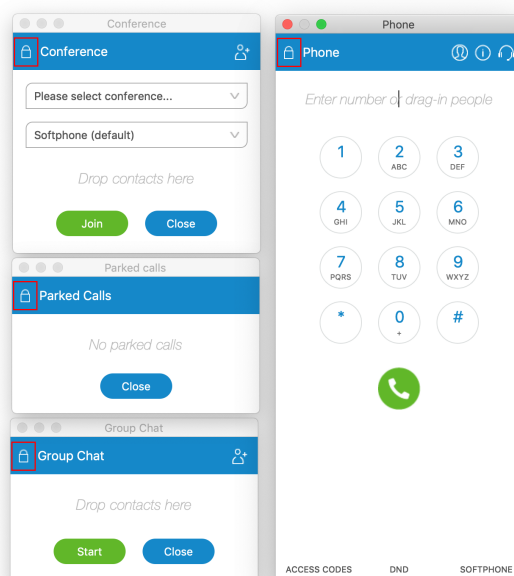
Reset the profile picture to the default avatar

This feature enables users to reset their profile picture to the default avatar (no profile picture). When a user clicks on their avatar in the personal information dialog they are presented with a message box so they can choose if they want to change their avatar or reset to the default one. Note that if the user has no avatar, no message box is presented, since their only option is to set another avatar (or cancel).
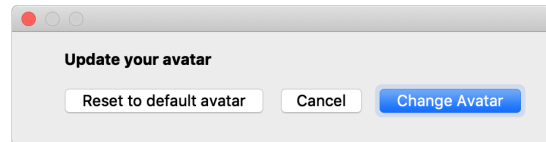

Improved drag&drop for transfers

User can use drag&drop from any part of the call window to do a call transfer. Previously you were able to do so only from a specific icon dedicated for the call transfer.
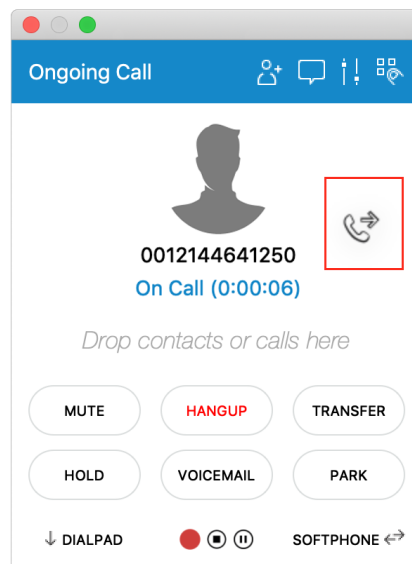
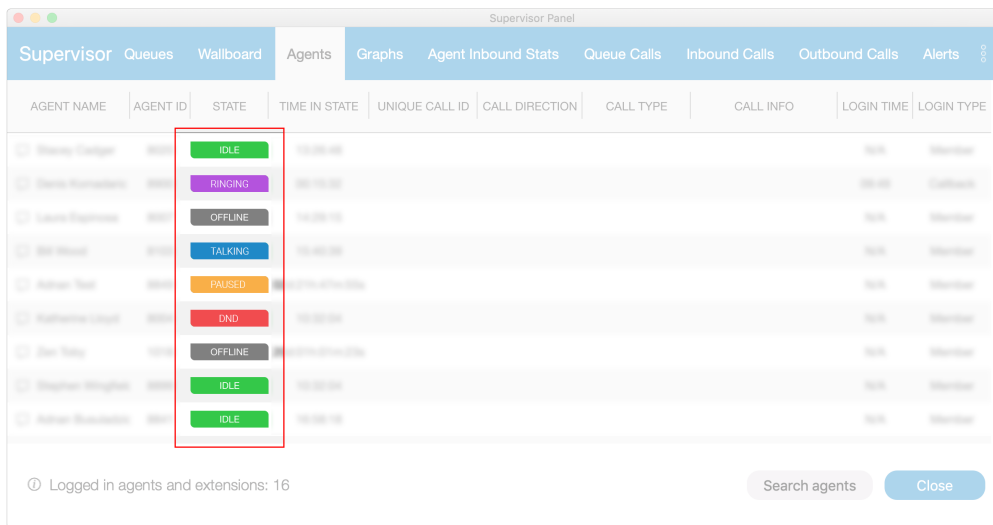# Communicator softphone & deskphone mode display for DTMF digits

Communicator now features an improved dialer module to display the entered DTMF on the screen.
(when users dial voicemail and press 2351 on the keyboard, the dialer will display numbers on the screen).
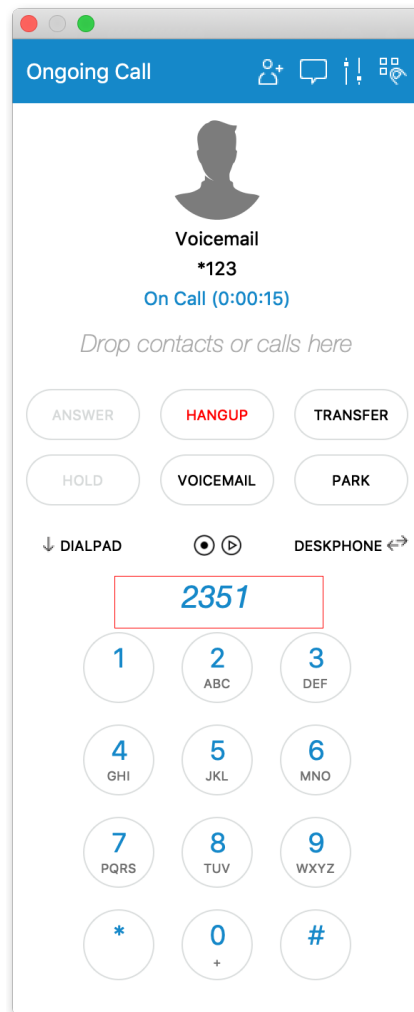
Supervisor Panel colors of different statuses

The colors for different agent statuses inside the Supervisor Panel (Agents tab) have been enriched. Colors are presented as seen on the screenshot:

Warning icon in the "Contacts" tab

If contacts loading has failed for whatever reason, a warning icon is displayed. Instead of opening the 3 dots menu in the Modules bar and refreshing contacts, users are now able to click the warning icon and will be prompted with a simple 'Click to retry.' message upon which the contacts list will be refreshed.
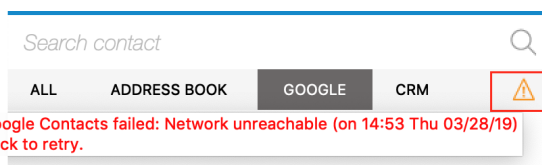
Wording on the outbound caller ID blocked

Wording on the outbound caller ID has been improved to:
"Your Caller ID is set to Anonymous"
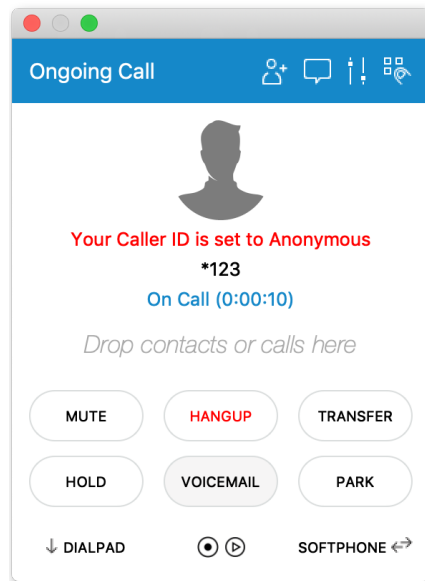
Changed Login failure message to be more clear

The login failure message has been improved with a more intuitive message:
"Login Failed: Username or Password is incorrect".

"Outlook plugin" renamed

Communicator outlook plugin renamed from "OutlookPlugin" to more intuitive one "Communicator Outlook Plugin".
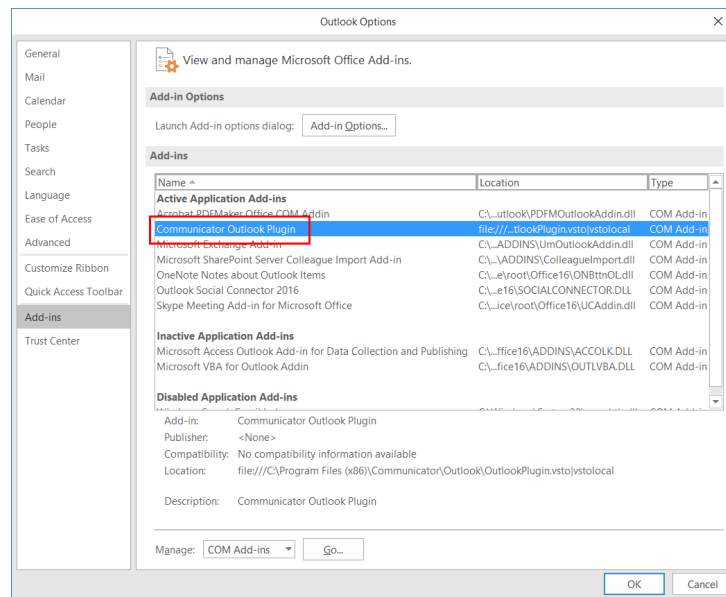
Voicemail delete icon has been improved

The X voicemail icon denoting voicemail removal in the upper right corner has been replaced with the trashcan icon to avoid any possible confusion.
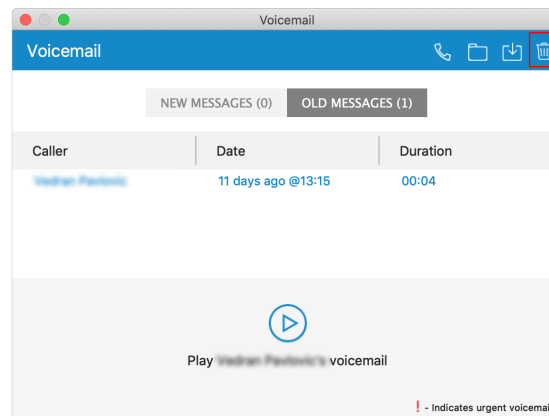
Bug Fixes & Improvements:

- 3000+ Google contacts sync fail with a timeout
- "answer" detection in desk phone mode
- Avatar in the ListView is blurry
- Bug in the Agent Panel when a call comes in the MWT it shows a very high number and keeps increasing
- Bug: wrong call information when using the callback option
- 'conected' misspelled when adding users into a conference
- Call Center Queues panel & Supervisor Panel discrepancies
- The camera zoomed by default
- Chat window file sending and web URL issues
- Click 2 Dial from the phone icon in the list view did not work
- 'DND enhanced service is not enabled for your account' warning message shown when using the French language
- Every time I lock and unlock the screen there is an unnecessary Communicator notification
- Extensions are excluded from Communicator contacts if "not active" in PBXware
- French translation issue in supervisor panel
- Communicator login screen is stretched with long session names
- Communicator remembers last default action on 'enter'
- Communicator stealing application focus on Windows 7/MacOSX clients for incoming calls
- Communicator doesn't unregister on Quit from the Dock icon (OSX)
- Communicator dynamic agent - when transfering a call hangs up the line
- Incorrect spelling of the word 'supplier'
- Issue when a user clicks on "Switch device" before a call is answered
- List view in Communicator cut some of the texts in the bottom line
- Monitor Extensions page displays non-existing SIP registrations
- Monitor Extensions page (pwproxy): port into v5.2
- Module icons in the Contacts view are blurred on OSX
- Multiple same users in the conference
- No icons in the Organize icons feature on OSX
- On MT a parked call was not visible in Parked Calls inside Communicator
- On softphone, two outbound calls will both play audio without being answered
- Outbound calls using deskphone posted logs to the CRM system always as ANSWERED
- Outlook Click2Dial issue (possible duplicate/resolved issue)

- Personal Dialer issues

- pwproxy: Filter events per user

- Ring volume under preferences > phone does not have an effect

- Sending video button stretched

- The yellow colors in Communicator did not match

- Translation issues in Preferences

- Translation issues in the Supervisor edition

- Using a single quote in the Personal Dialer CSV file skipped that line

- VM icon did not notify for Voicemail

- When a lot of users of users log in at the same time, monitor filled up on the right side in Communicator

- The wrong caller ID when using the callback option in Communicator GO

- When using non-default callerID for outbound calls, the CRM popup/search did not work

About Bicom Systems

Vision Statement
We Unify Communications!

Mission Statement
We provide the Communication World with the most Complete Turnkey Communication Systems available by Creating, Unifying and Supporting the Most Advanced of Current Technologies.

Overview
Bicom Systems was the first company to deliver Open Source Communications Software as Professional Turnkey Solutions.
By combining the best of open source telephony and its own proprietary software, Bicom Systems can provide enterprises with turnkey solutions that take account of the clients' exact needs within a very cost-effective framework - giving CIOs the safest choice. This mix includes royalty-free software, vibrant open source communities, available custom development backed up by accountable, professional support services.
The company finds innovative open source communication projects and professionalizes the project by creating, unifying and supporting turnkey systems with its proprietary in-house software. Bicom Systems provides the resources, core development and support services to enable popular open source projects to scale into enterprise-class communications software.