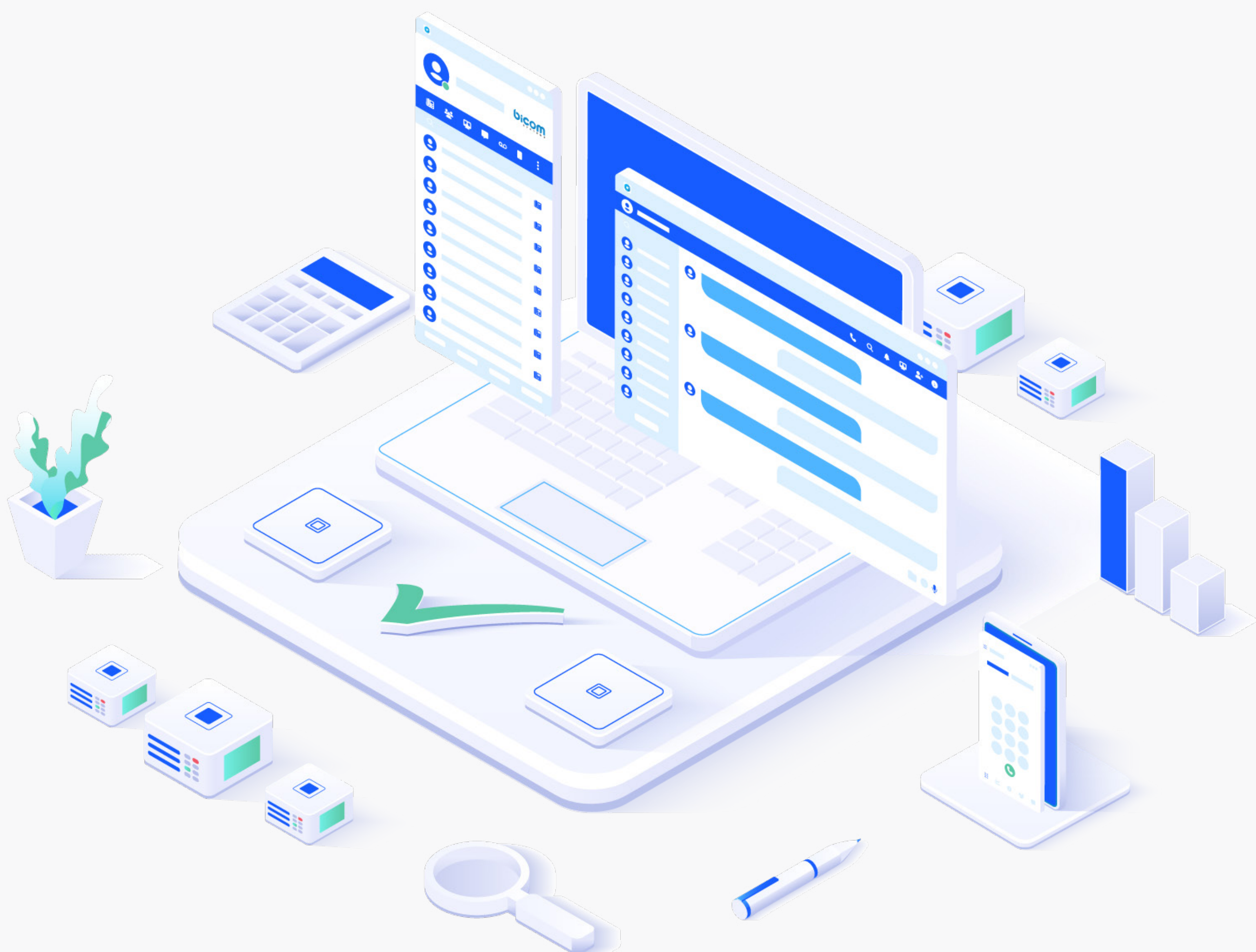




RELEASE NOTES

gloCOM Next 8.2.0



wiki.bicomsystems.com

Table of Contents

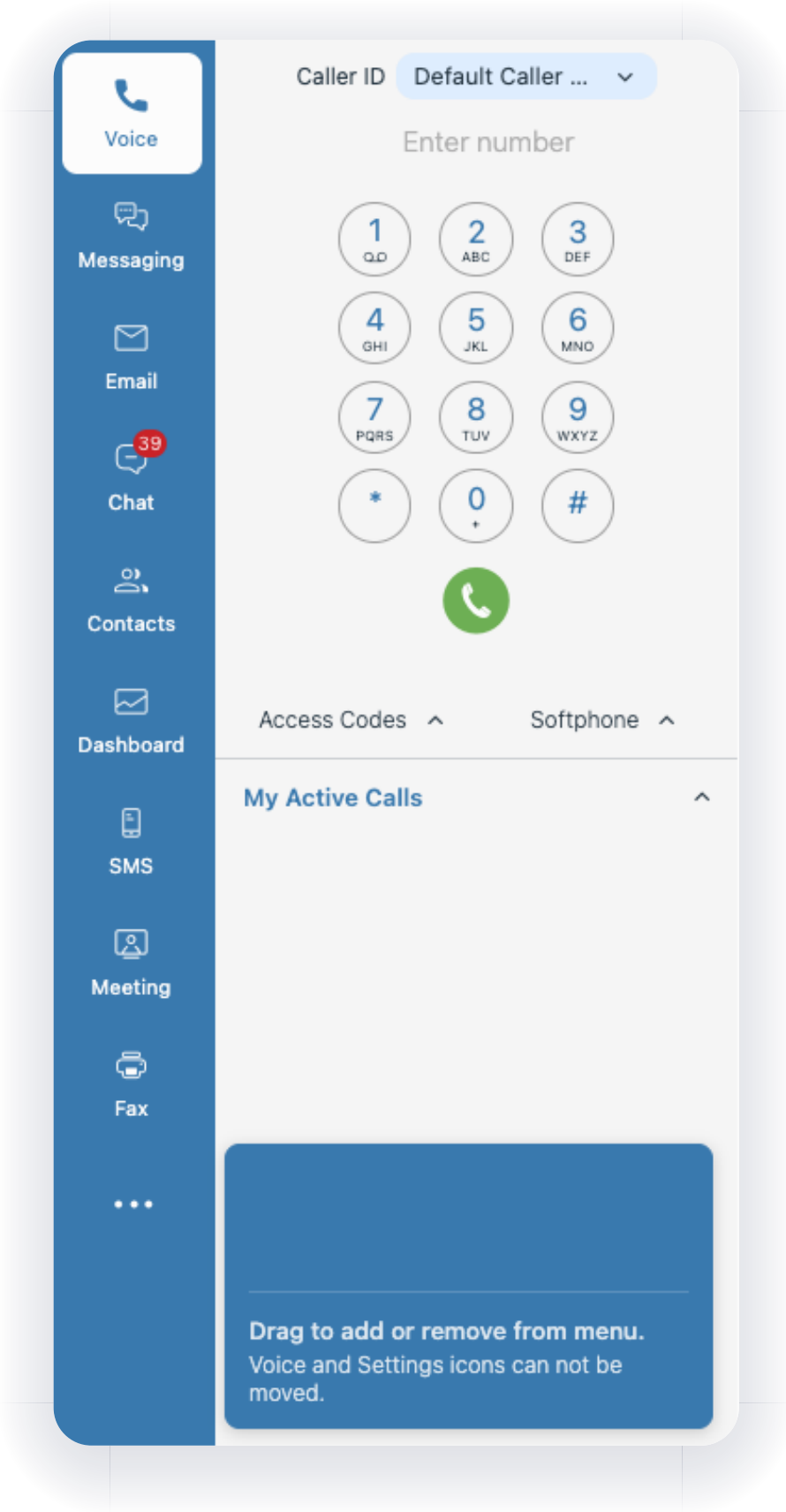
- Home Screen 1**
 - Navigation bar customization..... 1
- Calls..... 2**
 - Call Quality Metrics in gloCOM Next..... 2
 - Call Pickup in gloCOM Next 3
 - Caller ID Switching Preference 3
 - Fax on gloCOM Next 4
- Contacts..... 7**
 - Synced Favorites 7
 - Quick Actions for External Contacts 7
 - CSV import details view 8
 - Delete multiple external contacts..... 9
- Search..... 10**
 - Unified search..... 10
 - In-Conversation Search..... 11
- Meeting 13**
 - Meeting Attendance Reports in gloCOM Next..... 13
 - Grant meeting remote control from gloCOM Next..... 13
 - Call Into Meeting in gloCOM Next..... 14
 - Add External Participants to the Meeting 15
- Settings..... 16**
 - Call Waiting Control in gloCOM Next 16
 - Dialing Rules 16
 - CRM view in the gloCOM Next desktop application..... 17
 - Busylight integration..... 18
 - Dashboard 19
 - Wallboard Slideshow..... 19
 - Wallboard Thresholds 20
 - Launch Dashboard automatically on login..... 21

Home Screen

Navigation bar customization

The “Navigation Menu Customization” feature lets users personalize the left sidebar by choosing which tabs appear and in what order, based on their preferences and the features enabled in their extension.

Users can drag tabs within the tray to reorder them, drag a tab into the navigation to add it, or drag it out to remove it. The Voice icon is always pinned as the first item, and the Settings icon is always pinned at the bottom of the navigation bar — neither can be moved or removed. Notification badges remain visible and continue to update live on tabs both inside the tray and after being repositioned in the navigation.



Calls

Call Quality Metrics in gloCOM Next

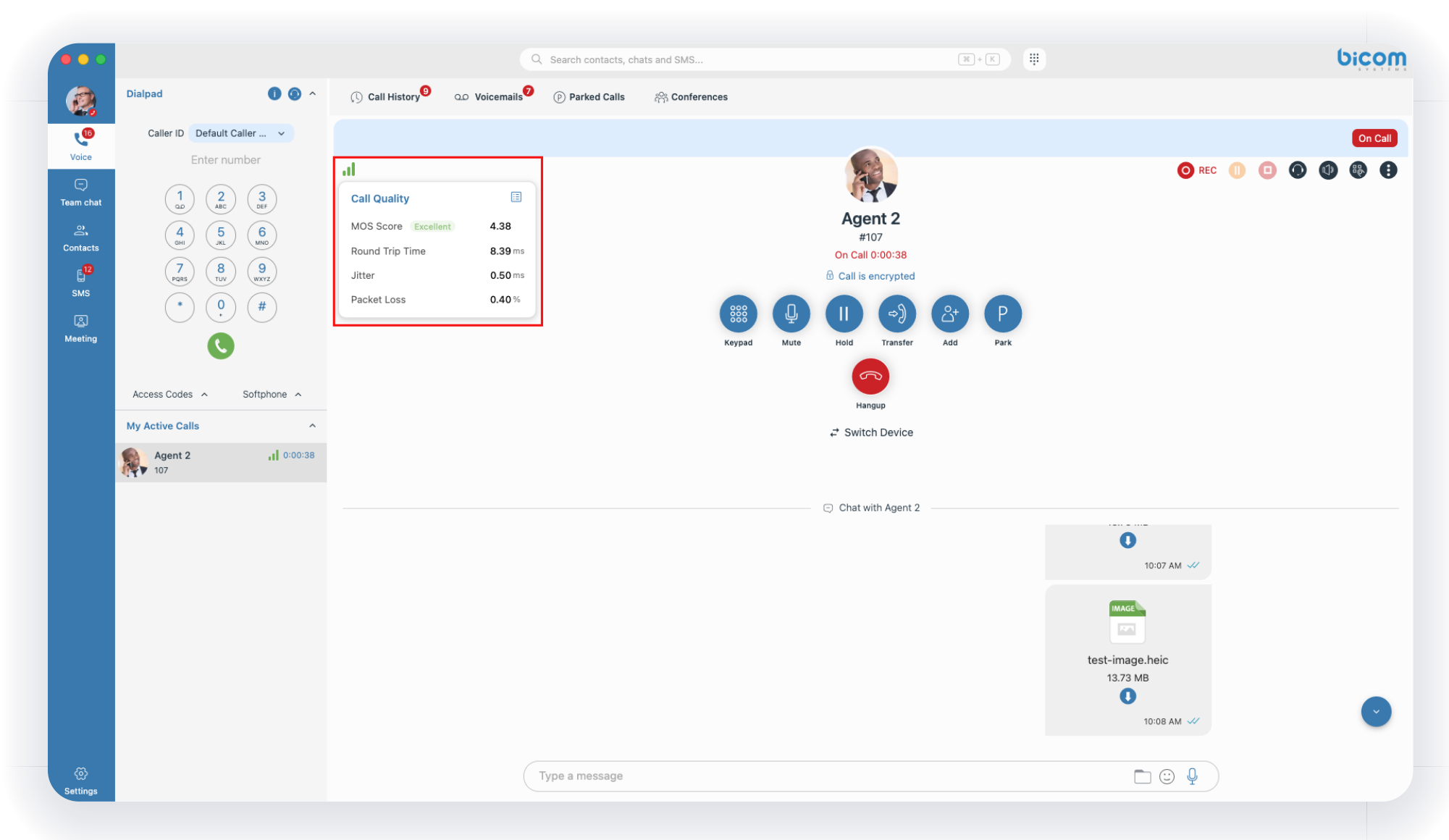
Keep an eye on your call quality in real time. gloCOM Next now displays live call quality metrics during every call, giving you instant insight into how your connection is performing — no more guessing whether it's your network when a call doesn't sound right.

During an active call, open the Call Quality panel to see an overall quality rating — Excellent, Good, Fair, Poor, or Bad — backed by a MOS (Mean Opinion Score), the telecom industry's standard measure of voice quality. Alongside the rating, the panel breaks down the underlying network statistics that shape your call experience: latency, jitter, and packet loss, each updated continuously as the call progresses.

The rating is calculated using the industry-standard E-model (ITU-T G.107), the same methodology used by carrier-grade monitoring systems, and the color-coded indicators — green, orange, and red — let you spot developing network issues at a glance, as they happen.

This also makes life easier for IT teams and support: when a user reports a poor-quality call, the metrics provide concrete, objective data to diagnose whether the cause is network congestion, high latency, or packet loss.

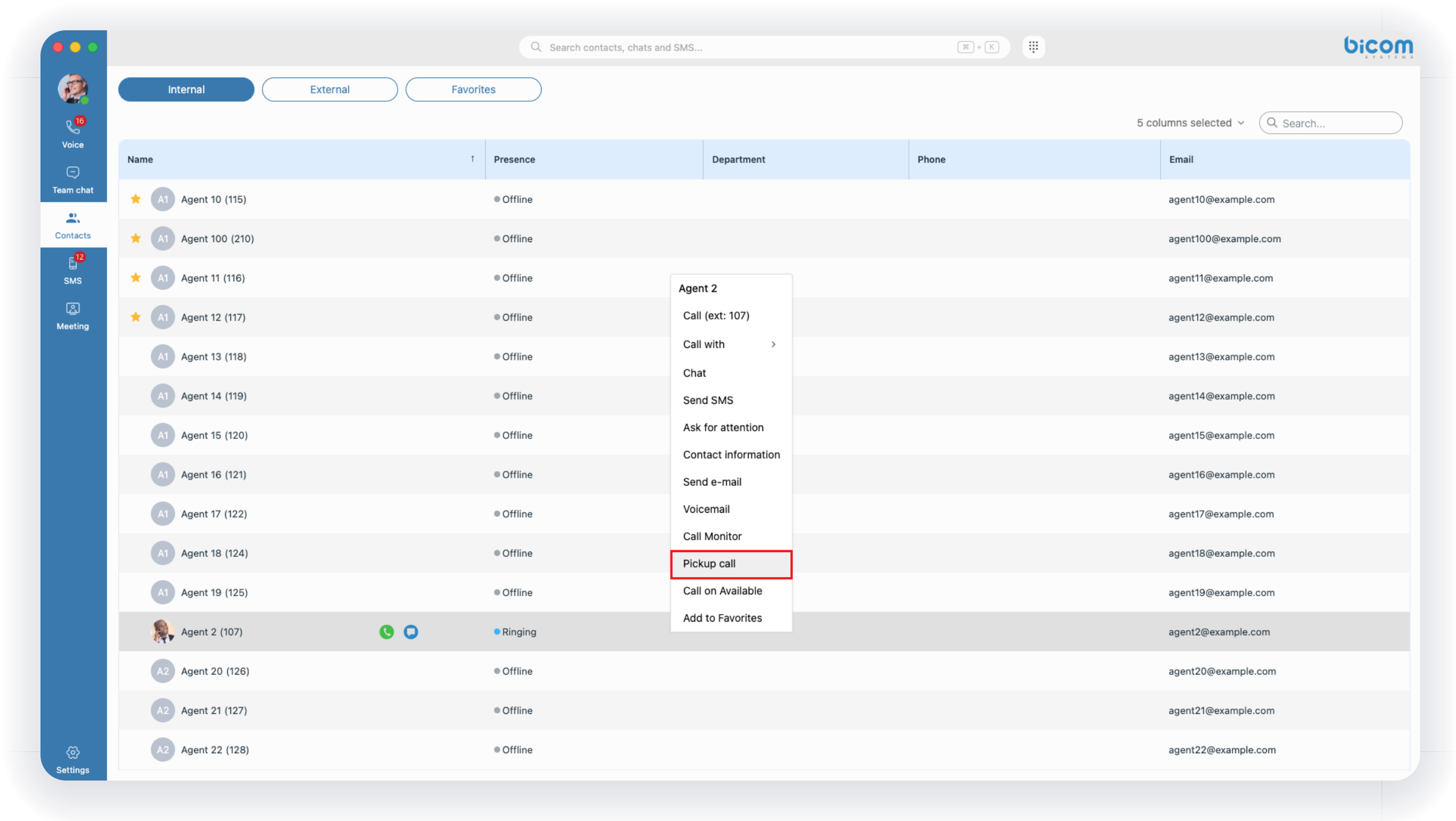
Terminology, thresholds, and colors are fully aligned with the Classic gloCOM Desktop application, so whether your users are on Classic gloCOM Desktop or Next, they get one consistent quality-monitoring experience across the entire gloCOM family.



Call Pickup in gloCOM Next

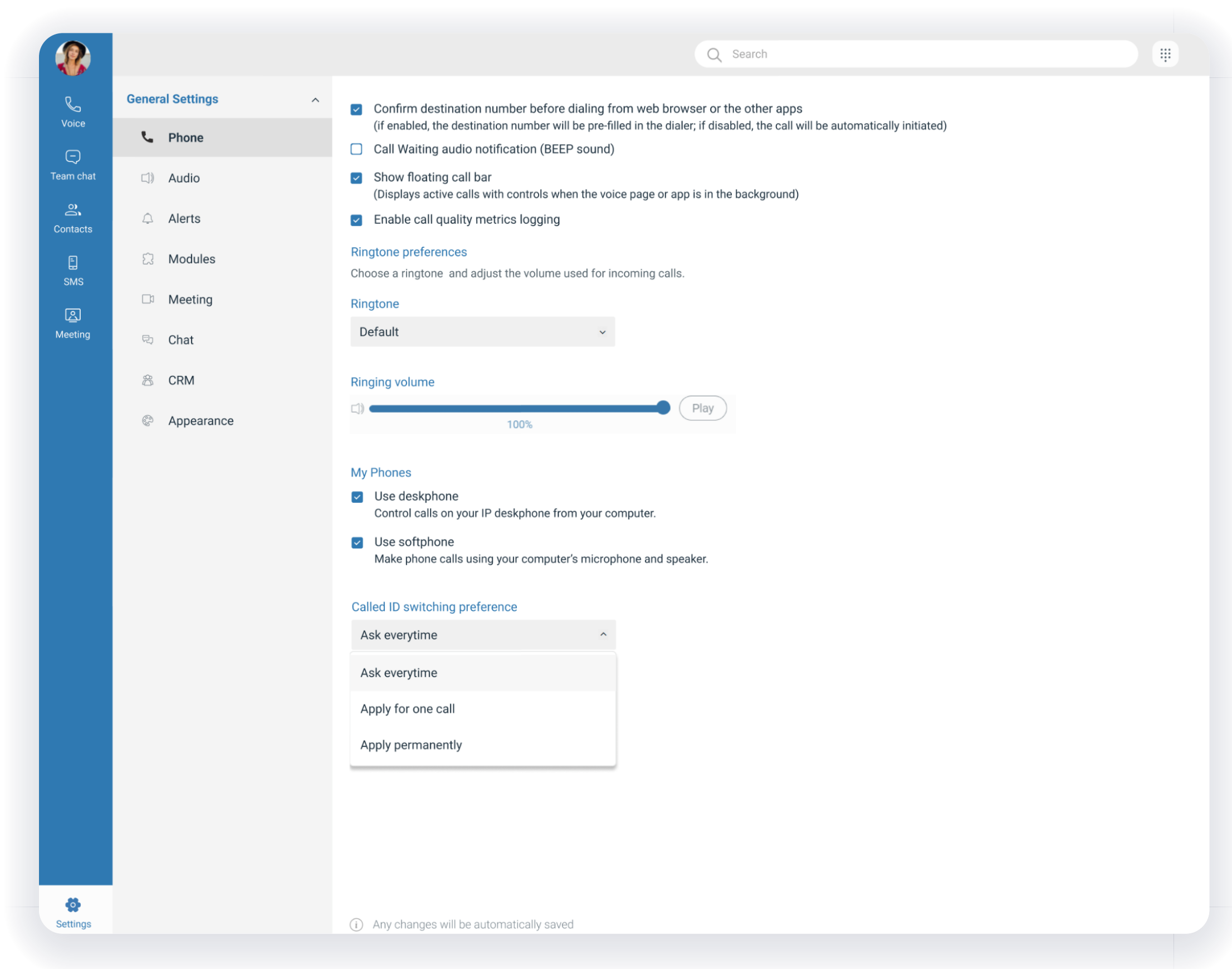
Answer a colleague's ringing call without leaving your desk. When a colleague's extension is ringing, right-click their contact on the Internal contacts tab, or in the main search bar, right-click the contact or use the additional options (...) menu, then select Call Pickup — the call is instantly redirected to you. It works for both internal and external inbound calls, with the original caller's ID displayed so you always know who you're talking to.

The option appears only while a contact is ringing and only for users with the Call Pickup Enhanced Service enabled on the PBX, giving administrators full control over who can use it. Available in both the Desktop (Electron) and Web editions of gloCOM Next.



Caller ID Switching Preference

The Caller ID switching preference allows users to control how Caller ID changes are handled when making calls. Users can choose whether to be asked every time, apply the selected Caller ID for a single call, or remember the selection permanently.



Users can configure the preference under Settings → Phone or directly from the Caller ID selection pop-up by selecting Options.

This allows users who frequently change their Caller ID to configure their preferred setting without having to manage the prompt on every call.

Fax on gloCOM Next

gloCOM Next now supports fax functionality, allowing users to send, receive, and manage faxes directly from the application.

Send Fax Fax History

Drag & drop files here
or click to browse — PDF & PostScript, up to 20 files [Browse files](#)

Recipient

Name * Fax number *

Search contacts e.g. +1 555 0100

Sender

Name * Caller ID

Admir 1148 Default Caller ID

Resolution

Standard 204x208 Fine 204x196 Superfine 204x391

Include cover page
Add a cover sheet with your message and status flags ☐

Add a file - Fill required fields [Clear form](#) [Send Fax](#)

Users can send supported fax documents (.pdf, .ps, and .eps files) from the new Fax module, enter recipient and sender information, select the appropriate Caller ID and resolution, and optionally include a cover page with additional details and a custom message. The sending process provides real-time progress information and clearly indicates whether individual fax documents were successfully sent or failed.

Received faxes are available in Fax History, with notifications that inform users when a new fax arrives. Fax History provides separate views for inbound and outbound faxes, along with search, filtering, sorting, and actions to view, download, print, or resend faxes when applicable.

Send Fax Fax History **yes**

Inbound **Outbound**

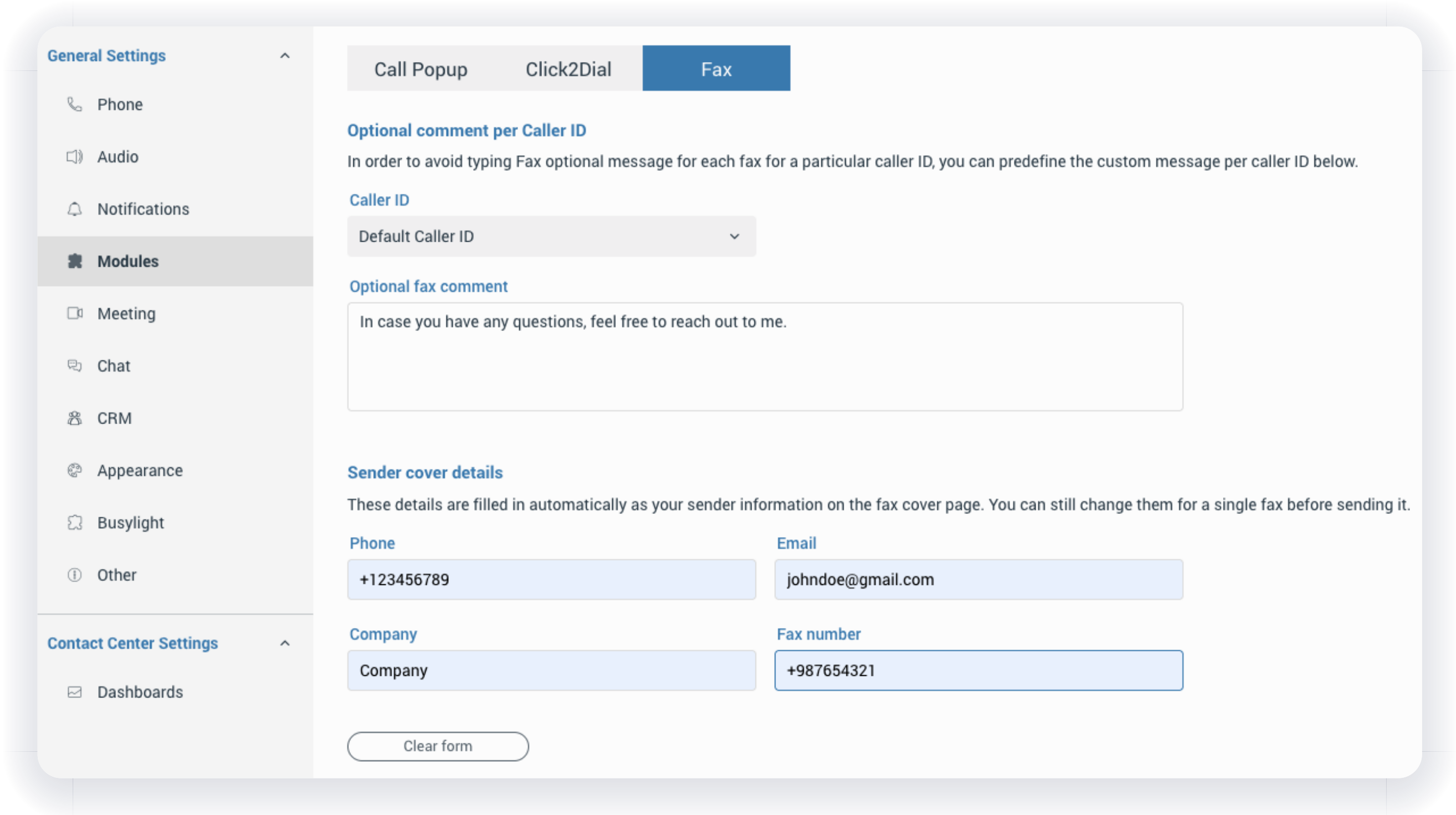
5 columns selected Search... [Export](#)

To	Pages	Status	Data/Time	Actions
035444555	3	Success	Sep 9, 2026 9:21 AM	
035444555	3	Success	Sep 9, 2026 9:17 AM	
035444555	2	Success	Sep 9, 2026 8:56 AM	
035444555	2	Success	Sep 9, 2026 8:55 AM	
035444555	23	Success	Sep 2, 2026 11:45 AM	
035444555	23	Failed	Sep 2, 2026 11:33 AM	
035444555	2	Success	Sep 2, 2026 11:13 AM	
035444555	2	Success	Sep 1, 2026 4:19 PM	
035444555	2	Success	Sep 1, 2026 4:18 PM	
035444555	2	Success	Sep 1, 2026 4:18 PM	

<< < 5 6 7 > 10 >

The fax settings page, accessible via Settings → Modules → Fax, allows users to predefine a custom comment per Caller ID that is automatically applied when sending a

fax, and to set default sender cover page details — Phone, Email, Company, and Fax number — which can still be overridden before sending an individual fax.



The Fax module is available only for extensions with fax enabled and requires **PBXware 8.1 or later**.

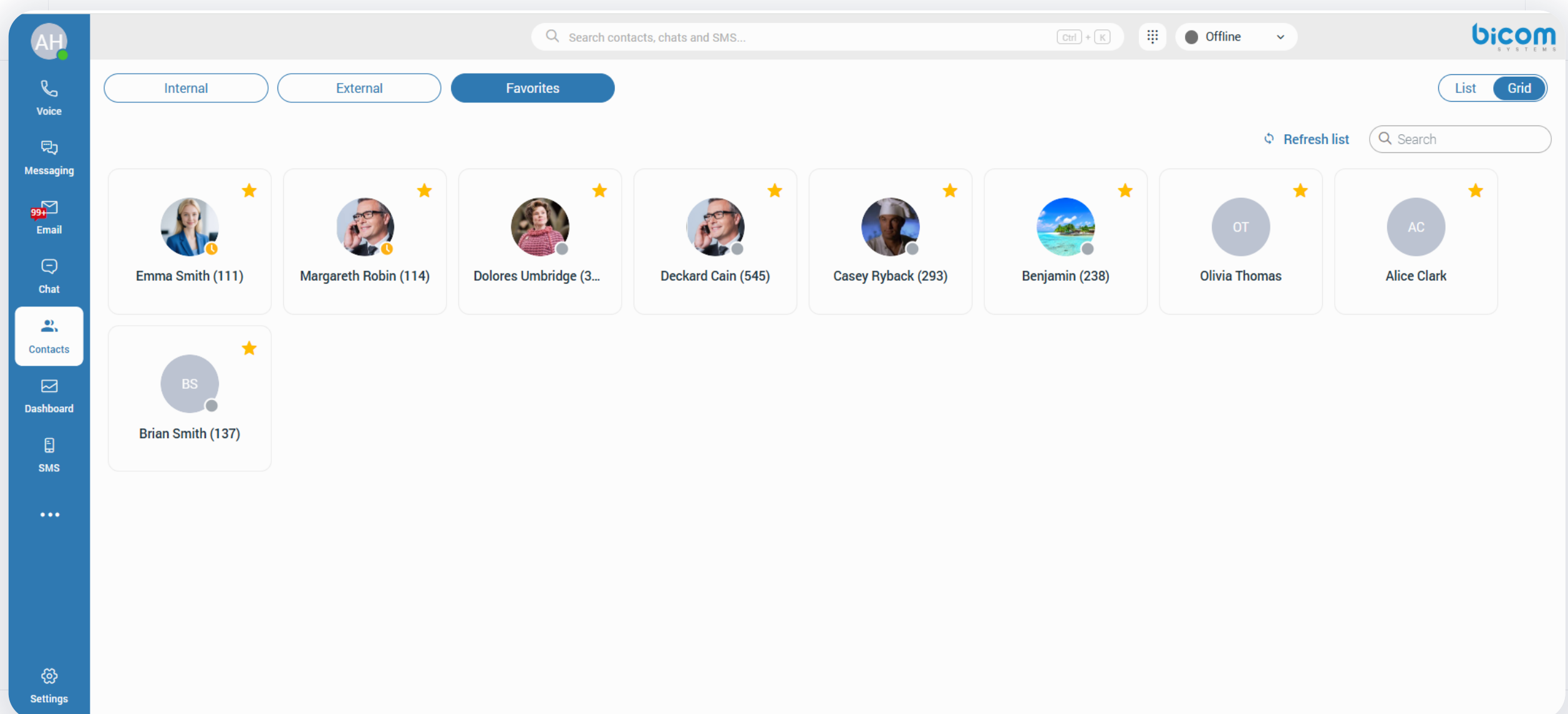
Contacts

Synced Favorites

Mark any internal or external contact as a favorite by clicking the star icon in the contact list, the right-click menu, or the Contact Information dialog. Favorites sync to the server and appear across all your devices - star a contact on Electron, and it shows up on the Web and gloCOM GO, and vice versa. Once contacts are marked as Favorites, they appear in the dedicated Favorites tab within Contacts, where you can view them in either List or Grid view, with the relevant actions available depending on the contact type (presence status is shown for internal contacts).

For quick access and easy visibility of their presence, favorite contacts are also displayed by default when you open the top search. The list of favorites is likewise available whenever you add a participant to a conference, transfer a call, add to a meeting, add to a group chat, or forward a chat message.

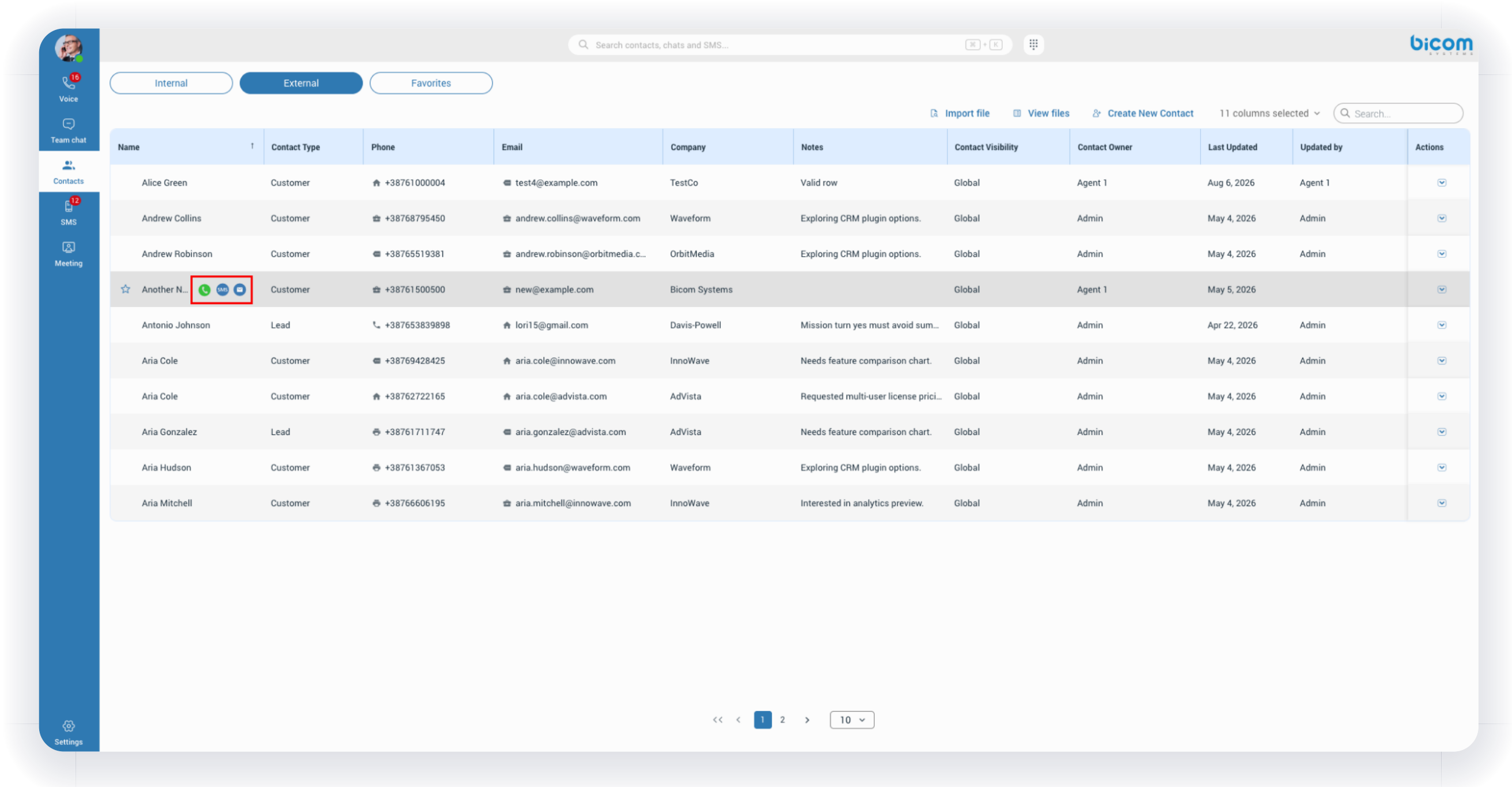
Up to 50 favorites are supported.



Quick Actions for External Contacts

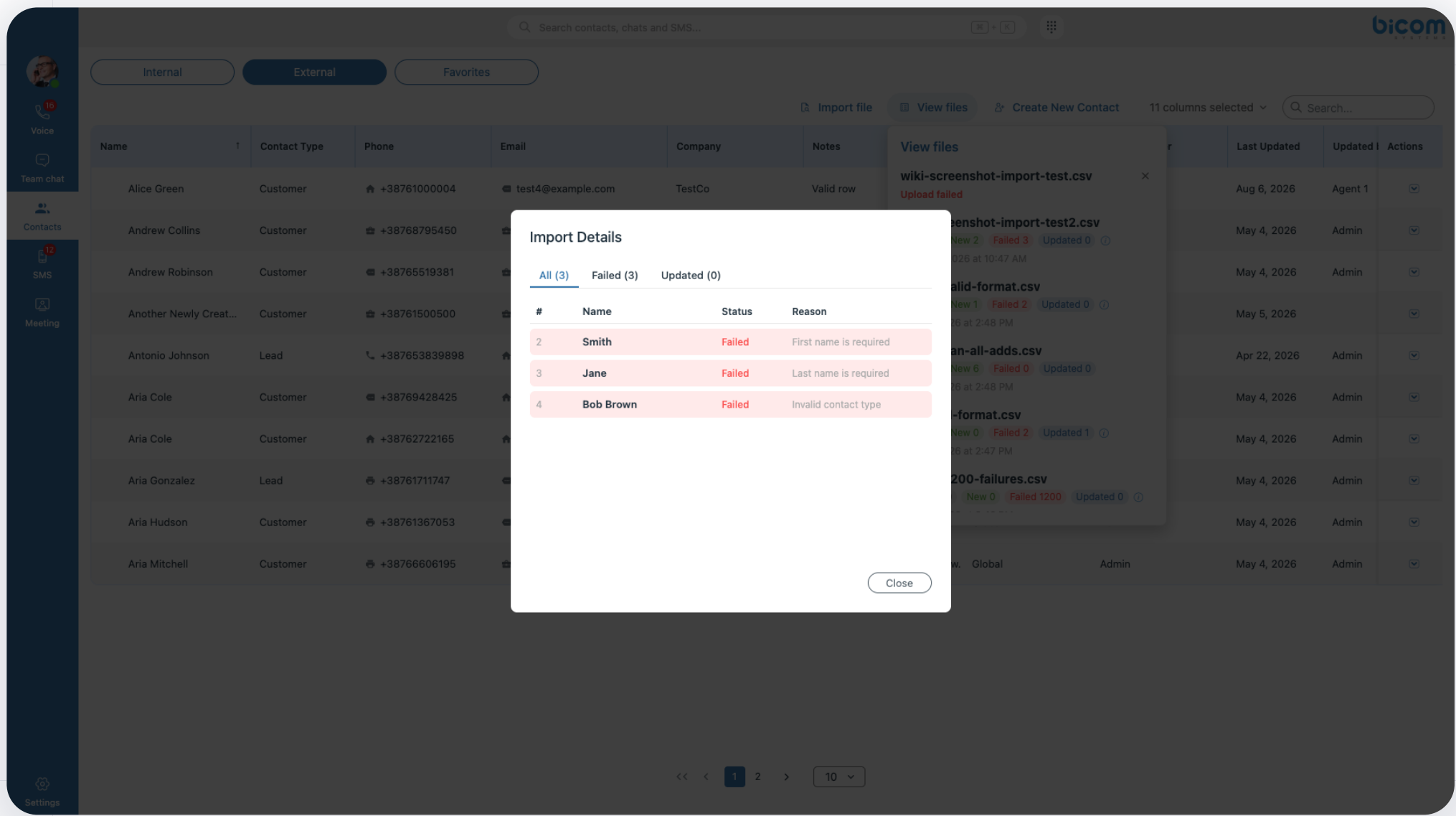
Reaching an external contact is now a single click. gloCOM Next adds a quick-actions toolbar to the External Contacts tab — hover over any contact and Call, SMS, and Email buttons appear right in the row, each acting on the contact's first phone number or email address. When a contact is missing the data for an action, that button is clearly greyed out with a helpful tooltip ("Call unavailable", "SMS unavailable", or "Email

unavailable"), so you always know what's possible at a glance. The same streamlined actions now extend to Call History: entries tied to external contacts show Call, SMS, and Email — with the email option lighting up automatically once the contact's details load — while internal entries keep their Chat and Meeting shortcuts. Available in both gloCOM Next Desktop and Web editions.



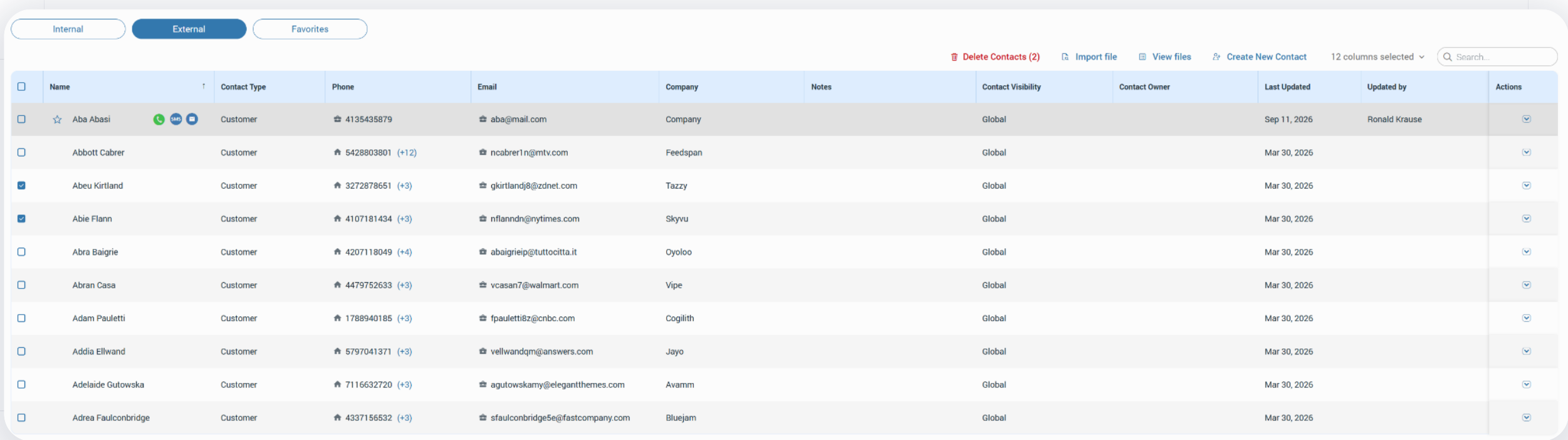
CSV import details view

Importing external contacts from a CSV file now tells you exactly what went wrong. Previously, the import summary showed only how many contacts failed — with no way to find out why. Each completed import that had failures or updates now offers an info button that opens an Import Details view, listing every affected contact with its row number from your original file, its name, and a clear explanation: First name is required, Last name is required, Invalid contact type, or Invalid CSV format. Results are split across All, Failed, and Updated tabs so you can focus on the rows that need fixing, and large imports load in pages so even files with thousands of rows stay responsive. With the row numbers and reasons in hand, you can correct your file and re-import in one pass instead of guessing.



Delete multiple external contacts

This feature allows users to select and delete multiple external contacts at once. Only users with delete permission can select and delete contacts.



Search

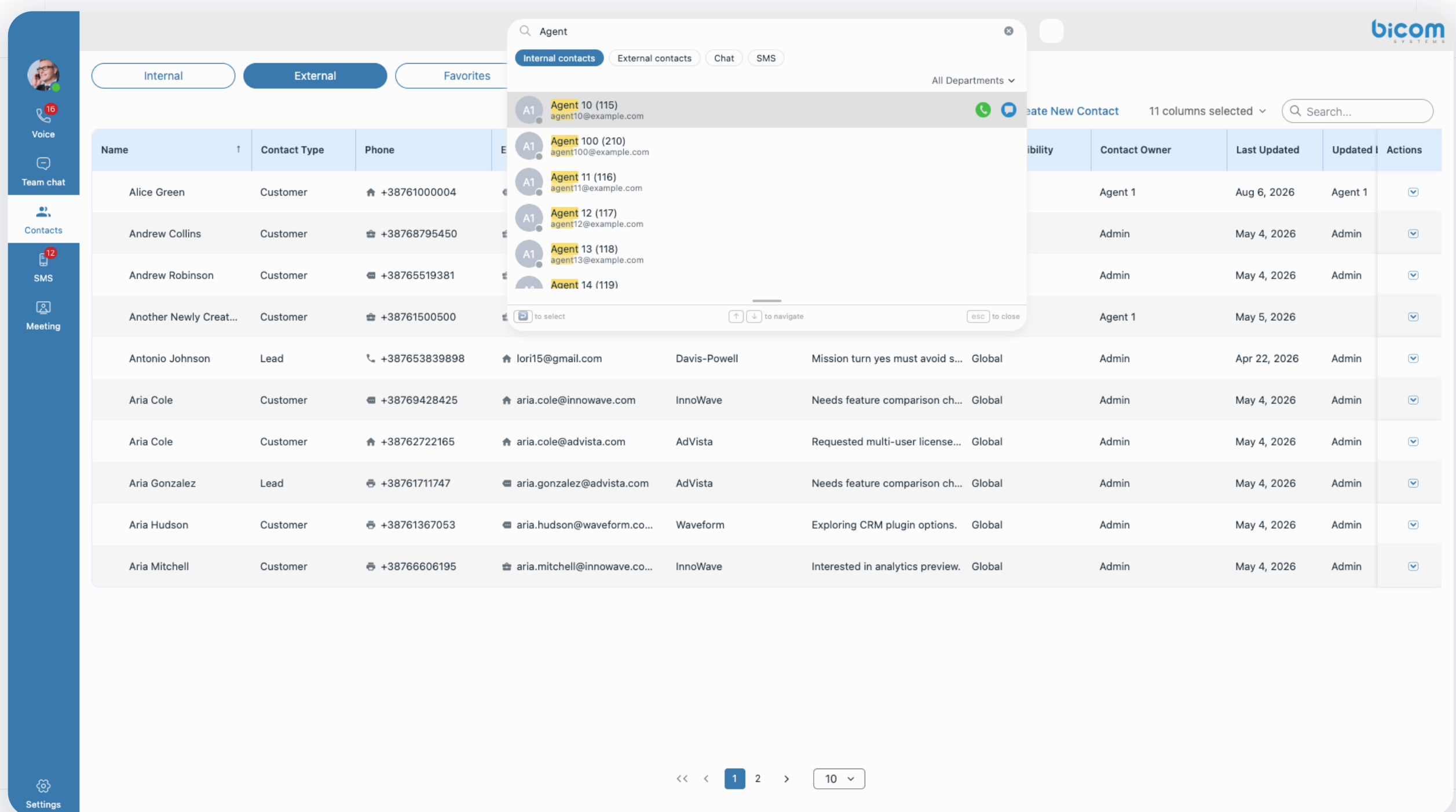
Unified search

The main search has been redesigned as a unified search experience, so you can find people and conversations from one place. Results are organized into tabs - All, Internal Contacts, External Contacts, Chat, and SMS - with the All tab open by default, showing combined matches across the other tabs at a glance. Matched text is highlighted in the results, and right-clicking a contact opens its full action menu, while hovering reveals the appropriate quick actions based on whether the contact is internal or external.

Each tab focuses your search:

- **All** - a combined view across Internal Contacts, External Contacts, Chat, and SMS. (CRM contacts are not included here by default; open the External Contacts tab and choose CRM to search them.)
- **Internal Contacts** - search colleagues by name, extension, or email, and see each result's extension, email, and status message at a glance. A department filter with its own search makes it easy to narrow to a specific department, and when a department has few or no matches, relevant contacts from other departments are offered in a separate section so you never hit a dead end.
- **External Contacts** - search your Contacts module and CRM contacts. Pick a preferred default action (call, SMS, email, or meeting); actions with missing data are greyed out, and contacts with more than one number expose all numbers in the more-options menu, along with Edit or View in CRM.
- **Chat** - search across both conversations and message content, presented in a single highlighted list. Filter by contact and by date range, on their own or combined with a keyword.
- **SMS** - search across both conversations and message content (previously limited to numbers and contacts), with the same contact/number and date-range filters.

The search panel can be resized by dragging its bottom edge and remembers your preferred height. Available in both the Desktop and Web editions of gloCOM Next.

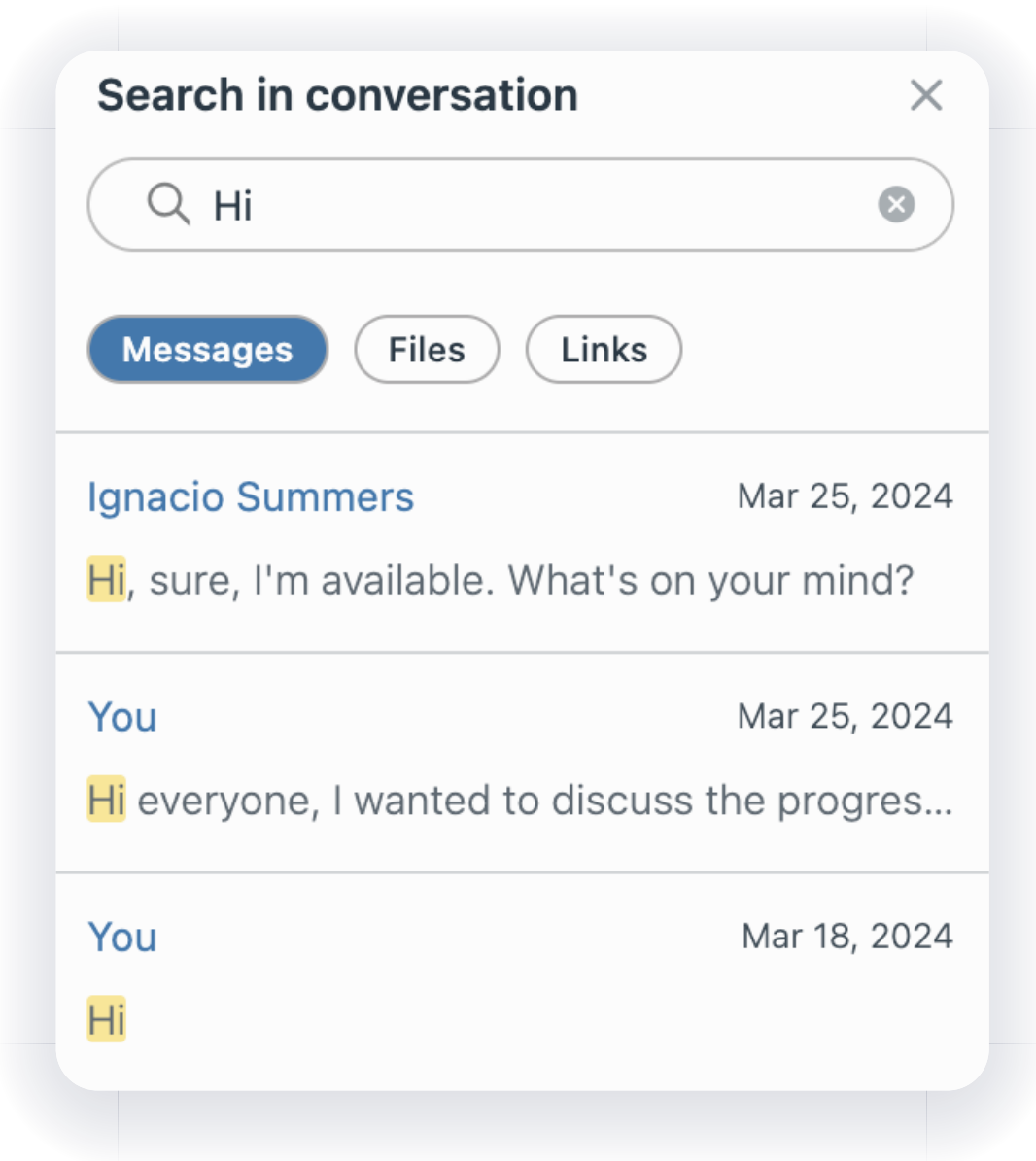


In-Conversation Search

Find any message, file, or link without leaving the conversation. A new Search sidebar opens alongside your messages — not over them — toggled from the search button in the chat controls, and it always starts fresh with an empty input and the Messages tab selected.

Results are split into three tabs: Messages, Files, and Links. In Messages, typing a couple of characters triggers an automatic search, with results showing sender, timestamp, and a preview that highlights the matching text — your own messages appear as "You," and mentions show the contact's name rather than raw syntax. Files and Links skip the query requirement, showing everything in the conversation right away and filtering as you type. All tabs load in batches of 15 with a Load More button, and show a clear empty state when there's nothing to find.

Clicking a result jumps straight to that message in the conversation and highlights it, even inside a thread or further back than what's currently loaded. The sidebar stays live too — new messages, files, and links appear as they're sent or received, and edits or deletions update results instantly. Switching conversations closes the sidebar cleanly, and it works consistently across 1:1 and group chats, in both light and dark themes.



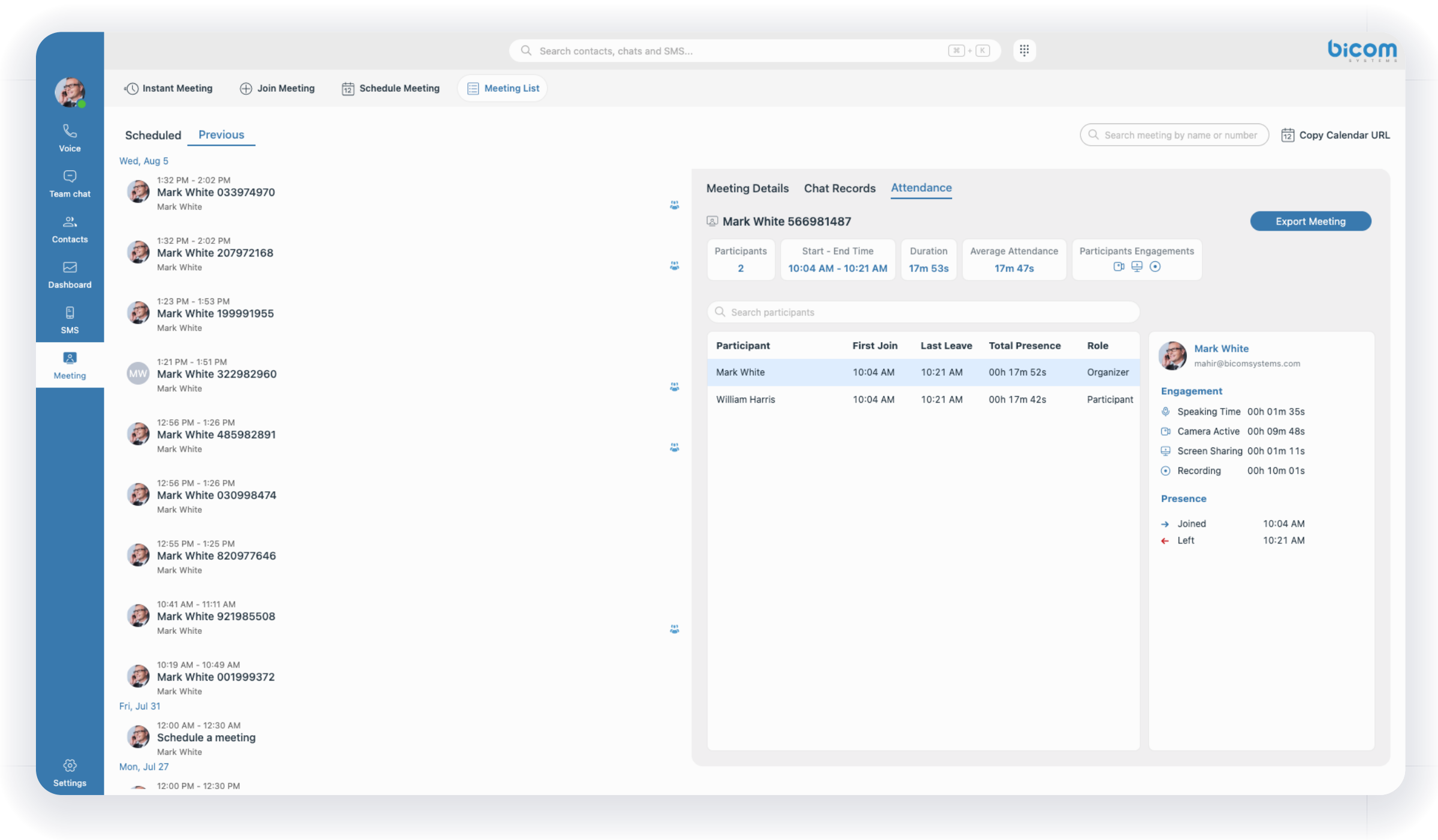
Meeting

Meeting Attendance Reports in gloCOM Next

Get a complete picture of who attended your meetings and how engaged they were. gloCOM Next now includes a dedicated Attendance tab for every finished meeting - open any past meeting from the Meeting List and see a full summary at a glance: participant count, start and end times, total duration, and average attendance.

The participants table shows when each person joined and left, their total time in the meeting, and their role, while selecting a participant reveals their individual engagement details - speaking time, camera usage, screen sharing, and recording duration.

When you need the data outside the app, a single click on Export Meeting downloads the entire report as a CSV file, ready for attendance record-keeping, training compliance, or import into your reporting tools.

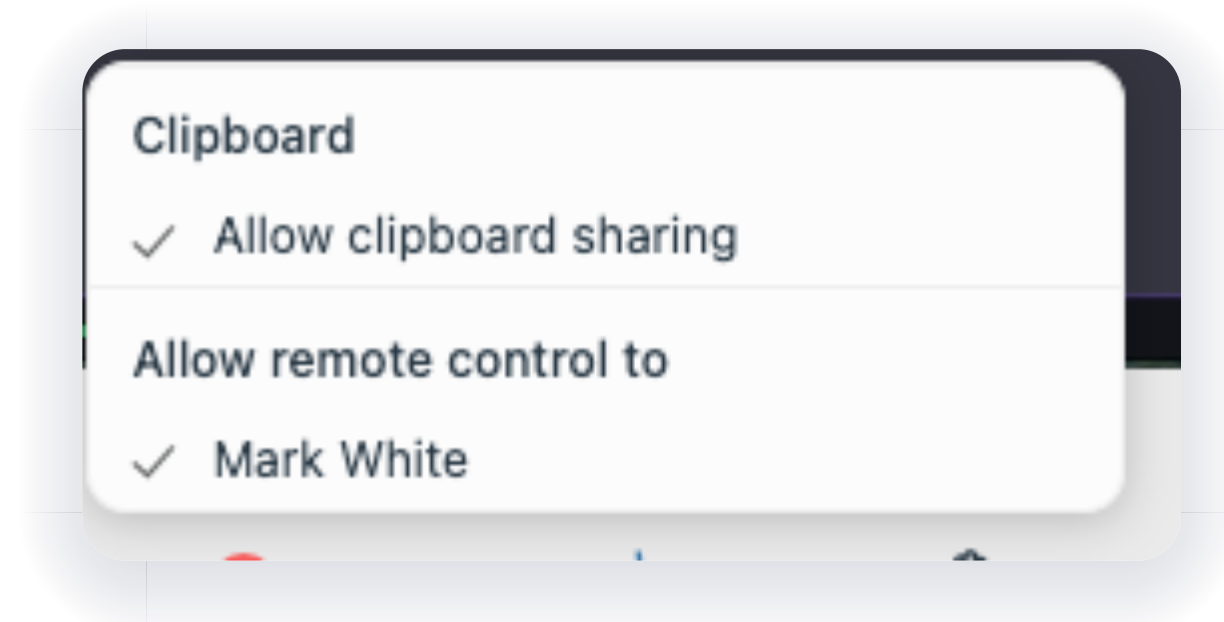


Grant meeting remote control from gloCOM Next

You can now hand control of your shared screen to another participant directly from gloCOM Next - no longer requiring Classic gloCOM Desktop. While sharing your entire screen, a Remote Control button appears in the meeting control bar, letting you allow a participant to move your mouse and use your keyboard, and optionally share your clipboard with them. Participants watching your screen can request control via Options → Request remote control, and you decide whether to allow or deny each request.

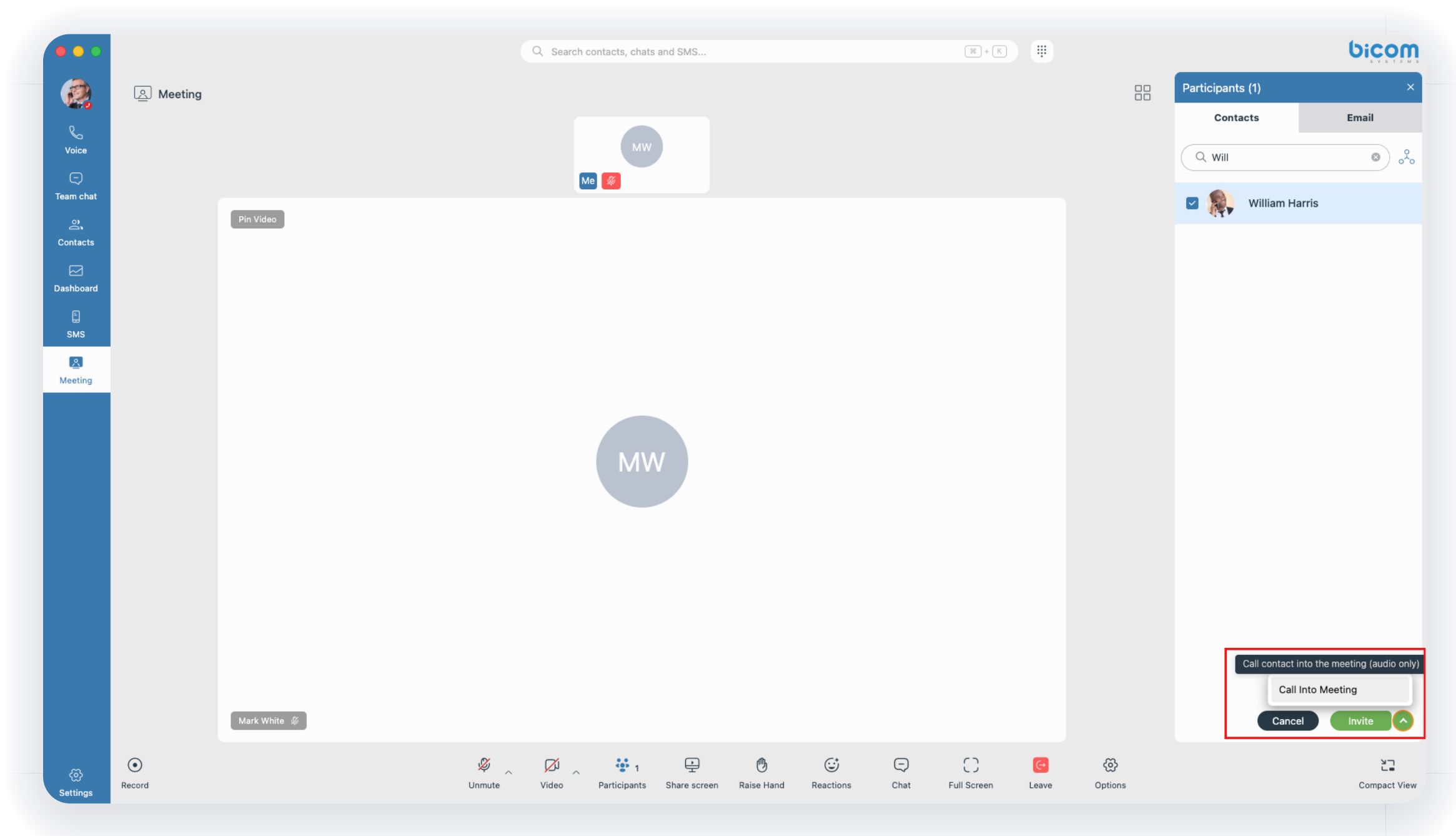
Control can be withdrawn at any time from the same menu, and is released automatically if you stop sharing or leave the meeting.

Remote control requires the desktop app and sharing your entire screen - it is not available when sharing a single application window, or when the presenter is using gloCOM Web.



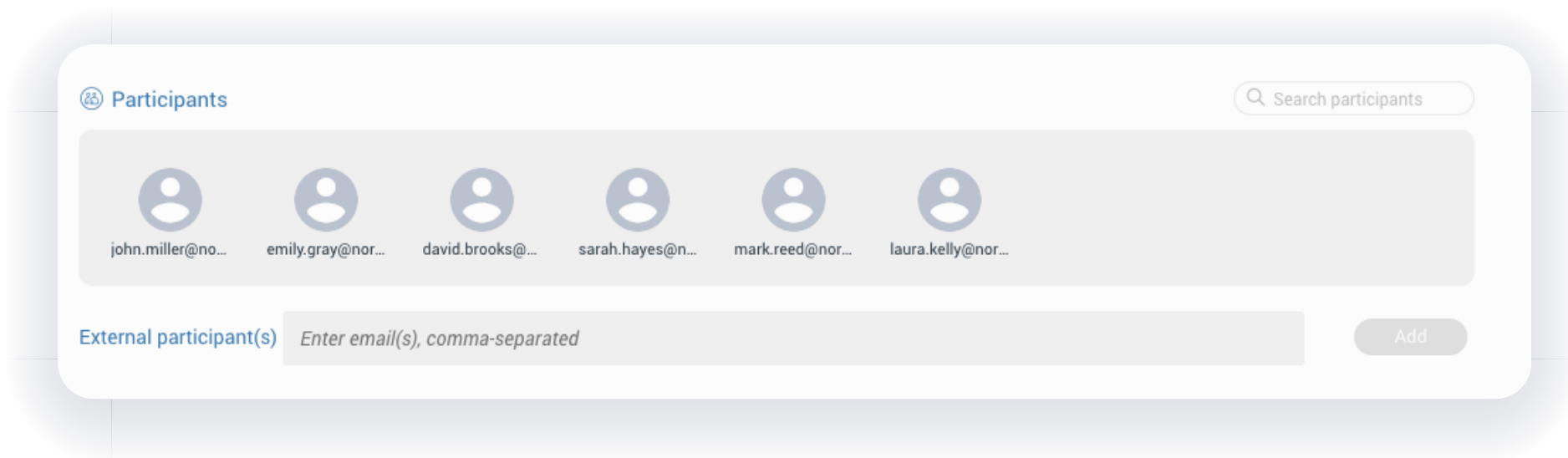
Call Into Meeting in gloCOM Next

Bring anyone into your meeting with a phone call. gloCOM Next's in-meeting Invite button is now a split button with a new option — Call into meeting. Pick a contact and the system dials their extension directly; the moment they answer, they're in the meeting as an audio participant, no app, no join link, and no meeting number required. It's the fastest way to pull in a colleague who's away from their computer or a group of colleagues attending the meeting from a conference room. Called-in participants appear in the participants list alongside everyone else, where the organizer can mute them, remove them from the audio, or remove them from the meeting entirely — and when the meeting ends, their call ends with it, automatically.

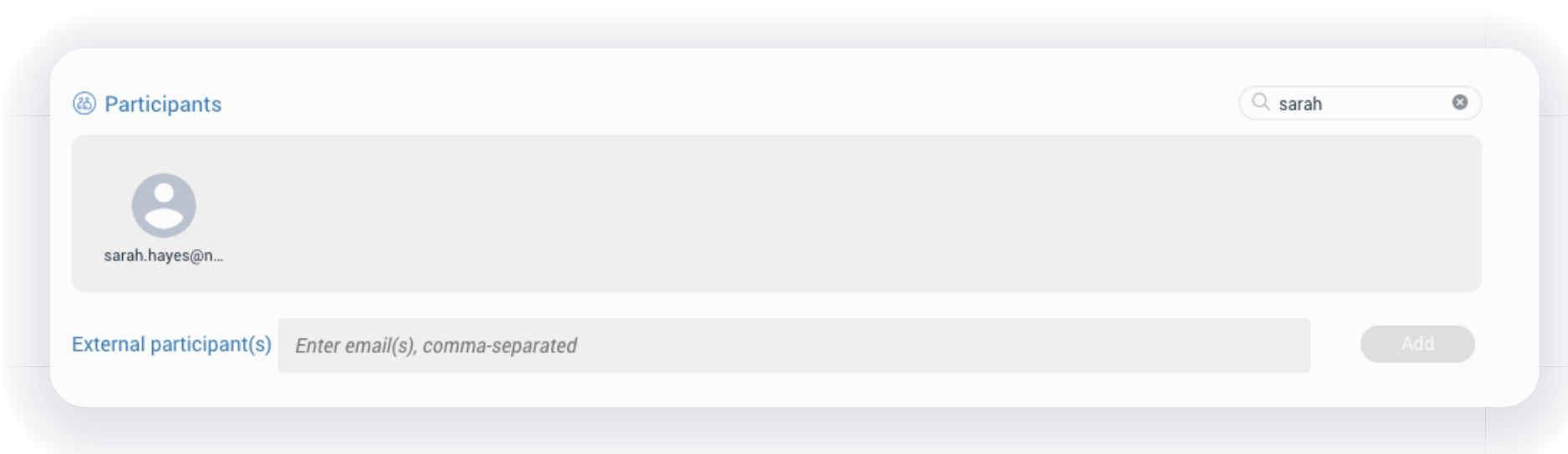


Add External Participants to the Meeting

The Add External Participants feature allows users to add multiple external participants at once when creating an Instant or Scheduled Meeting by pasting a comma-separated list of email addresses into the External participant(s) field and clicking Add. Valid emails are added to the participants list immediately, while invalid emails remain in the input field with an error indicator. Attempting to add a duplicate email displays an "already exists" error.



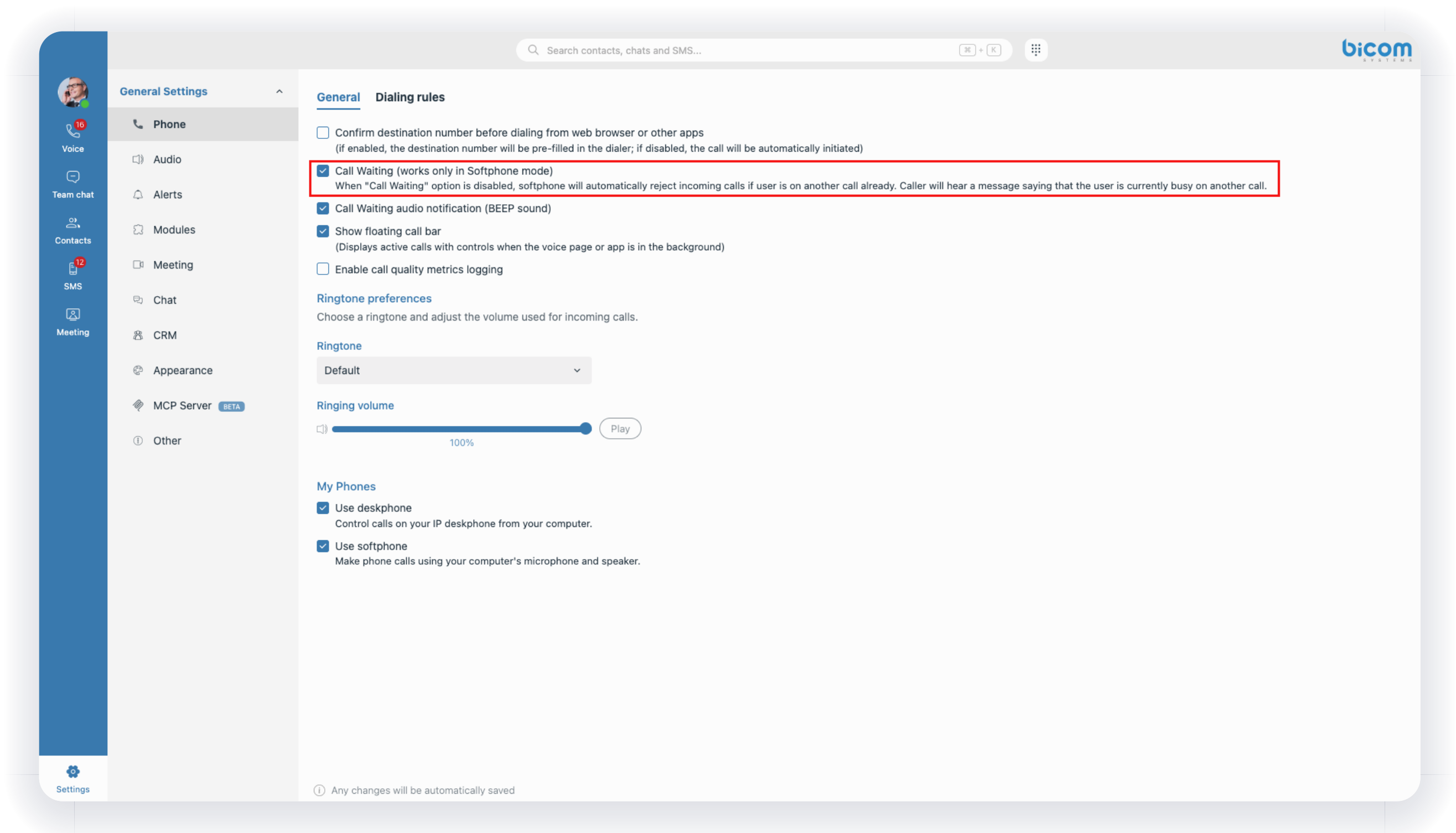
Added participants appear in the Participants list, and once the list is not empty, a search bar appears above it so you can quickly confirm whether someone has already been added.



Settings

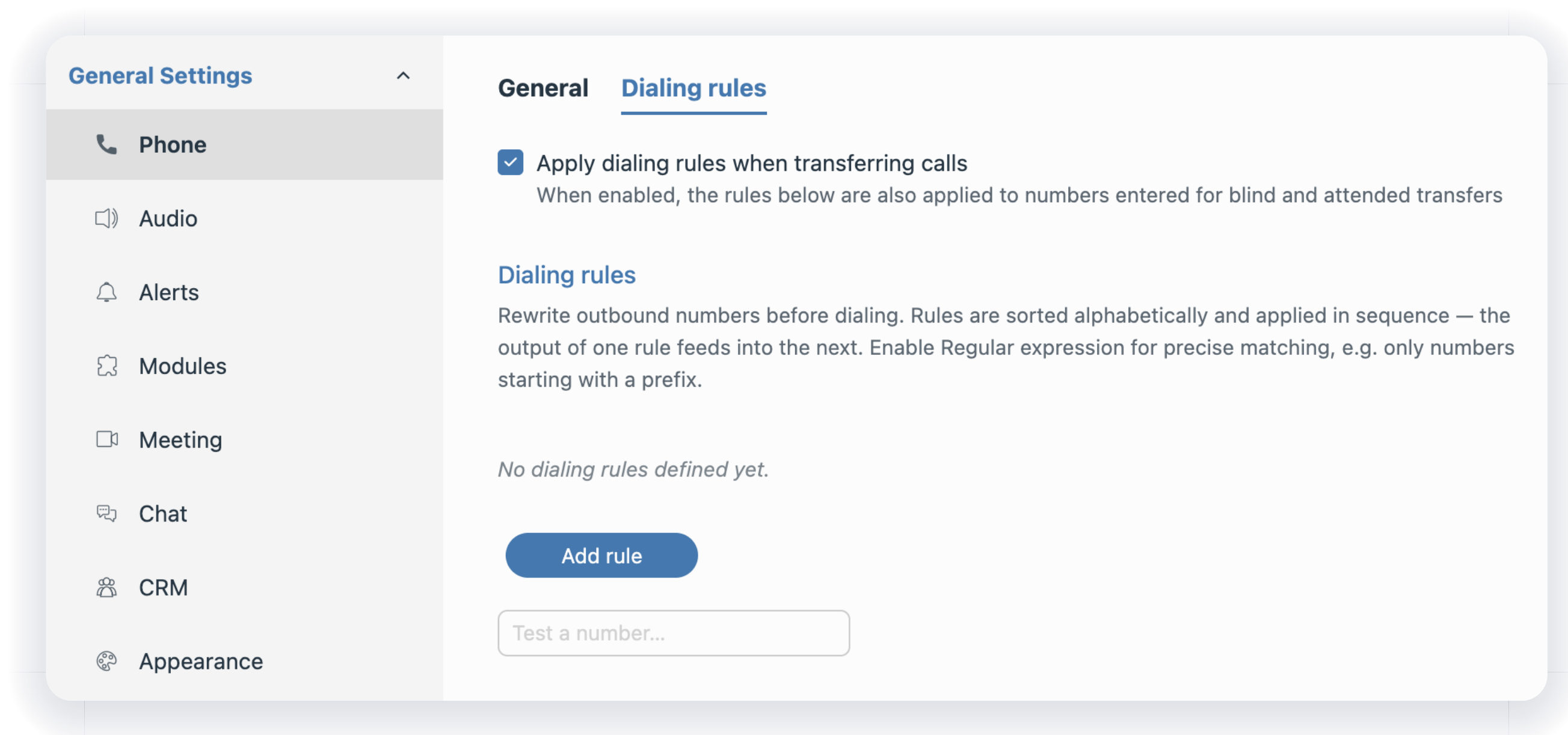
Call Waiting Control in gloCOM Next

You are now in charge of what happens when a call comes in while you are already on one. A new Call Waiting option in Phone settings lets you decide: leave it on and a second incoming call is presented as usual, or turn it off, and gloCOM Next will automatically decline any new call while you are busy - the caller simply hears that you are on another call, and you stay focused on your current conversation without interruption. A short explanation right below the option makes the behavior clear, and the setting applies when you're using the softphone. It's a small switch that makes a real difference when you're heads-down on an important call.



Dialing Rules

The new Dialing Rules tab in Phone settings allows users to configure rules for automatically modifying outbound phone numbers before dialing. Users can define replacement rules by specifying the text to replace and its replacement value. Rules are applied in order, and Regular expressions can be enabled for more precise matching. A Test a number option provides a preview of the resulting number.



Dialing rules can also be applied to blind and attended call transfers when the corresponding option is enabled.

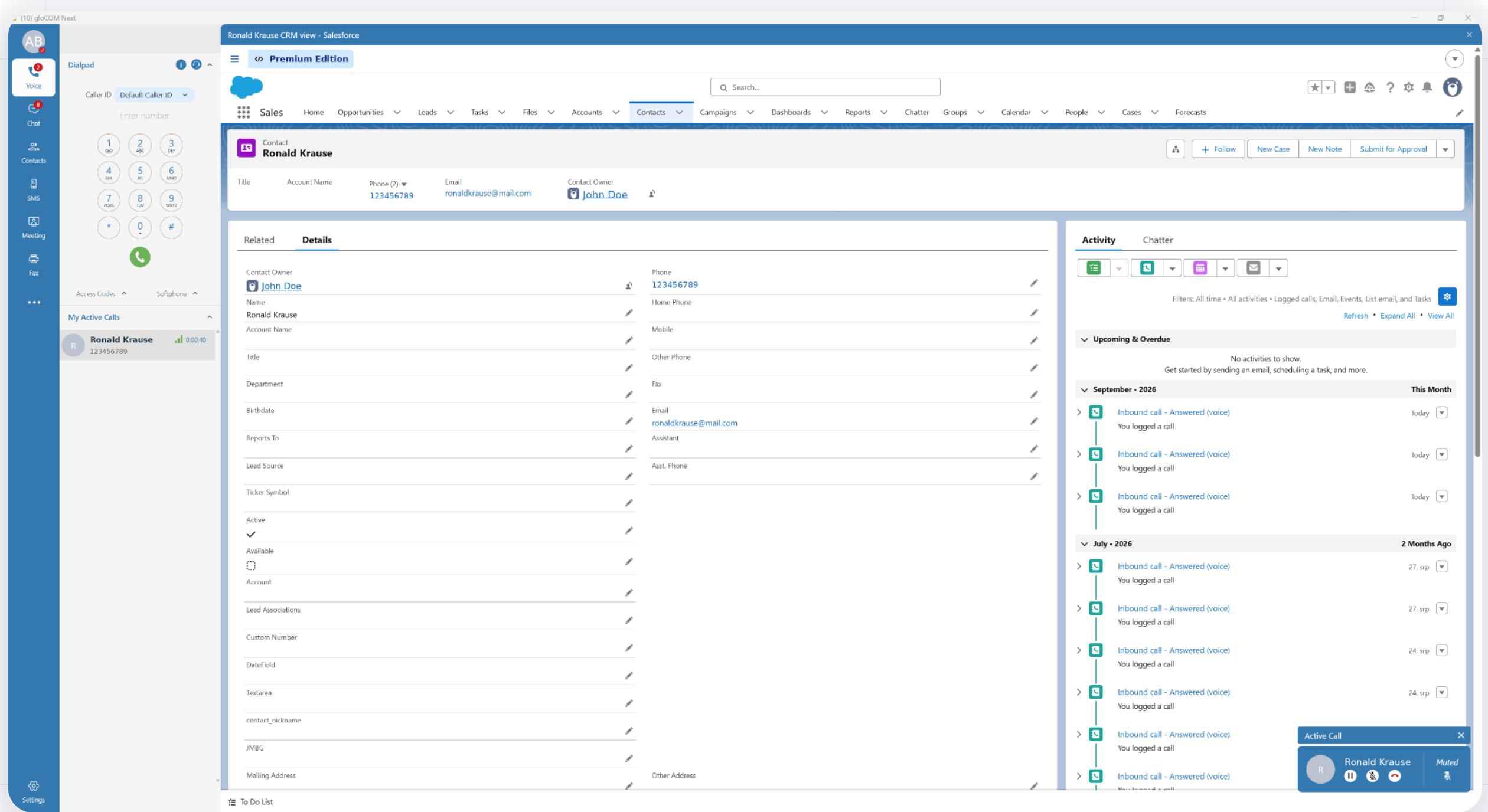
An additional option allows gloCOM to automatically detect and format USA and UK phone numbers using the server's international dialing code. When enabled, automatic formatting takes precedence over manually configured dialing rules.

CRM view in the gloCOM Next desktop application

The “**View Record in CRM**” setting lets users choose how CRM records open when they select the option to view a record. Two options are available:

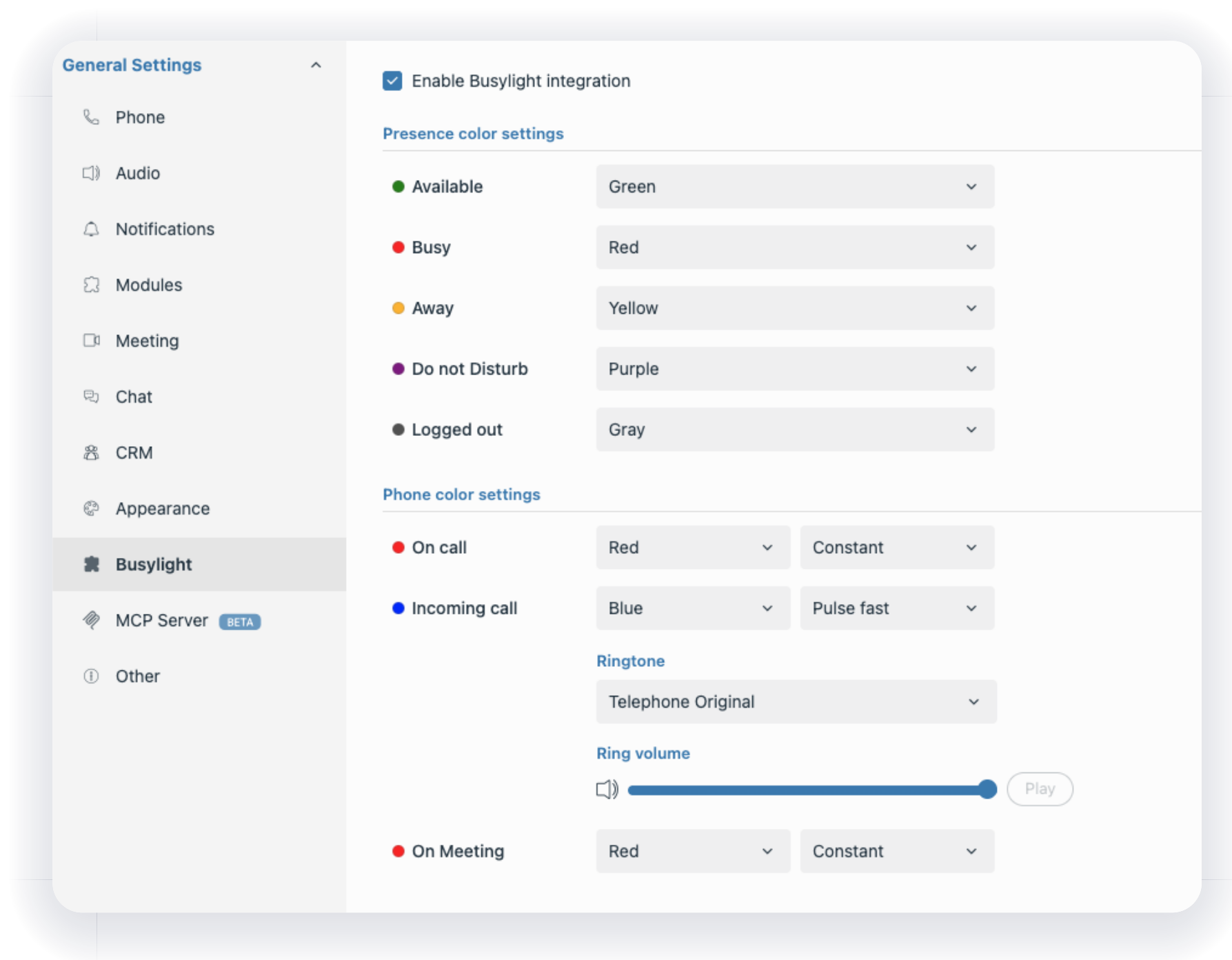
View in web browser — Opens the CRM record in the default web browser.

View in the app — Opens the CRM record within the application.



Busylight integration

Connect a Busylight device to display real-time physical status indicators for presence, calls, and meetings. Configured under **Settings → Busylight**, users can customize dedicated colors for Available, Busy, Away, and DND, which update instantly when presence changes or settings are modified. The device provides visual flashing and acoustic chime alerts for incoming calls, lights up immediately during outbound dialing, and switches to active call states—even when a call is answered remotely on a desk phone or secondary client. Entering a meeting automatically triggers in-meeting illumination and cleanly reverts to the user's presence state upon exit. The settings panel includes ringtone selection, volume sliders, and interactive previews that yield automatically to incoming traffic. Busylight preserves per-user preferences across restarts. Available on macOS and Windows across Desktop and Chromium-based browsers; unsupported on Linux, and disabled with informative tooltips on Safari and Firefox.



Dashboard

Wallboard Slideshow

The Wallboard Slideshow feature allows Supervisors and Business users to automatically cycle through different ERGs and Queues on wallboards without manually changing the view.

The slideshow can be configured under Settings → Contact Center Settings → Dashboards.

The Wallboard Slideshow section provides separate options for:

ERG Wallboard – automatically cycles through available ERGs.

Queue Wallboard – automatically cycles through available Queues.

For each option, users can enable the slideshow and set the view change interval from 1 to 120 seconds.

Wallboard Slideshow

☒ Enable slideshow for ERG Wallboard

Change view every: second(s) (1-120)

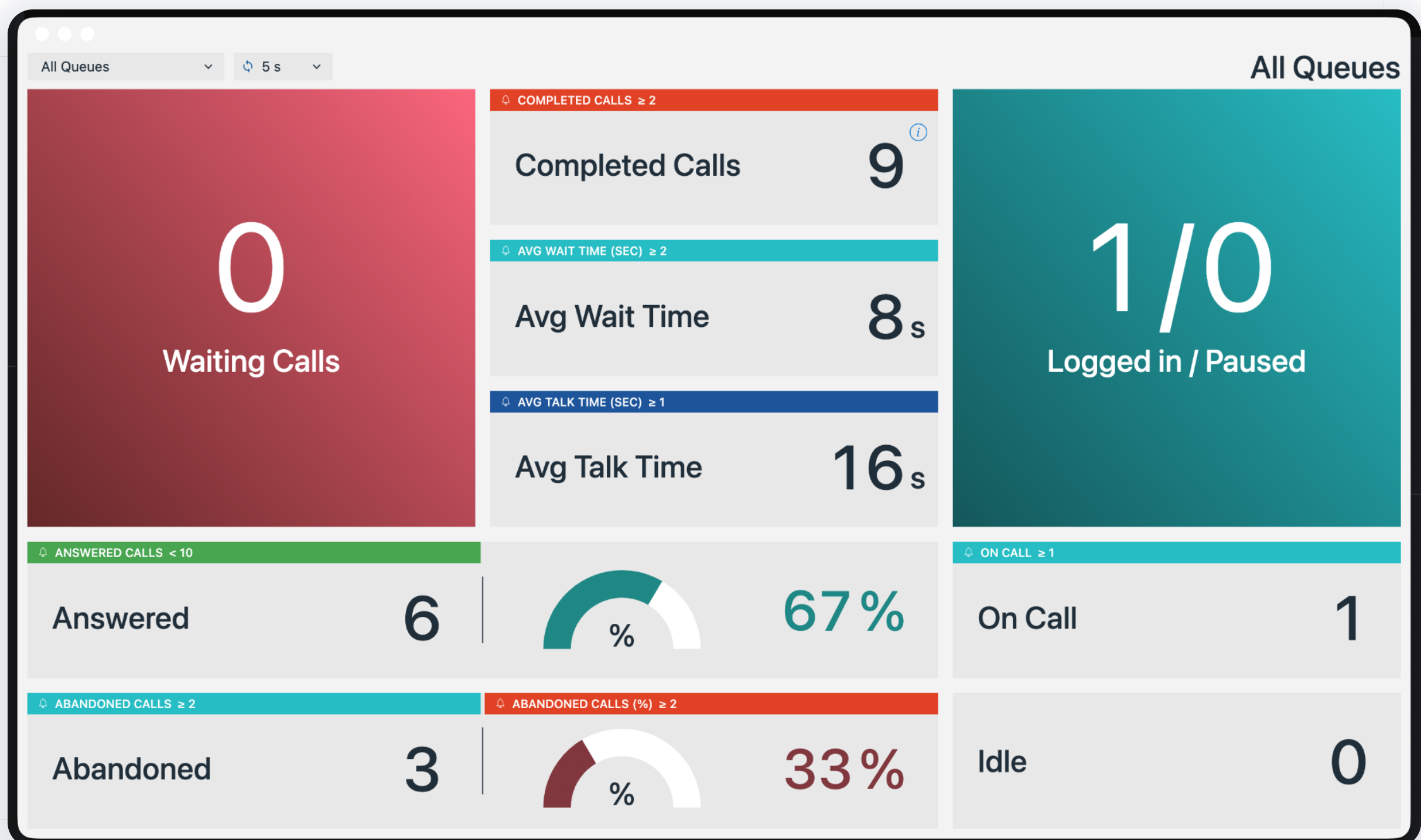
☒ Enable slideshow for Queue Wallboard

Change view every: second(s) (1-120)

Wallboard Thresholds

Wallboard Thresholds are now available, allowing Supervisors and Business users to configure visual thresholds for ERG and Queue Wallboard metrics. Thresholds can be defined for call and agent metrics using $\geq$ or $<$ conditions, a custom value, and a selected indicator color.

When a configured threshold is reached, the corresponding Wallboard tile changes its background to the selected color, making important metric changes easier to identify at a glance.



Launch Dashboard automatically on login

The Launch Dashboards automatically on application Login option allows Supervisors and Business Users to automatically open their dashboards after signing in to gloCOM NEXT.

The option is available under Contact Center Settings → Dashboards and can be enabled using a dedicated checkbox.

Launch on Login

☐ Launch Dashboards automatically on application login

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
business@bicomsystems.com



Bicom Systems (CAN)

Hilyard Place
B-125
Saint John, New Brunswick
E2K 1J5
Canada
Tel: +1 (647) 313 1515
Tel: +1 (506) 635 1135
business@bicomsystems.com



Bicom Systems (UK)

Unit 5 Rockware BC
5 Rockware Avenue
Greenford
UB6 0AA
United Kingdom
Tel: +44 (0) 20 33 99 88 00
business@bicomsystems.com



Bicom Systems (ITA)

Via Marie Curie 3
50051 Castelfiorentino
Firenze
Italy
Tel: +39 0571 1661119
sales@bicomsystems.it



Bicom Systems (RSA)

12 Houtkapper Street
Magaliessig
2067
South Africa
Tel: +27 (10) 0011390
business@bicomsystems.com

Follow us



www.bicomsystems.com