



RELEASE NOTES

PBXware 7.5.0



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Features

PBXware introduces several new features and enhancements with the 7.5 release. Call recording transcriptions are now available, which enables customers to have their call recordings automatically transcribed. The new Event Manager allows you to streamline workflows between PBXware and third-party platforms/services based on predefined system events. MOS (Mean Opinion Score) has been added to call reports to help users monitor call quality. The SMS Rates feature allows PBXware administrators to charge extensions for SMS traffic. Additionally, SSO (Single Sign-On) support has been added, allowing users to access multiple applications or services using only one set of login credentials. These updates provide greater control and flexibility, enhancing the overall PBXware experience.

Call Recording Transcriptions

PBXware 7.5 introduces a powerful new feature: **Call Recording Transcription**, which allows customers to have their call recordings automatically transcribed and linked to their **Call Detail Records (CDRs)**. This enhancement enables users to easily review transcriptions, without having to listen to the whole call recording.

Transcriptions for recorded calls will be accessible from the **CDR Reports** page. To view a transcription, users can simply select the desired CDR and click the transcription button located in the top left corner. The corresponding text for that recording will appear on the right-hand side.

The screenshot displays the PBXware interface. On the left, a table lists call recordings with columns for Tenant, From, To, Date/Time, Total Duration, and Rating Duration. The selected call is from 999 to 38735225883 on 26 Nov 2024 at 14:30:19. On the right, a 'Transcription' window shows the text of the call recording, including: 'The iPad Pro is a piece of hardware appears to be very impressive. It's sick too. David, you've seen it. Tell us about it. It's so, so good. We go to a lot of these events, right? And you're like, you're constantly being handed a thing that somebody has just spent a half hour telling you is new. And most of the time you're just like, this is a MacBook, like I've seen it. It sure is. And the iPad is like the canonical example of that, right? Like for years and years and years, you pick up an iPad and you're like, boy, that sure is an iPad.'

By default, call recordings are placed in a queue for transcription and processed in the order they are received. However, users can request transcription on demand for a specific call recording, ensuring urgent recordings are processed ahead of regular background transcriptions. This can be done by clicking the 'Request Transcription' button in the transcription tab of a call recording that has not yet been transcribed.

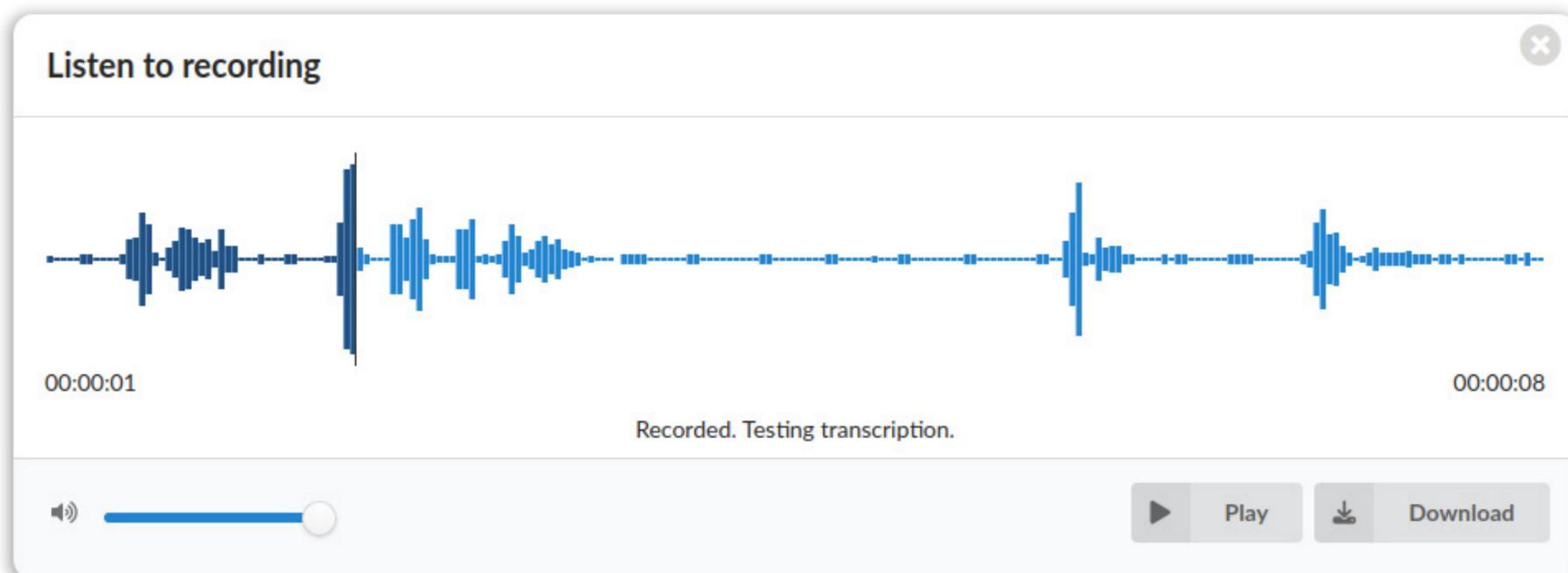


The '**Request Transcription**' feature will be controlled by the administrator, who will be able to enable/disable the use of this option globally, or per GUI user group. When the feature is disabled, users without access will not see the '**Request Transcription**' button in the transcription tab of the call recording. This helps prevent system overload by limiting transcription prioritization to selected users or groups. This option can be configured within the Master Tenant settings, in the '**Call Recording Transcription**' selection, by selecting either '**Yes**' or '**No**' for the 'Disable Transcription On-Demand' option.

Additionally, this setting can be configured per Group in the Admin settings.



Users will also have the option to view subtitles of call recordings while playing them directly within the PBXware interface, if there is a transcription available.



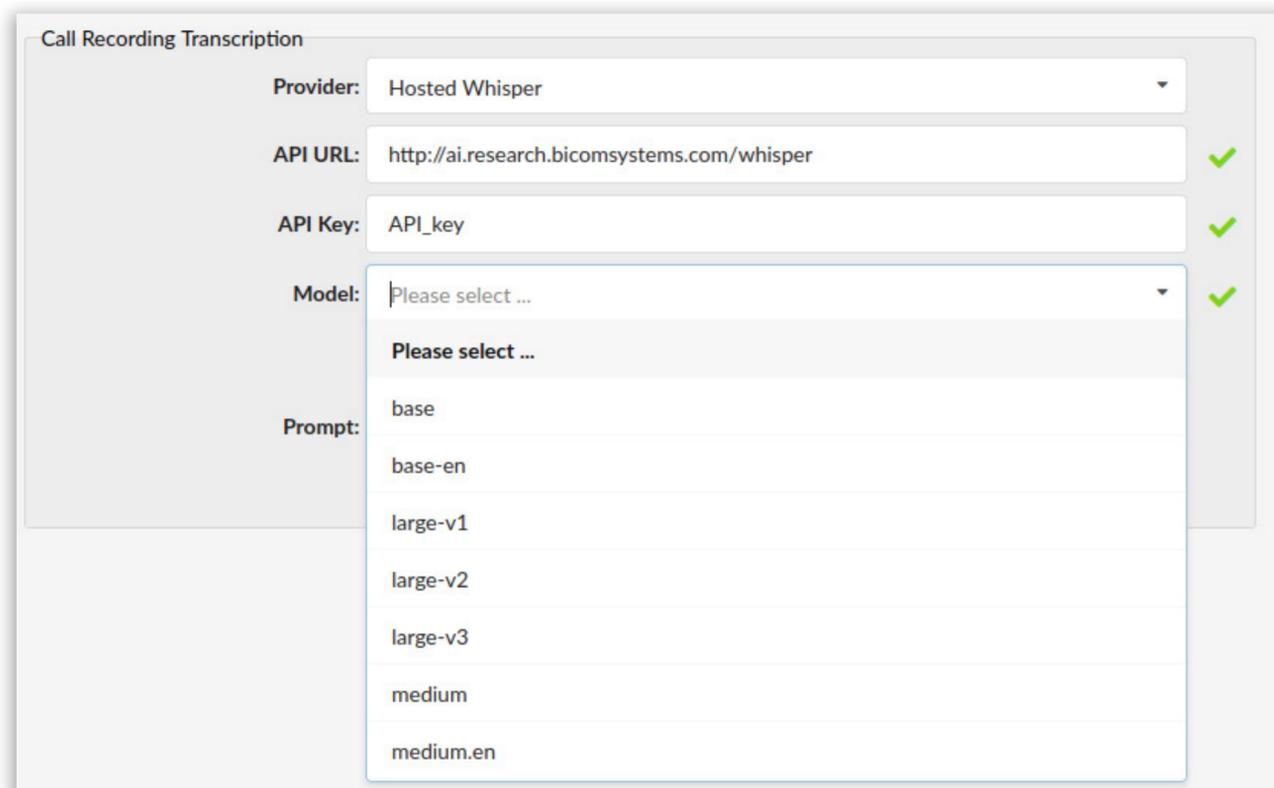
Note: If MP3 Auto Conversion is disabled, transcriptions will still be available, but subtitles will not be displayed. This is because direct playback of recordings within the PBXware GUI requires MP3 conversion to be enabled.

This feature can be configured within a newly added section in Server Settings called **Call Recording Transcription**. Customers can select their preferred transcription provider from the available options. We are pleased to announce that **OpenAI** and **Hosted Whisper** are currently supported as transcription providers.

Open AI

A screenshot of a configuration form titled "Call Recording Transcription". It contains four fields: "Provider" with a dropdown menu set to "OpenAI"; "API Key" with a text input field containing "API_Key" and a green checkmark to its right; "Model" with a dropdown menu set to "whisper-1" and a green checkmark to its right; and "Prompt" with a text input field containing "whisper-1".

Hosted Whisper



The screenshot shows a configuration window titled "Call Recording Transcription". It contains several fields:

- Provider:** A dropdown menu with "Hosted Whisper" selected.
- API URL:** A text input field containing "http://ai.research.bicomsystems.com/whisper".
- API Key:** A text input field containing "API_key".
- Model:** A dropdown menu with "Please select ..." selected. A list of model options is shown below it: "Please select ...", "base", "base-en", "large-v1", "large-v2", "large-v3", "medium", and "medium.en".
- Prompt:** A text input field that is currently empty.

Green checkmarks are visible to the right of the API URL, API Key, and Model fields, indicating they are correctly configured.

Note: In order for call recording transcriptions to be available, they need to be enabled in the license.

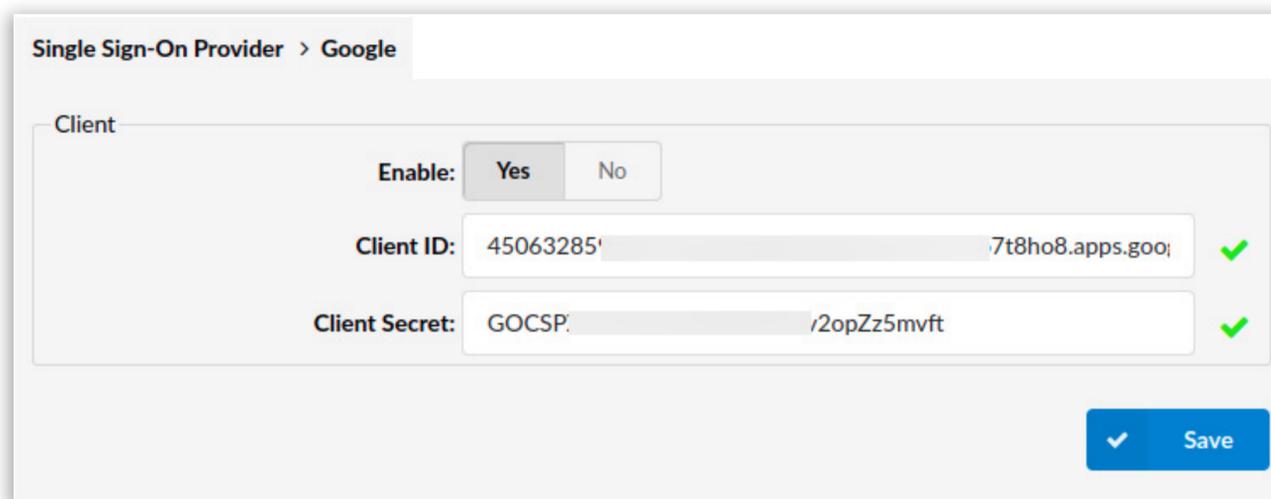
Single Sign-On

Single Sign-On (SSO) is an authentication process that allows users to access multiple applications or services using only one set of login credentials. The primary goal of SSO is to simplify the user experience by reducing the number of times a user has to log in when accessing different systems or services.

In a traditional authentication setup, each application or service requires its own set of credentials, leading to multiple login processes and the need to remember multiple usernames and passwords. SSO addresses this challenge by enabling users to log in once and access various systems or services without re-entering their credentials for each service individually.

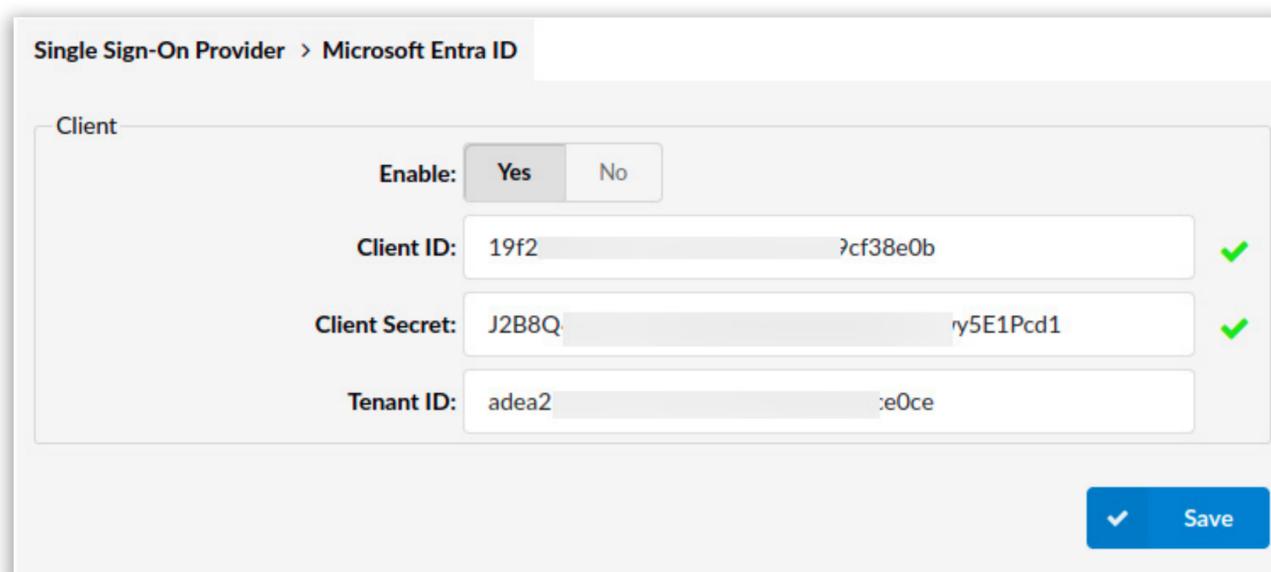
To improve the user experience for our customers, we are glad to introduce PBXware Single Sign-On compatibility with Google and Microsoft services.

Google



The screenshot shows the configuration page for a Google Single Sign-On Provider. The page title is "Single Sign-On Provider > Google". Under the "Client" section, there are three fields: "Enable:" with radio buttons for "Yes" (selected) and "No"; "Client ID:" with the value "4506328517t8ho8.apps.goo" and a green checkmark; and "Client Secret:" with the value "GOCSP.../2opZz5mvft" and a green checkmark. A blue "Save" button with a checkmark is located at the bottom right.

Microsoft



The screenshot shows the configuration page for a Microsoft Entra ID Single Sign-On Provider. The page title is "Single Sign-On Provider > Microsoft Entra ID". Under the "Client" section, there are four fields: "Enable:" with radio buttons for "Yes" (selected) and "No"; "Client ID:" with the value "19f2...?cf38e0b" and a green checkmark; "Client Secret:" with the value "J2B8Q...ry5E1Pcd1" and a green checkmark; and "Tenant ID:" with the value "adea2...:e0ce". A blue "Save" button with a checkmark is located at the bottom right.

Once the SSO provider's side configuration is completed and the credentials are obtained, the PBXware administrator can configure the PBXware to use the preferred SSO provider.

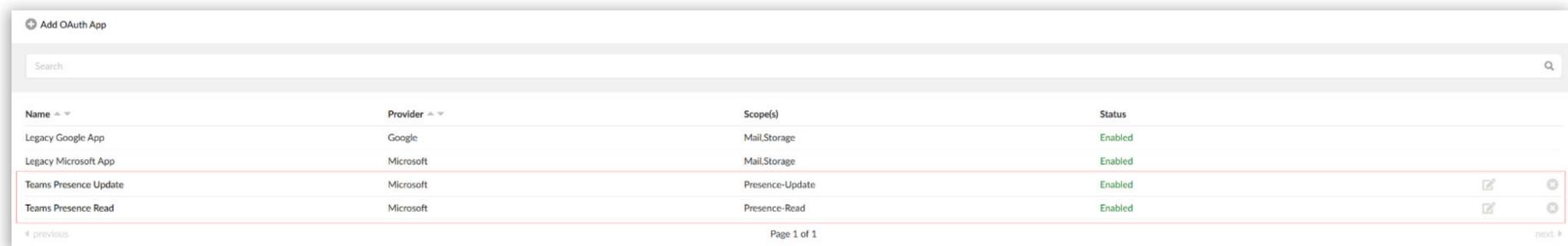
SSO configuration settings are located under **Settings → Single Sign-On**.

The credentials obtained during SSO provider configuration will be used to populate the necessary settings and configure SSO to be used with PBXware. SSO enforcement can be configured per extension and per tenant in Multi-tenant systems. On non-Multi-tenant systems, it is possible to configure it for the entire server.

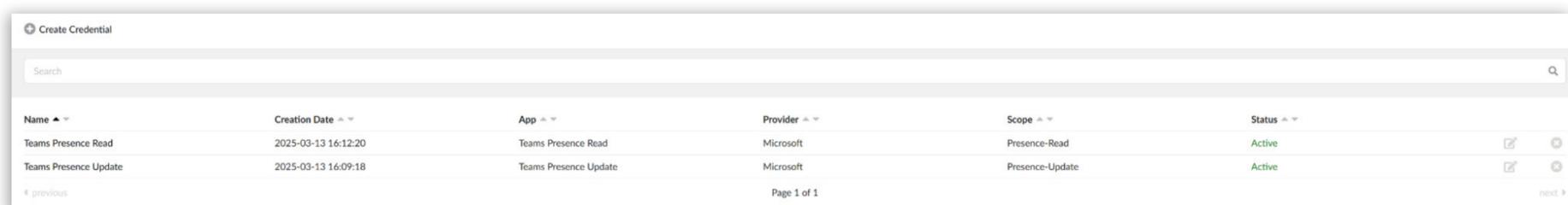
Please note in order for SSO to be available on PBXware, it first has to be enabled in the license. In the case of a Multi-tenant system, SSO cannot be enforced across the entire system but must instead be configured individually for each tenant in the license.

Microsoft Teams Presence Integration for PBXware

PBXware 7.5 introduces an option to synchronize Microsoft Teams' presence status with the Bicom client application (gloCOM Desktop, gloCOM Web, and gloCOM GO) extension's presence. Before this integration can be enabled, it is necessary to create the required OAuth apps and credentials (which can be found and created in Settings → OAuth on the desired tenant).

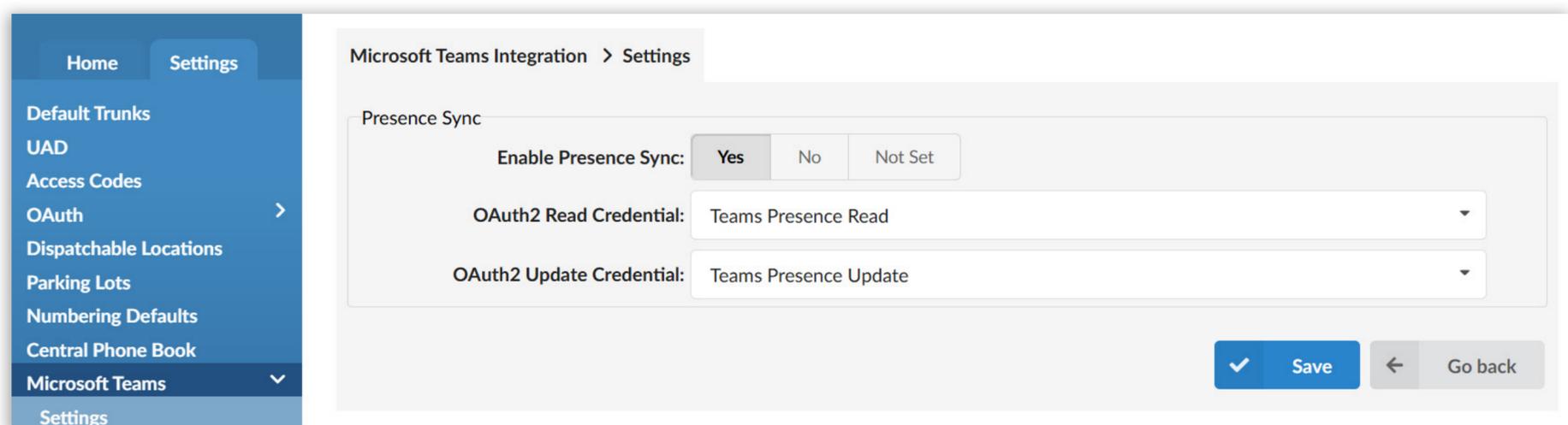


Name	Provider	Scope(s)	Status
Legacy Google App	Google	Mail.Storage	Enabled
Legacy Microsoft App	Microsoft	Mail.Storage	Enabled
Teams Presence Update	Microsoft	Presence-Update	Enabled
Teams Presence Read	Microsoft	Presence-Read	Enabled



Name	Creation Date	App	Provider	Scope	Status
Teams Presence Read	2025-03-13 16:12:20	Teams Presence Read	Microsoft	Presence-Read	Active
Teams Presence Update	2025-03-13 16:09:18	Teams Presence Update	Microsoft	Presence-Update	Active

After OAuth apps and credentials have been configured, the Microsoft Teams Integration can be enabled by setting the Enable Presence Sync option to “Yes”, which can be found in the Settings → Microsoft Teams -> Settings tab.



Microsoft Teams Integration > Settings

Presence Sync

Enable Presence Sync: Yes No Not Set

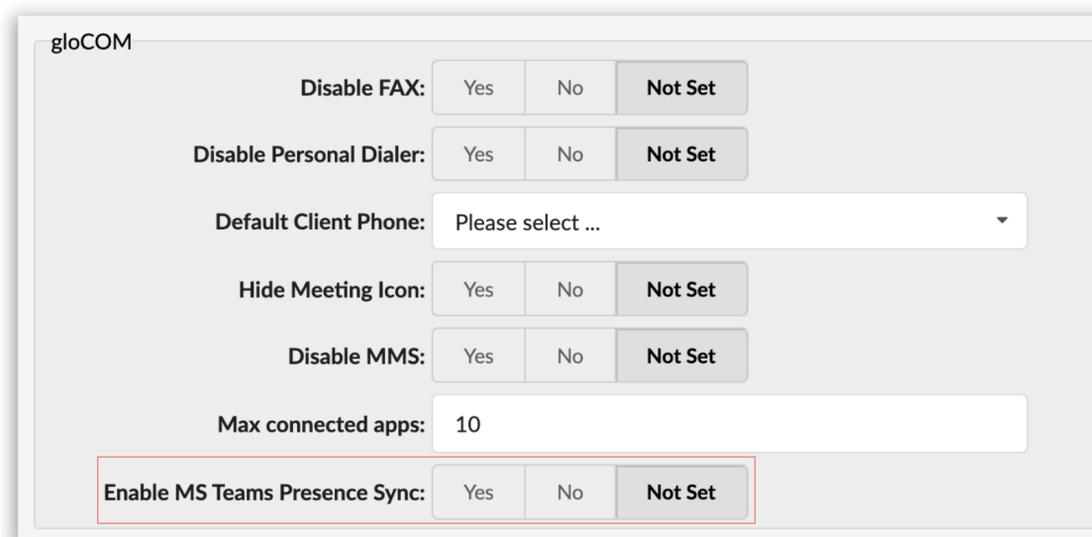
OAuth2 Read Credential: Teams Presence Read

OAuth2 Update Credential: Teams Presence Update

Save

The Enable Presence Sync option determines whether the presence is synced across the entire tenant, or, in case of non multi-tenant systems, the whole PBXware.

The Teams Presence Sync option can also be customized at the extension level. This can be adjusted by opening an extension's settings, clicking the "Show Advanced Options" button, and scrolling to the gloCOM section, where the Teams Presence Sync can be turned on or off.



The screenshot shows the 'gloCOM' settings interface. It contains several configuration options:

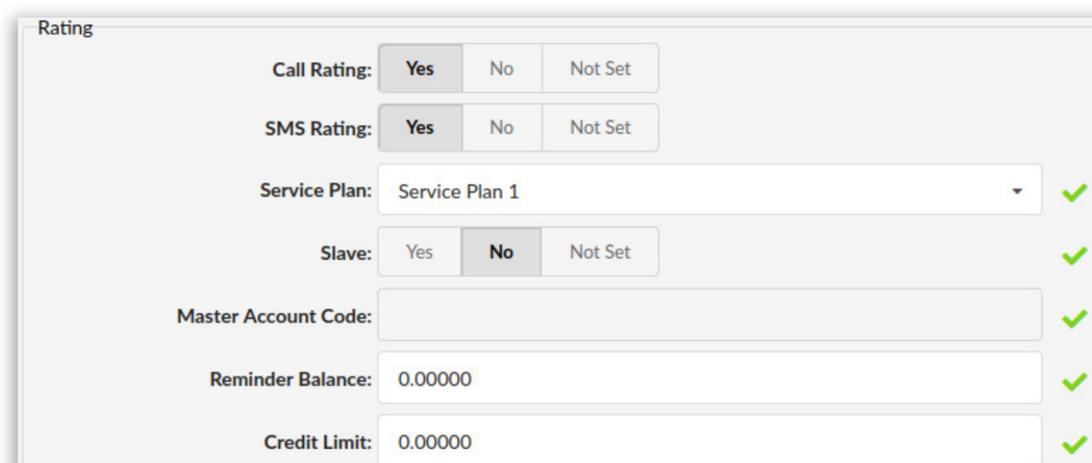
- Disable FAX:** Yes, No, Not Set
- Disable Personal Dialer:** Yes, No, Not Set
- Default Client Phone:** Please select ... (dropdown menu)
- Hide Meeting Icon:** Yes, No, Not Set
- Disable MMS:** Yes, No, Not Set
- Max connected apps:** 10 (text input)
- Enable MS Teams Presence Sync:** Yes, No, Not Set (highlighted with a red box)

When the Teams Presence Sync option does not have the same value at the tenant and extension levels, the extension setting takes precedence:

- If the Teams Presence Sync option is set to "Yes" at the extension level, the same option will be overridden at the tenant level. Teams Presence Sync is turned on.
- If the Teams Presence Sync option is set to "No" at the extension level, the same option will be overridden at the tenant level. Teams Presence Sync is turned off.
- If the Teams Presence Sync option is set to "Not Set" at the extension level, it will only be turned on if the same option is set to "Yes" at the tenant level.

SMS Rating

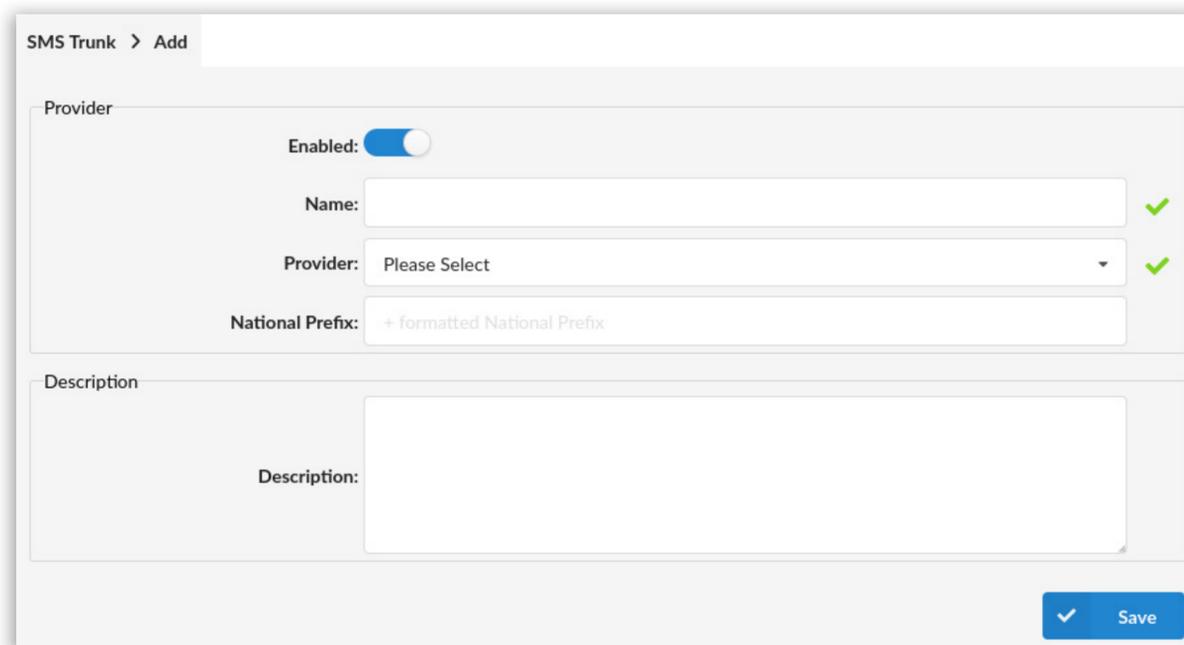
With this release, PBXware introduces SMS Rating, allowing PBXware administrators to charge extensions for SMS traffic.



The screenshot shows the 'Rating' settings interface. It contains several configuration options:

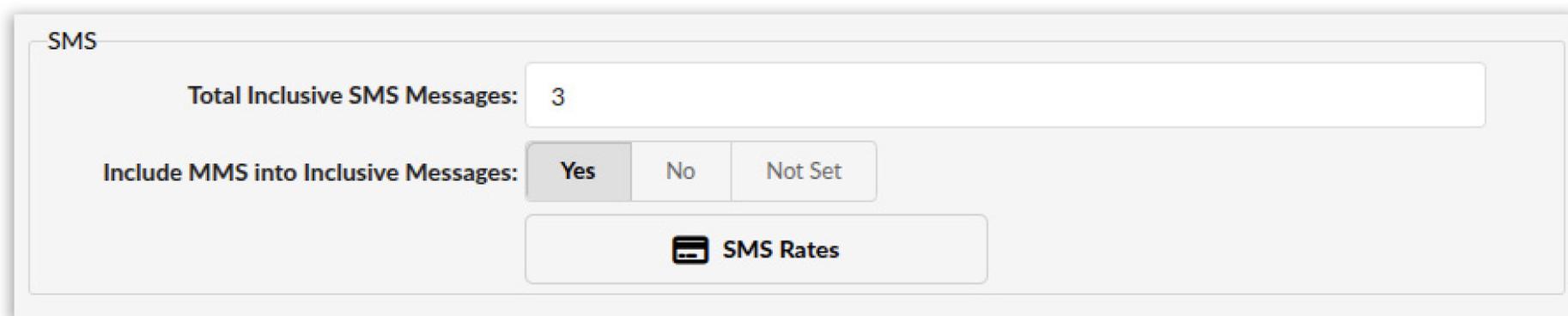
- Call Rating:** Yes, No, Not Set
- SMS Rating:** Yes, No, Not Set
- Service Plan:** Service Plan 1 (dropdown menu) ✓
- Slave:** Yes, No, Not Set ✓
- Master Account Code:** (text input) ✓
- Reminder Balance:** 0.00000 (text input) ✓
- Credit Limit:** 0.00000 (text input) ✓

With this enhancement, SMS messages sent from extensions can now be rated based on the Service Plan assigned to each extension. Administrators can define custom SMS and MMS rates for both national and international messages, ensuring flexible pricing that reflects real-world costs. The system will automatically distinguish between national and international messages using the National Prefix defined for each SMS trunk.



In addition to per-message rating, Inclusive SMS messages have been introduced to allow administrators to set a number of free national messages into the Service Plan. This works similarly to the existing Inclusive Minutes feature for calls. Once an extension's inclusive messages are used up, any additional messages will be charged based on the defined SMS rates for the assigned Service Plan.

Administrators can also choose if they wish to include free MMS messages in the Service Plan. The extension's user will be able to send such messages for free until the limit defined in Total Inclusive SMS Messages is reached.



Ratings can now be applied to Bulk Messages by selecting a rating extension from the new dropdown menu. The selected extension will be charged for all messages sent. However, if the extension runs out of funds, any remaining messages in the bulk campaign will not be sent.

Bulk Message > Add

General

Name: BulkSMS ✓

Sender type: Alphanumeric ✓

From: TestingCo ✓

Message: This is just a testing phase. ✓
131

Rating extension: 110 – John Doe ✓

Use Predefined list: Yes No

Upload CSV: Choose File (max 8 MB) ✓

Save Go back

With this new feature, the SMS Reports page has been updated to reflect the changes. The newly added “Rating” column displays the amount spent on each message. Additionally, a new filter option allows sorting reports by Rated and Unrated messages.

Date Range: 10 Sep 2024 00:00:00 - 10 Mar 2025 23:59:59

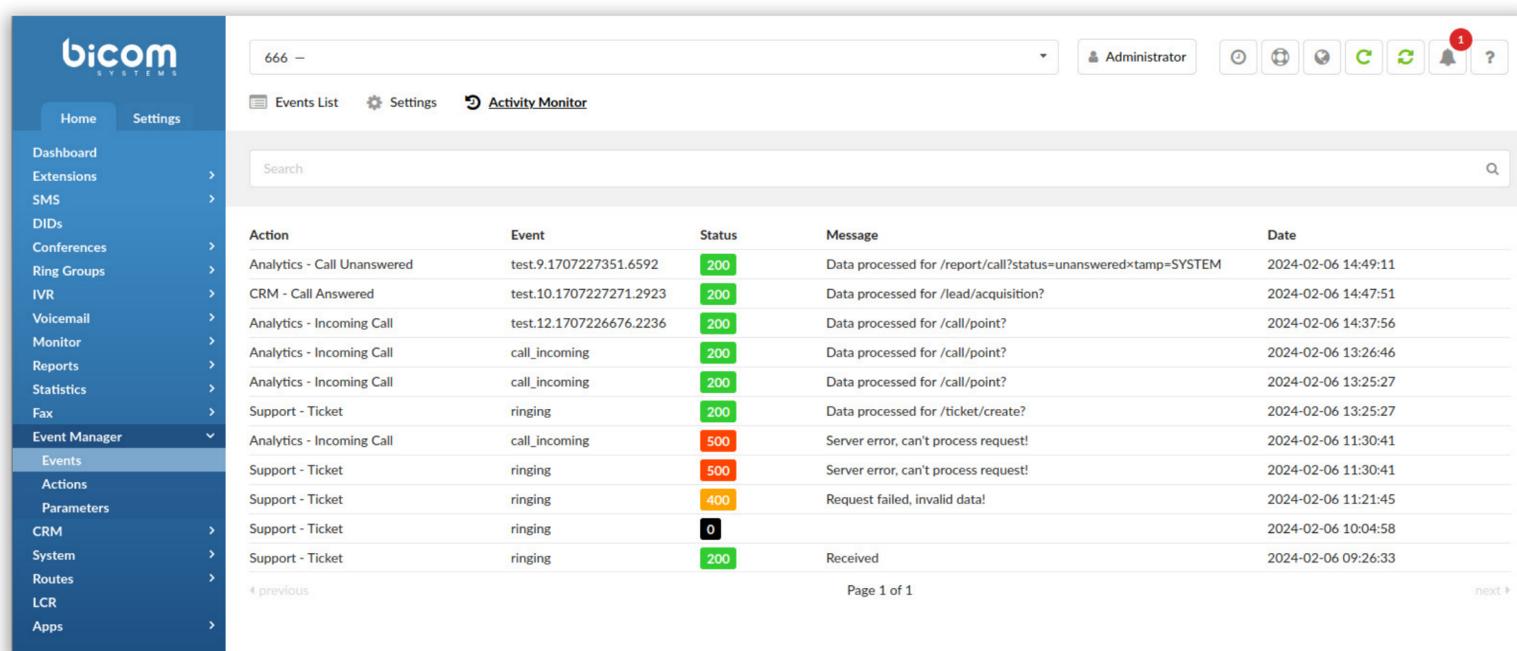
From: From To: To Direction: All Rating: Rated Type: All

	From	To	Direction	Date/Time	Rating	Status	Error Message	Type
<input type="checkbox"/>	+17-83 - John Doe (110)	+17-1	Outbound	04 Nov 2024 13:59:45	0.1	Sent	-	SMS
<input type="checkbox"/>	+17-83 - John Doe (110)	+17-6 - Jane Doe (109)	Outbound	04 Nov 2024 13:59:22	0.1	Sent	-	SMS
<input type="checkbox"/>	+17-83 - John Doe (110)	+17-6 - Jane Doe (109)	Outbound	04 Nov 2024 13:05:35	0.1	Sent	-	SMS
<input type="checkbox"/>	+17-83 - John Doe (110)	+17-6 - Jane Doe (109)	Outbound	04 Nov 2024 11:54:57	0.1	Sent	-	SMS
<input type="checkbox"/>	+17-83 - John Doe (110)	+17-6 - Jane Doe (109)	Outbound	04 Nov 2024 11:50:45	0.1	Sent	-	SMS

Event Manager

The addition of the Event Manager opens up a whole new world of possibilities for PBXware administrators by providing the ability to streamline workflows between PBXware and third-party platforms/services on predefined system Events like:

- Incoming Call
- Answered Call
- Unanswered Call
- Hangup
- Ringing



The screenshot shows the Bicom Systems Event Manager interface. The left sidebar contains a navigation menu with options like Home, Settings, Dashboard, Extensions, SMS, DID's, Conferences, Ring Groups, IVR, Voicemail, Monitor, Reports, Statistics, Fax, Event Manager (selected), Events, Actions, Parameters, CRM, System, Routes, LCR, and Apps. The main content area displays a table of events with columns for Action, Event, Status, Message, and Date. The table contains 12 rows of event data.

Action	Event	Status	Message	Date
Analytics - Call Unanswered	test.9.1707227351.6592	200	Data processed for /report/call?status=unanswered&tamp=SYSTEM	2024-02-06 14:49:11
CRM - Call Answered	test.10.1707227271.2923	200	Data processed for /lead/acquisition?	2024-02-06 14:47:51
Analytics - Incoming Call	test.12.1707226676.2236	200	Data processed for /call/point?	2024-02-06 14:37:56
Analytics - Incoming Call	call_incoming	200	Data processed for /call/point?	2024-02-06 13:26:46
Analytics - Incoming Call	call_incoming	200	Data processed for /call/point?	2024-02-06 13:25:27
Support - Ticket	ringing	200	Data processed for /ticket/create?	2024-02-06 13:25:27
Analytics - Incoming Call	call_incoming	500	Server error, can't process request!	2024-02-06 11:30:41
Support - Ticket	ringing	500	Server error, can't process request!	2024-02-06 11:30:41
Support - Ticket	ringing	400	Request failed, invalid data!	2024-02-06 11:21:45
Support - Ticket	ringing	0		2024-02-06 10:04:58
Support - Ticket	ringing	200	Received	2024-02-06 09:26:33

Actions allow you to create custom HTTP requests which can be enriched by defining queries, body and headers, authorization of HTTP requests, and with system and custom parameters using tags, which are defined in the Parameters section.

Parameters are replaced with relevant data on each request. Once the system triggers an active Event, all HTTP requests that are attached as Actions are sent. This section displays the system's default (predefined parameters) and custom parameters that the admin can create and use inside the Actions themselves.

Note: Default parameters cannot be deleted or edited, and they can be found in the parameters list with a cog icon before the parameter's name.

+ Add Parameter

Search

Tag	Data	Actions
called_number	Generated for calls, determines the extension that called	0
caller_id	Generated on incoming calls, Caller ID	0
calling_name	Generated for calls, determines the name of the caller	0
call_cost	Call cost generated for outbound calls, determines the price of the call	0
call_id	Generated for calls, unique ID of the call	0
call_rating_duration	Generated for rated completed calls, determines the rated duration of the call	0
date	Always generated, Date when event triggered [Y-m-d]	0
direction	Generated for calls, determines the direction of a call (inbound/outbound)	0
duration	Generated for completed calls, determines the duration of the call	0
extension	Generated for extension in context of triggered Action	0
tenant	Always generated, Tenant Code where event triggered (empty on CC)	0
time	Always generated, Time when event triggered [H:i:s]	0
unix_time	Always generated, Unix timestamp when event triggered	0

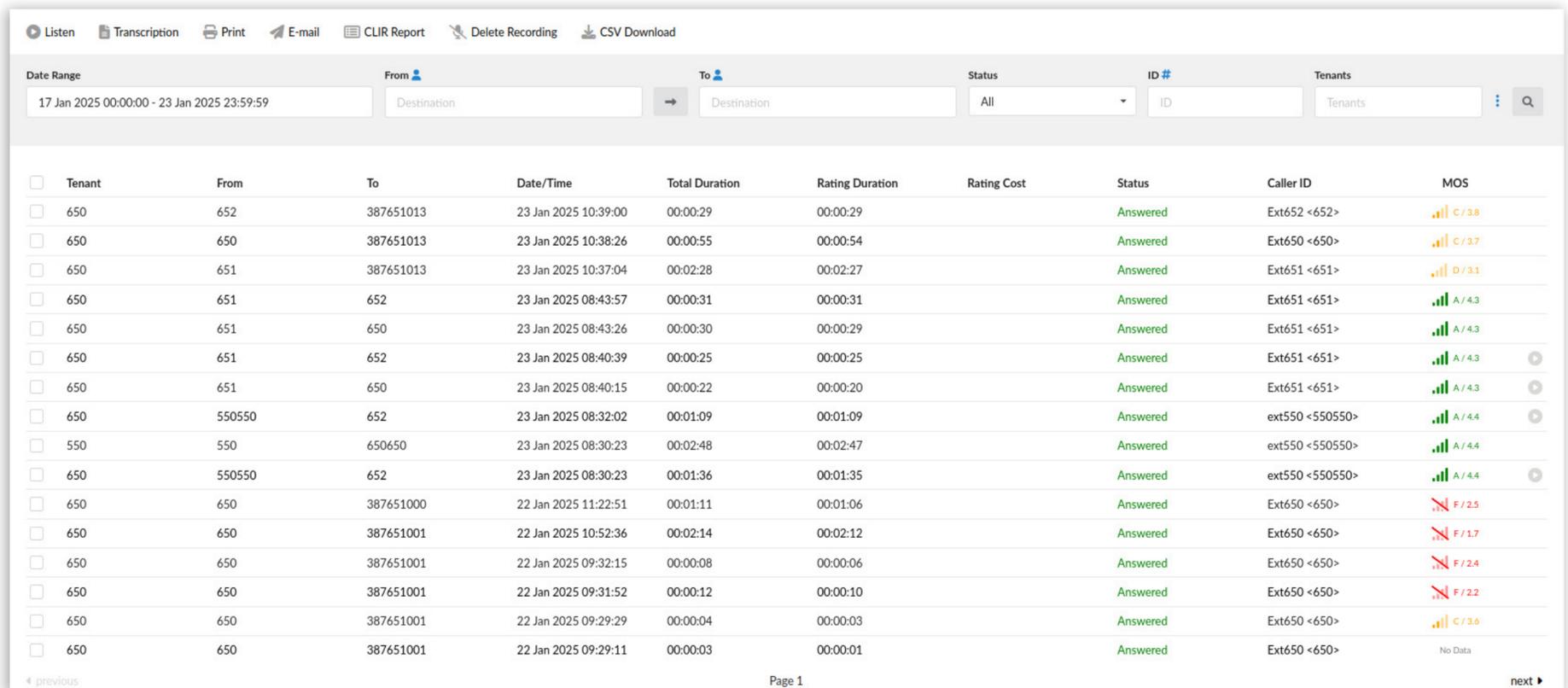
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On Multi-tenant systems, Actions can be imported from the master tenant, from a Postman Collection, and can also be added manually. In addition, the HTTP request sending history, including response data sent by the system, can be checked in the Activity Monitor in the Events section.

Note: Event Manager needs to be enabled in the license, and configured for each tenant individually.

MOS

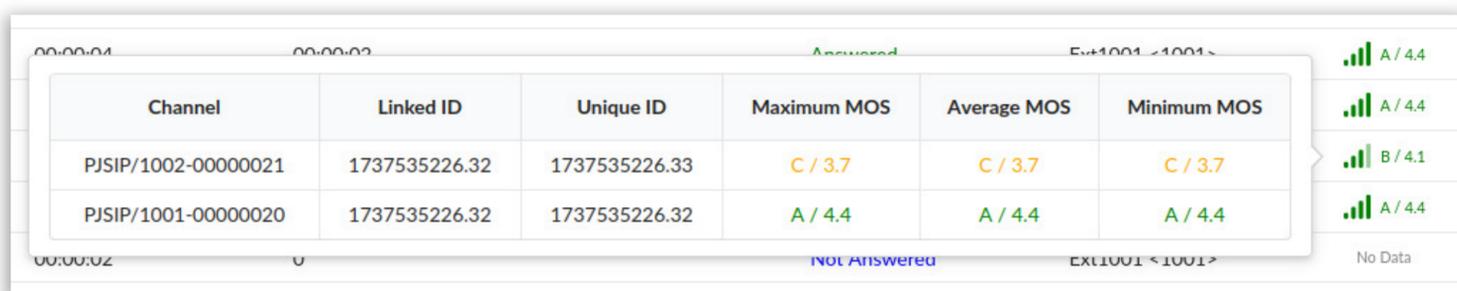
In PBXware 7.5, call reports now include a new metric: **MOS** (Mean Opinion Score), allowing users to monitor call quality. This metric has been added as a column on the CDR Reports page, where call quality is displayed for each individual record. The value displayed represents the average score across all channels within the call that share the same linked ID.



The screenshot shows the CDR Reports interface with a table of call records. The table includes columns for Tenant, From, To, Date/Time, Total Duration, Rating Duration, Rating Cost, Status, Caller ID, and MOS. The MOS column displays scores with corresponding signal strength icons. For example, a call on 23 Jan 2025 at 10:39:00 has a MOS of C/3.8. A call on 22 Jan 2025 at 11:22:51 has a MOS of F/2.5. The interface also includes search filters for Date Range, From, To, Status, ID #, and Tenants.

Tenant	From	To	Date/Time	Total Duration	Rating Duration	Rating Cost	Status	Caller ID	MOS
650	652	387651013	23 Jan 2025 10:39:00	00:00:29	00:00:29		Answered	Ext652 <652>	C / 3.8
650	650	387651013	23 Jan 2025 10:38:26	00:00:55	00:00:54		Answered	Ext650 <650>	C / 3.7
650	651	387651013	23 Jan 2025 10:37:04	00:02:28	00:02:27		Answered	Ext651 <651>	D / 3.1
650	651	652	23 Jan 2025 08:43:57	00:00:31	00:00:31		Answered	Ext651 <651>	A / 4.3
650	651	650	23 Jan 2025 08:43:26	00:00:30	00:00:29		Answered	Ext651 <651>	A / 4.3
650	651	652	23 Jan 2025 08:40:39	00:00:25	00:00:25		Answered	Ext651 <651>	A / 4.3
650	651	650	23 Jan 2025 08:40:15	00:00:22	00:00:20		Answered	Ext651 <651>	A / 4.3
650	550550	652	23 Jan 2025 08:32:02	00:01:09	00:01:09		Answered	ext550 <550550>	A / 4.4
550	550	650650	23 Jan 2025 08:30:23	00:02:48	00:02:47		Answered	ext550 <550550>	A / 4.4
650	550550	652	23 Jan 2025 08:30:23	00:01:36	00:01:35		Answered	ext550 <550550>	A / 4.4
650	650	387651000	22 Jan 2025 11:22:51	00:01:11	00:01:06		Answered	Ext650 <650>	F / 2.5
650	650	387651001	22 Jan 2025 10:52:36	00:02:14	00:02:12		Answered	Ext650 <650>	F / 1.7
650	650	387651001	22 Jan 2025 09:32:15	00:00:08	00:00:06		Answered	Ext650 <650>	F / 2.4
650	650	387651001	22 Jan 2025 09:31:52	00:00:12	00:00:10		Answered	Ext650 <650>	F / 2.2
650	650	387651001	22 Jan 2025 09:29:29	00:00:04	00:00:03		Answered	Ext650 <650>	C / 3.6
650	650	387651001	22 Jan 2025 09:29:11	00:00:03	00:00:01		Answered	Ext650 <650>	No Data

Additionally, clicking the MOS score will open a **pop-up** which shows detailed information about call quality, enabling users to analyze each channel individually by viewing its minimum, average, and maximum MOS scores.



The pop-up window displays a table with columns for Channel, Linked ID, Unique ID, Maximum MOS, Average MOS, and Minimum MOS. It shows data for two channels: PJSIP/1002-00000021 and PJSIP/1001-00000020, both with a Linked ID of 1737535226.32 and a Unique ID of 1737535226.33. The first channel has a Maximum MOS of C/3.7, Average MOS of C/3.7, and Minimum MOS of C/3.7. The second channel has a Maximum MOS of A/4.4, Average MOS of A/4.4, and Minimum MOS of A/4.4. The background shows a call record with a MOS score of A/4.4.

Channel	Linked ID	Unique ID	Maximum MOS	Average MOS	Minimum MOS
PJSIP/1002-00000021	1737535226.32	1737535226.33	C / 3.7	C / 3.7	C / 3.7
PJSIP/1001-00000020	1737535226.32	1737535226.32	A / 4.4	A / 4.4	A / 4.4

It is possible to hide call quality metrics per server and per tenant with the **'Hide Metrics'** option within the **'Call Quality'** section. When the **'Hide Metrics'** option is set to **'Yes'**, the column **will not appear** on the CDR Reports page.

Call Quality

Hide Metrics: Yes No Not Set

Additionally, the administrator can disable logging globally (on the Master Tenant/Server) since this feature requires additional disk space. This way, unlike with the **'Hide Metrics'** option, writing MOS data to the database is completely disabled, and it will not be available on the system.

Call Quality

Hide Metrics: Yes No Not Set

Disable Call Quality Logging: Yes No Not Set

CyberData SIP Call Button Integration with PBXware

The CyberData SIP Call Button is now integrated with PBXware, enhancing emergency response capabilities and ensuring compliance with Alyssa's Law. This integration allows for seamless provisioning and enables critical emergency communication.

The CyberData SIP Call Button is a PoE-enabled device designed for rapid emergency communication. When activated, it triggers a pre-configured call and plays a recorded message, ensuring immediate alert dissemination. This device provides a reliable safety solution for various environments, including schools, offices, and public facilities.

Alyssa's Law is essential legislation aimed at improving emergency response times in schools by mandating the installation of silent panic alarms directly connected to law enforcement. In the event of a life-threatening situation, this law ensures that authorities can swiftly respond to mitigate risks and protect students and staff.

The integration of the CyberData SIP Call Button with PBXware helps institutions comply with this requirement, offering a faster and more efficient way to alert authorities in critical situations. When the button is pressed, a call is made to a pre-programmed number, playing a stored audio message to signal for help.

Bulk SMS HELP Option

Help Options

Use Help option:

Help keywords: HELP

Help response message: Need help? Contact us at support@example.com or visit [example.com/help]. Support hours: Mon-Fri, 9 AM-5 PM.

Save

In addition to Opt-in and Opt-out keywords, PBXware 7.5 allows administrators to configure a Help keyword for their Bulk SMS campaigns as well.

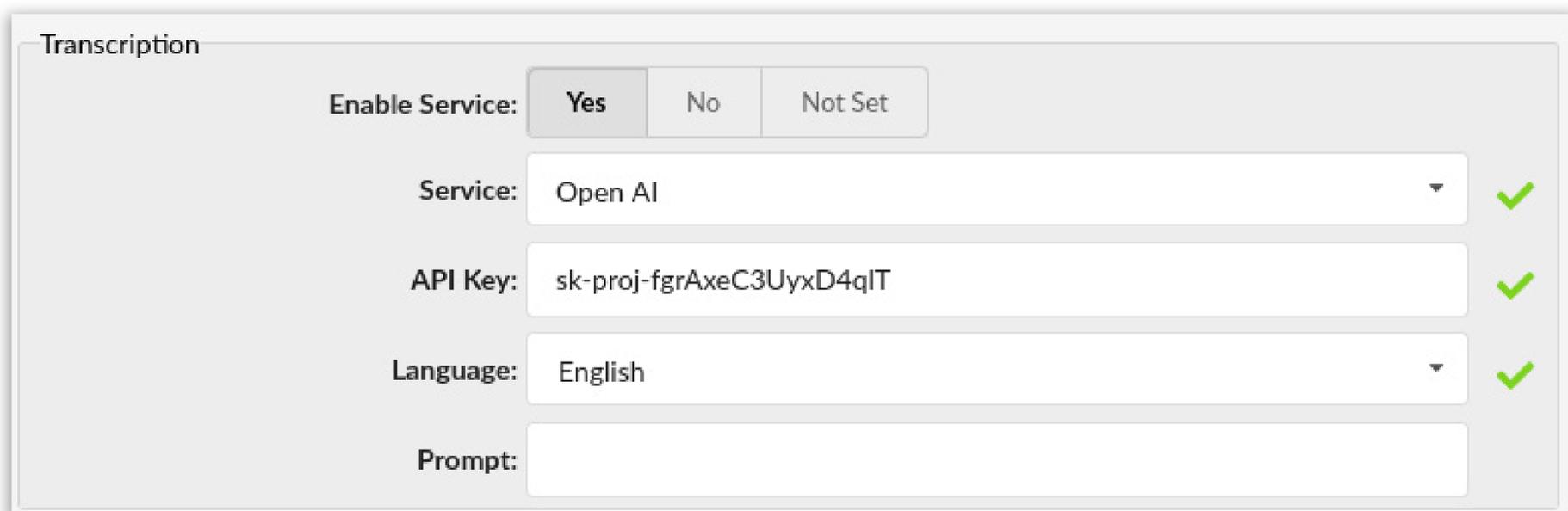
The Help keyword can be configured in the same way as the Opt-in and Opt-out keywords—within the Options page in the SMS Settings tab. A new section called **‘Help Options’** has been added here.

For the Help keyword to function, it must first be toggled on. Once enabled, the administrator can configure both the keyword and the automated response associated with it. When a user replies with the Help keyword to a bulk message sender, they will receive the configured automated help response message.

This feature is controlled on a per-tenant basis, allowing each tenant to define their own keyword and response accordingly.

OpenAI for Voicemail Transcription

With this new release, OpenAI can now be used as a provider for voicemail transcriptions. When selected, users will be prompted to enter their API key, choose the language, and provide a prompt.



The screenshot shows a configuration panel titled "Transcription". It contains the following fields:

- Enable Service:** A set of three radio buttons labeled "Yes", "No", and "Not Set". The "Yes" button is selected.
- Service:** A dropdown menu with "Open AI" selected. A green checkmark is visible to the right of the dropdown.
- API Key:** A text input field containing the value "sk-proj-fgrAxeC3UyxD4qIT". A green checkmark is visible to the right of the input field.
- Language:** A dropdown menu with "English" selected. A green checkmark is visible to the right of the dropdown.
- Prompt:** An empty text input field.

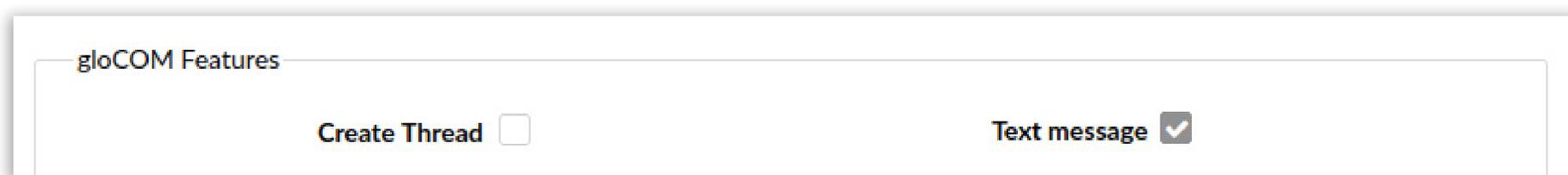
The voicemail transcription feature continues to function as before: if **'Enable Service'** is set to **'No'** or **'Not Set'**, voice messages will not be transcribed.

Chat Threads

Threads is a new gloCOM feature that enables users to start multiple conversations within a single group chat enabling parallel discussions without creating new chat groups. To use this feature, it must first be enabled and configured in PBXware.

The option to enable or disable Threads is located under Editions & Modules within an extension, alongside other gloCOM features. Administrators can activate it by simply checking the corresponding box in the gloCOM Features section.

Note: Threads must be enabled in the license before administrators can configure this option.



The screenshot shows a configuration panel titled "gloCOM Features". It contains the following fields:

- Create Thread:** A checkbox that is currently unchecked.
- Text message:** A checkbox that is currently checked.

New Endpoints



Cisco ATA 191



Cisco ATA 192



CyberData SIP Call Button



Fanvil Linkvil W611W



Fanvil V61G



Fanvil V62W



Flyingvoice P10G



Flyingvoice P10LTE



Flyingvoice P10W



Flyingvoice P20



Flyingvoice P20G



Flyingvoice P22G



Flyingvoice P20P



Flyingvoice P22P



Grandstream HT812



Grandstream WP820



Snom D812



Snom D815



Wildix WP410



Wildix WP480G



Wildix WP490G



Yealink AX83H



Yealink AX86R



Yealink T67LTE



Yealink T73U



Yealink T73W



Yealink T74U



Yealink T74W



Yealink T77U



Yealink T85W



Yealink T87W

CONTACT CENTER MODULE

Agent Auto Logout

The Agent Auto Logout feature allows for the automatic logout of agents at a predetermined time, thereby enhancing workforce management and system efficiency. Administrators can enable or disable this option and set a Scheduled Timer based on the system's configured time format (12-hour or 24-hour). Agents on active calls or whose phones are ringing at the scheduled logout time will not be logged out immediately; rather, they will be logged out at the subsequent system check interval (which, by default, occurs every 5 minutes). This feature also supports CSV uploads to further streamline the process and ensure proper time format validation. If an agent neglects to log out, the system will automatically manage the logout process, thus preventing unnecessary system occupancy and ensuring report accuracy.

The screenshot displays the 'Agent Settings > Edit' form. The 'Auto Logout' section is highlighted with a red border. It contains the following fields:

- Agent Auto Logout:** A toggle switch set to 'Yes'.
- Scheduled Timer:** A text input field containing '17:00'.

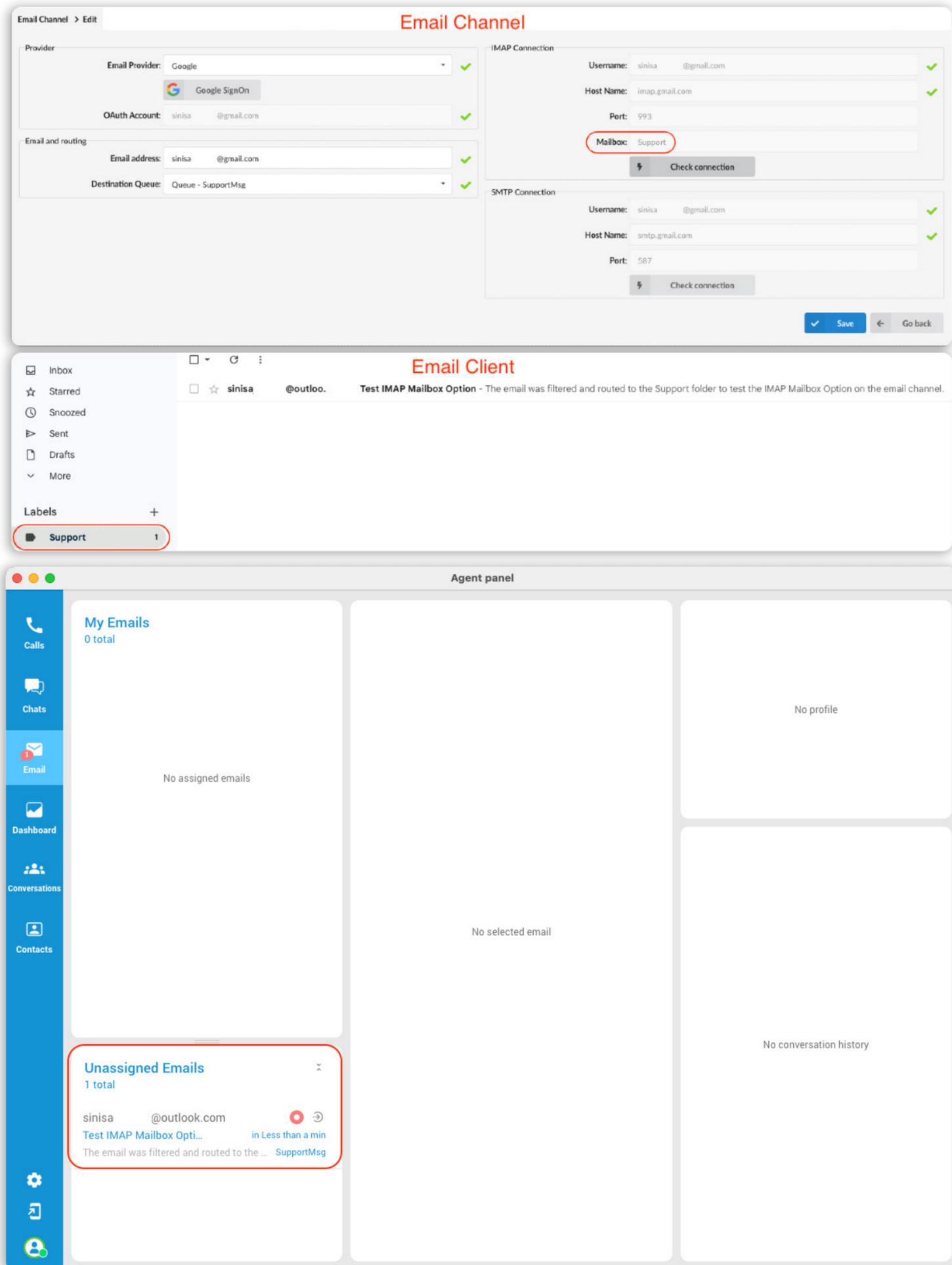
Other sections of the form include:

- Agent:** Name (Ava), Surname (Richardson), Number (4515).
- Capacity:** Live Chat (3), Messaging (5), Email (10), Work units (32).
- Login Options:** PIN Required (Yes), PIN (4515), Bind to Extension (No), Extension (Please select...).
- Settings:** Wrap Up Time (sec) (0), Member of (dropdown).
- Direct In:** Ring Time (sec) (0), Allow Calls when Paused (Not Set), Allow Calls when Busy (Not Set), Busy Destination (Please Select...), Is Voicemail (Not Set).

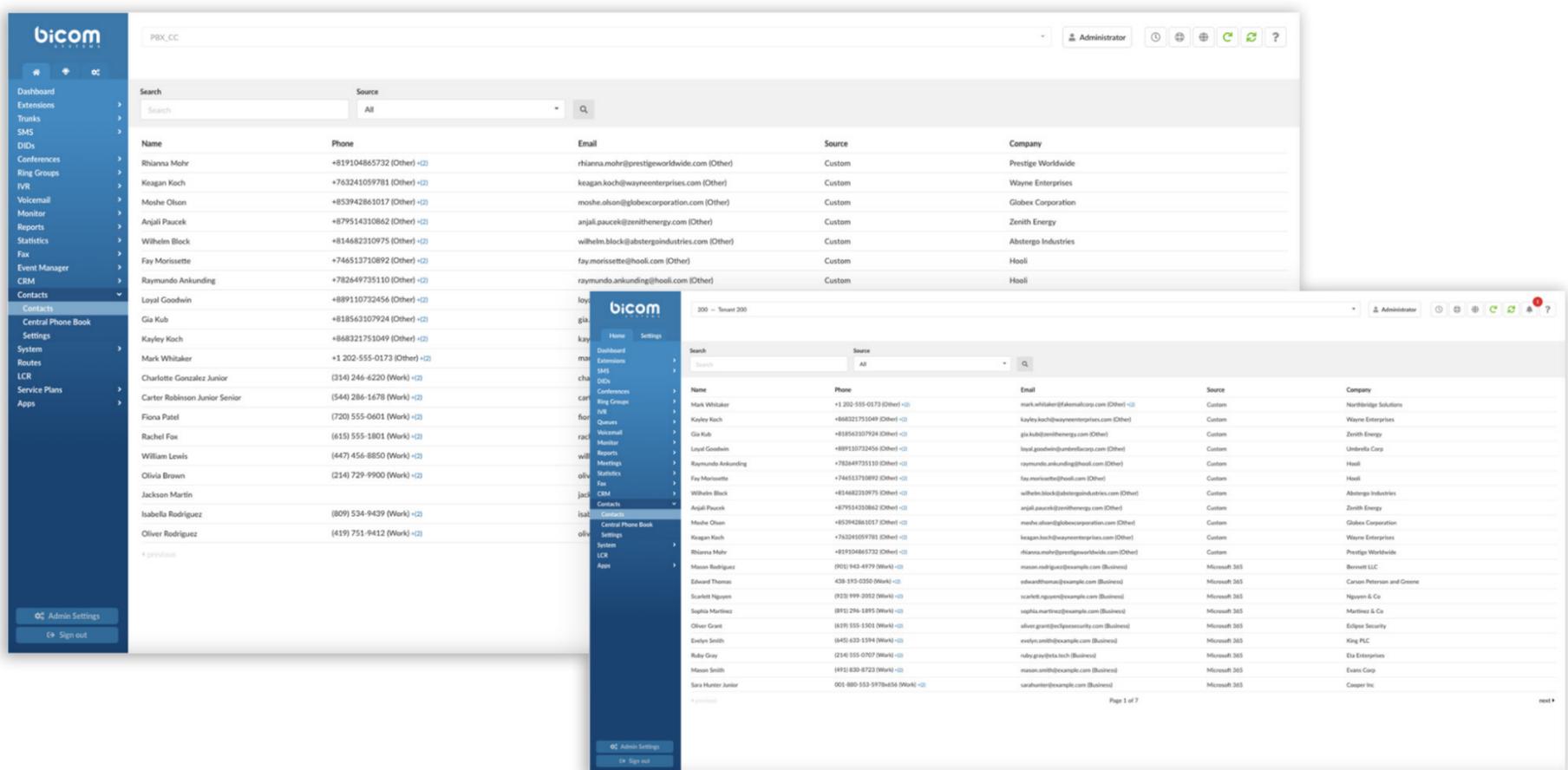
At the bottom right, there are 'Save' and 'Go back' buttons.

IMAP mailbox field - Omni Channel:

The new OmniChannel feature for IMAP mailbox fields allows users to specify a custom email folder (the default is INBOX). From this folder, emails are downloaded, and new tickets are created in the Unassigned Emails section of the Agent panel. This ensures that only filtered, non-spam emails from a designated folder are processed. The folder setting is fixed once the channel is created.



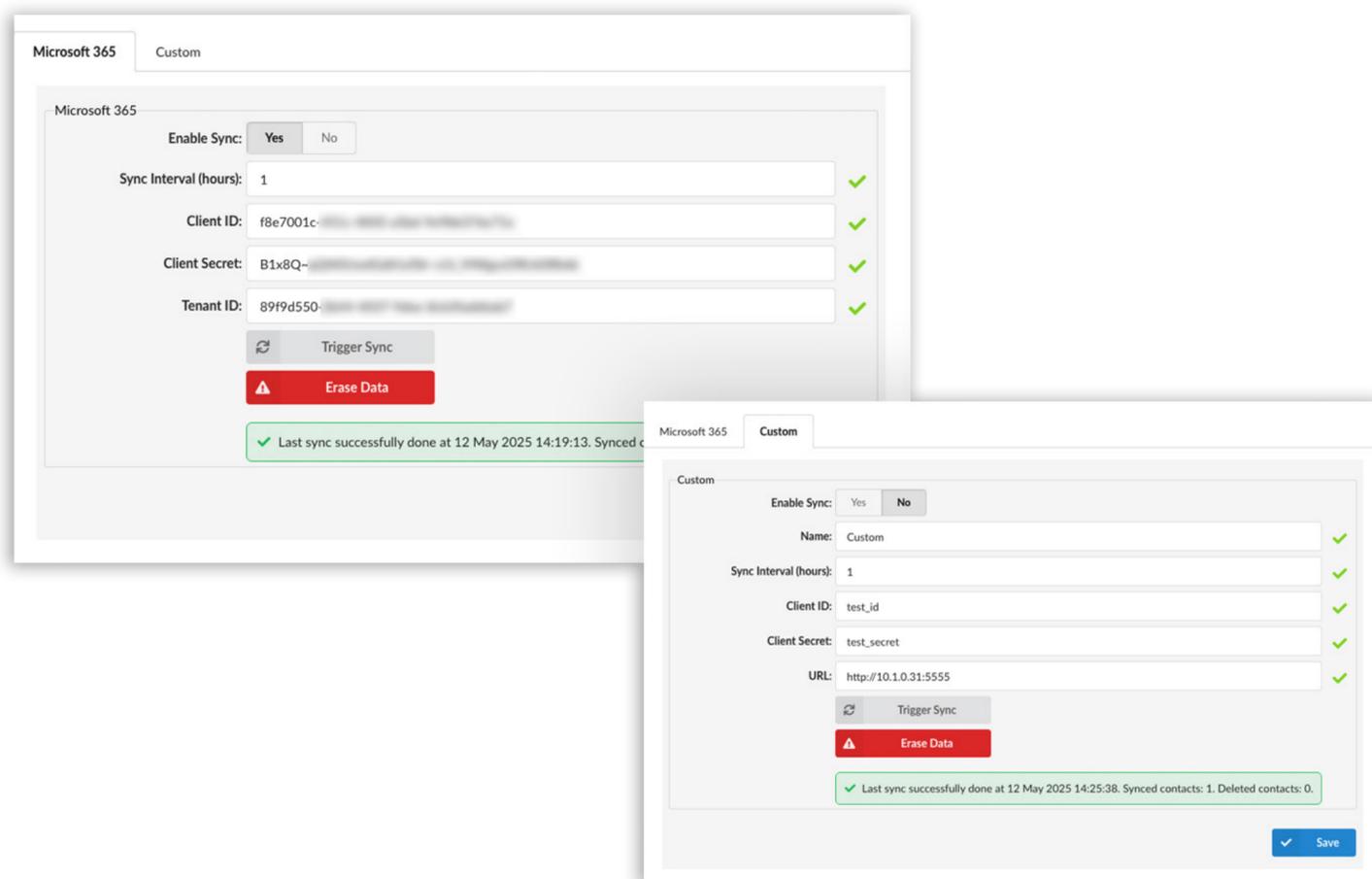
Contacts



The release of PBXware 7.5 introduces the **Contacts** feature, which enables seamless integration with external contact sources such as Microsoft 365 and Custom Contact Sources.

Administrators can easily synchronize external directories into PBXware, making contact data available across the system without needing to manage contacts manually. This includes full support for initial full syncs and incremental updates — meaning only newly added, modified, or deleted contacts are synced after the initial connection.

Configuration is available directly through the **Contacts** → **Settings** page in the PBXware interface, where users can define sync intervals, trigger manual syncs, and monitor sync status. Syncing can be performed either automatically on a set schedule or manually using the Trigger Sync option.



Once synced, contacts are made available in the gloCOM Central Phone Book and the Agent Contacts panel, ensuring quick access to up-to-date contact information. While these contacts can be edited or deleted from the Agent application interface, changes made within PBXware do not affect the original source — ensuring data integrity remains on the external system.

This is a one-way synchronization system: data flows from external sources to PBXware but is not written back, providing centralized visibility while respecting external source ownership.

For developers and advanced setups, an example integration service and detailed documentation are available at:

- Custom Contacts Integrator GitHub Repository: [LINK](#)
- Integration Guide (PDF): [LINK](#)

This feature is available on both MT and CC editions of PBXware.

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