



# gloCOM 6.0 Release Notes

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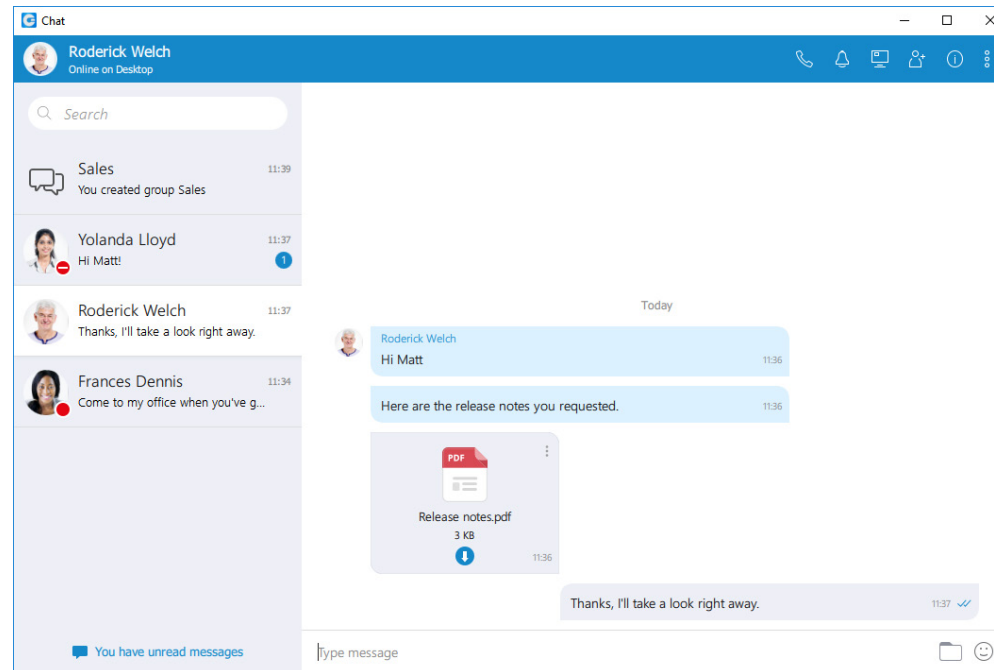
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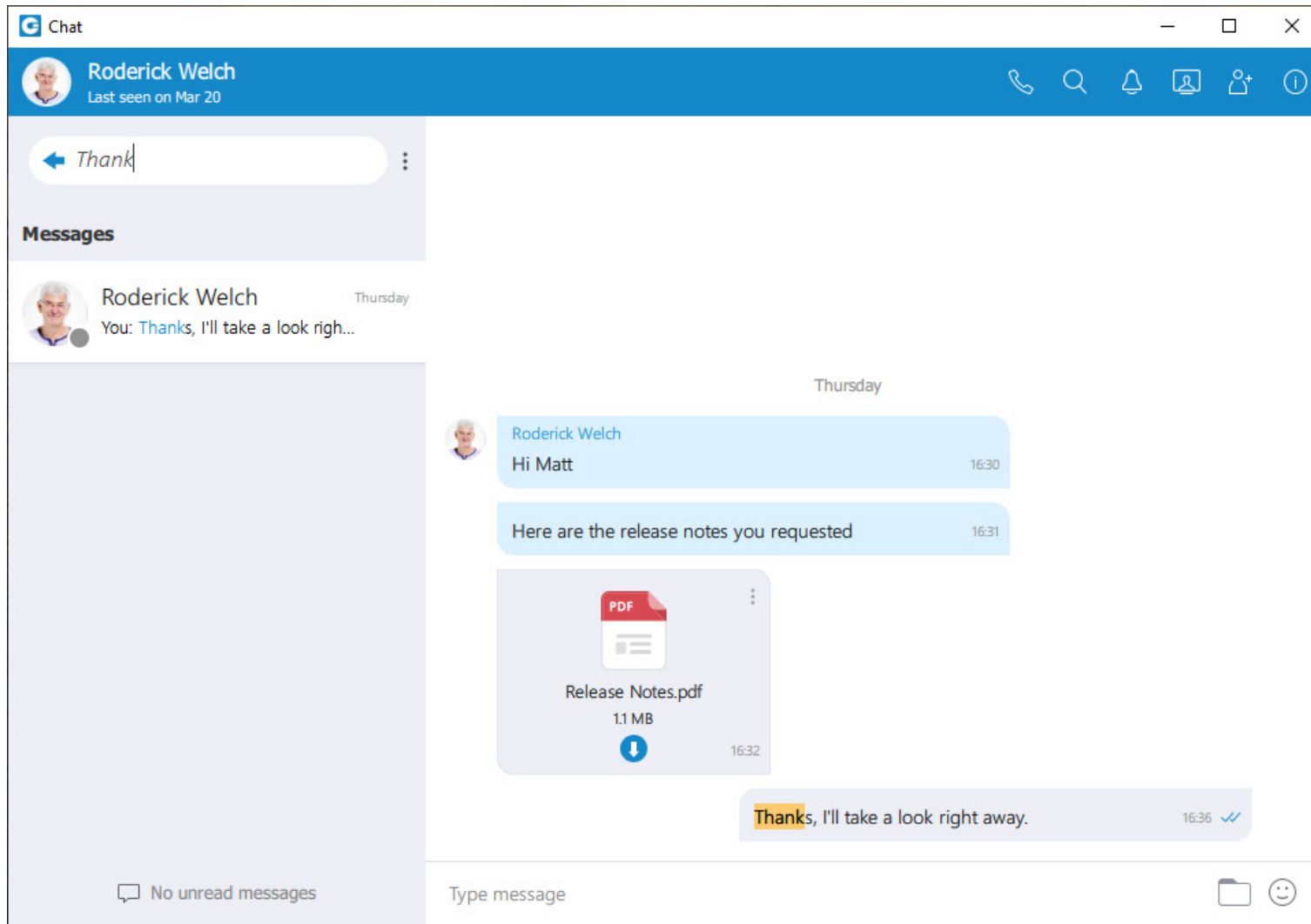
# FEATURES

## Unified Chat

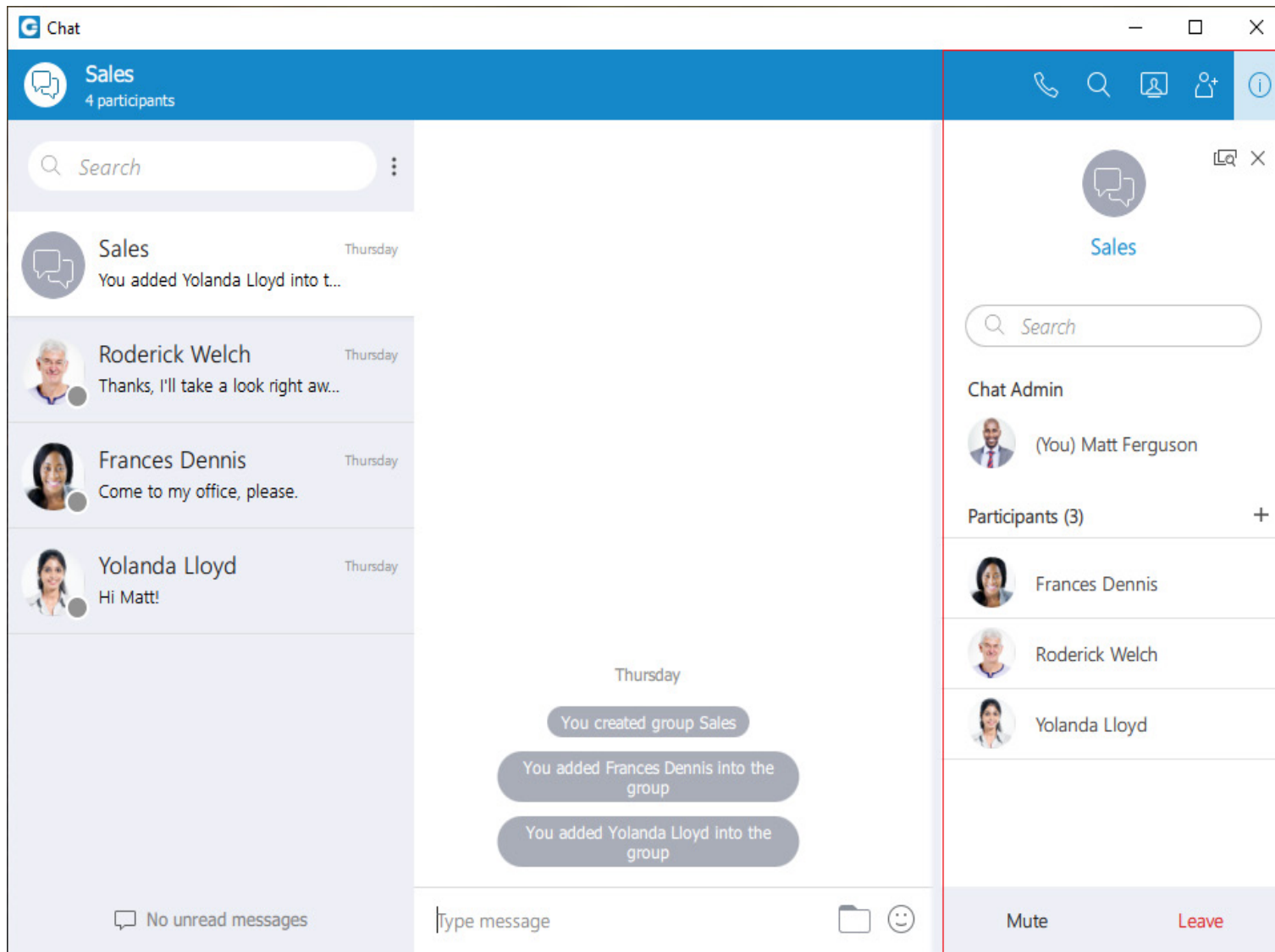
gloCOM 6.0 brings a unified chat between Desktop and Mobile applications. Chat history is stored on the server and will keep synced between all your devices.



- Chat features: chat history, group creation and adding of participants are now all integrated into the Chat window.
- Chat groups: You will remain part of the groups you were added even after closing/login out of the application.
- Search bar: any word typed in will show all conversations and messages that match the entered word. You can also search for messages in a specific conversation.



In each conversation the info screen will be seen by all participants. Depending on the conversation type, some actions are available, such as: delete, leave, change group name, mute/unmute etc.



For each message sent, there is an icon indicating its status that can be: sending, sent, delivered, seen or failed. For failed messages, there is an option to retry. The user interface has been improved and now offers the “New Messages” option and unread messages indicator in the Chat window.

# Meetings

gloCOM Meeting is a gloCOM Module that allows any user to set up meetings without the hassle of switching applications. With access to all of your gloCOM contacts you can start collaborating with a single click.

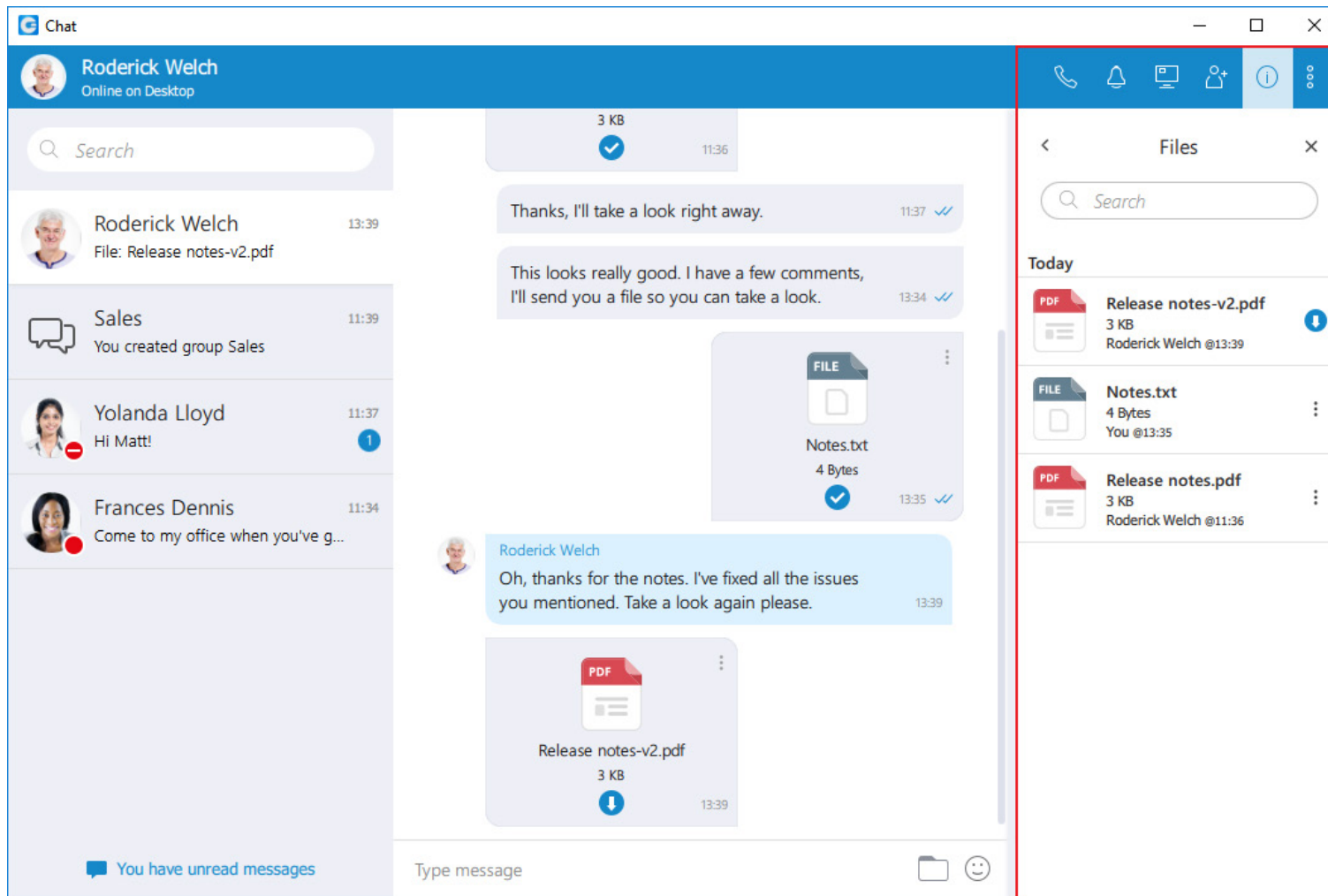
gloCOM Meeting allows you to meet with multiple users simultaneously, while offering *Video conferencing* (in grid and speaker view), *Audio conferencing*, *Screen sharing* (specific application or whole screen sharing), *Remote control when screen sharing*, *Group chat*.



You can also schedule meetings in advance and even set up recurring meetings that suit your team's needs. You can always see what meetings you have scheduled by accessing the meeting list, but to make sure you don't miss a meeting an automatic reminder email will be sent to you with the meetings scheduled for that day. Keeping track of scheduled meetings is easy thanks to the Meeting calendar integration. You also have the option of instantly converting a group chat or a conference call into a meeting.

# File sharing across devices

gloCOM allows file sharing in both regular and group chats. Files are stored permanently and can be downloaded until expiration time is reached (expiration time can be set up in PBXware). For image and video files, a thumbnail will be automatically downloaded. In all conversations, sent/received files can be seen in the Files overview screen.





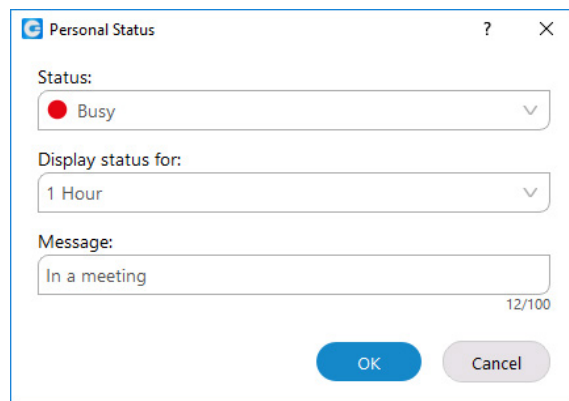
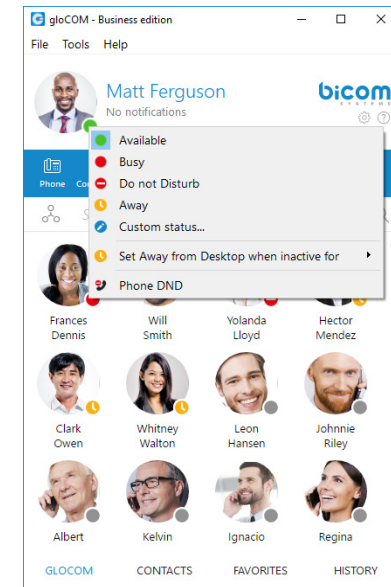
# Unified Presence

gloCOM 6.0 provides unified presence synced across all of your devices (Desktop and Mobile).

- For all current online users a status of what device they are using is provided via Desktop, via Mobile or even both.
- For users who are not 'online', the last time they had activity is shown, providing a better understanding of their availability.

Every user can set a personal status to describe their current availability.

- Predefined status: Available, Busy, Do not disturb, Away or status added by the PBXware admin,
- Also, each user can customize their own status to describe their current availability in their own words.



When setting a status you can also set the expiration, to let the application revert your status to Available after a certain period of time.

- Do not disturb: will disable chat messages, conference join, and other user login notifications.

# New Design for Agent Edition

gloCOM 6.0 includes a new design for Agent Edition. All agent features are now located in the 'Agent Panel' window, making it easier for the agent to handle multiple calls, feedback forms, CRM popup, callbacks, other agents and queues. Also, calls are enlisted to make it easier to handle multiple calls.

The screenshot displays the 'Agent Panel' interface for Charles Castro, who is logged in. The interface is divided into several sections:

- Agent Profile:** Shows the agent's name 'Charles Castro', a 'Logged in' status, and icons for mobile, phone, and app. Below this are 'IN', 'B', and 'OUT' status indicators.
- Current campaign:** A dropdown menu currently set to 'Books'. To its right, a 'Queues' section shows '0' and an 'HK' button.
- Calls (3):** A table listing active calls:

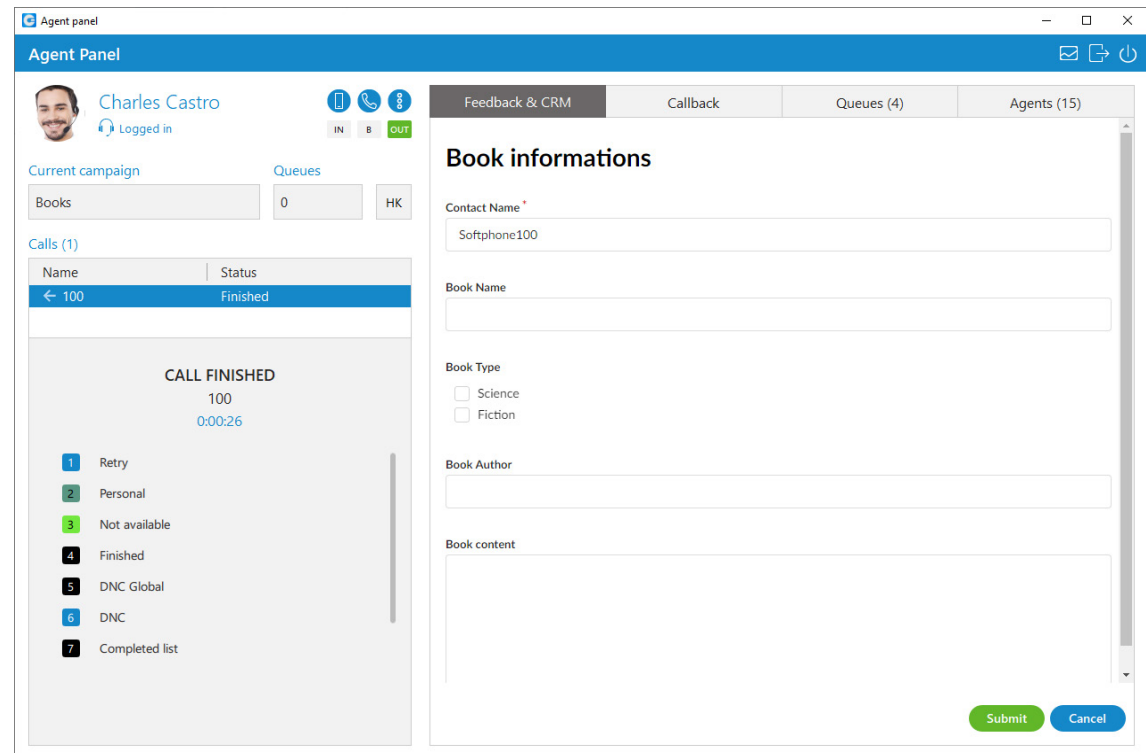
Name	Status
← Books	Ring In
← 100	On Call
- Campaign Summary:** Displays 'Campaign: Books', '100' items, and 'On Call (0:00:03)'. Below this are control buttons: MUTE, HANGUP, TRANSFER, HOLD, VOICEMAIL, and PARK. At the bottom, there are options for 'SHOW DIALPAD', a mute icon, and 'SOFTPHONE ↔'.
- Book informations:** A form with fields for 'Contact Name \*' (containing 'Softphone100'), 'Book Name', 'Book Author', and 'Book content'. A 'Start feedback' button is located at the bottom right of this section.
- Navigation:** A top bar contains tabs for 'Feedback & CRM', 'Callback', 'Queues (4)', and 'Agents (83)'.

# Outbound Call Center (Dialer)

The Outbound Call Center agent works with campaigns. An agent can be a member of multiple campaigns, but can be active in only one during the login session. Agents won't be able to work in a campaign and a queue simultaneously.

There are three available strategies:

- Power strategy - an agent is waiting to receive the next call from the campaign in which he is currently logged
- Preview strategy - an agent has a preview of each lead details to decide whether to dial lead or switch to the next one
- Progressive strategy - an agent has a preview of lead details but they can not switch to the next lead. There's also a specific time frame in which they must perform the dialing



Each campaign can have various options that the agent should submit. These options are called dispositions. Dispositions can be submitted using hotkeys in order to increase productivity. Also, every campaign can have its own feedback form which will be displayed for all dialer calls. Dispositions and feedback forms need to be set on PBXware.

# Personal Callback

The agent can choose the disposition of the personal callback type, and they also have a list of all upcoming and expired Personal Callbacks in the Callback tab in the Agent Panel. Every personal callback is represented by a name, number, last dial date, and next dial date.

The screenshot displays the 'Agent Panel' interface for Charles Castro, who is logged in. The interface is divided into several sections:

- Agent Profile:** Charles Castro, Logged in. Status indicators: IN, B, OUT.
- Current campaign:** Books. Queues: 0. HK.
- Calls (1):** A table showing one call record:

Name	Status
← 100	Finished
- CALL FINISHED:** 100, 0:00:02. A list of dispositions is shown:
  - 1 Retry
  - 2 Personal (selected)
  - 3 Not available
  - 4 Finished
  - 5 DNC Global
- Callback List:** A table with columns: Name, Number, Last dial date, Next dial date.

Name	Number	Last dial date	Next dial date
-	100	07 Nov, 2019 11:14	21 Nov, 2019 11:14
-	100	07 Nov, 2019 11:14	20 Nov, 2019 11:14

# Integrated Web Browser for CRM Popup, Call Popup and Queue URL Popup

If using this feature Screen Pop and CRM executes within the application inside the *Agent Panel* window (instead of opening a webpage in your default browser). Also, it is possible to do screen pop based on the URL set per Queue on PBXware.

The screenshot displays the 'Agent Panel' interface for Charles Castro, who is logged in. The panel includes a navigation bar with 'Feedback & CRM', 'Callback', 'Queues (4)', and 'Agents (15)'. The main content area is split into two sections: a call control panel on the left and a CRM popup on the right.

**Call Control Panel:**

- Current campaign:** Books
- Queues:** 0
- Calls (2):**

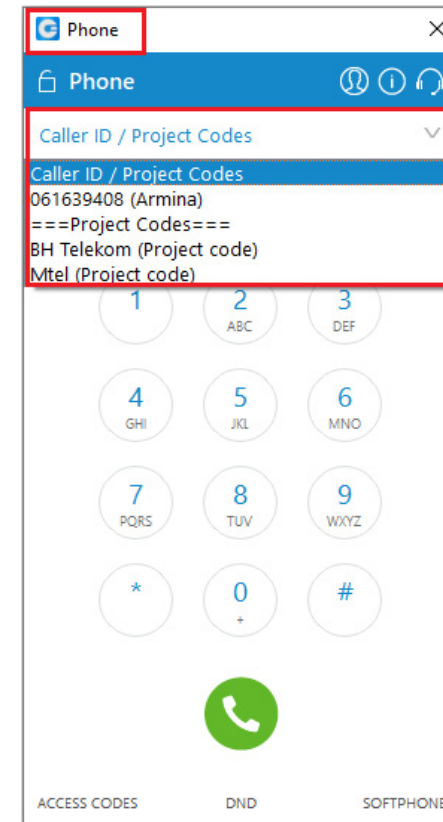
Name	Status
→ 8854260	On Call
← 100	Finished
- Call Details:** 8854260, On Call (0:00:04)
- Call Actions:** MUTE, HANGUP, TRANSFER, HOLD, VOICEMAIL, PARK, SHOW DIALPAD, SOFTPHONE ↔

**CRM Popup (bicom SYSTEMS):**

- Header:** Call Us - [Social Media Icons]
- Logo:** bicom SYSTEMS
- Text:** ADVANCED SIMPLICITY, Liberating the world from traditional communication systems, LEARN MORE REQUEST DEMO
- Navigation Menu:** Home, Products, Solutions, Services, Company, Partners, Downloads, Blog, Contact Us
- Search:** Search...
- Footer:** Open in Browser, Copy URL

# Project codes

In gloCOM 6.0, every agent can view and select project codes for all outgoing calls. Project codes can be found inside phone dialog.



# Blended Call Center

Blended mode means the system will automatically move the agent from inbound to outbound strategy if a queue is not busy, or from outbound to inbound strategy if there are people waiting in the queue. Blending can be set up as automatic or manual.

- Automatic: is based on a minimum idle agents parameter per Queue, that can be found and updated on PBXware.
- Manual: allows agents to choose manually direction at login time or during the operation enabling the switch between inbound, outbound and blended mode.

# Extended Supervisor edition with Agent edition features

In gloCOM 6.0, Supervisor Edition has been improved with Agent edition functionalities, allowing supervisors to be Agents and use all Agent Edition features.

gloCOM - Supervisor edition

File Tools Help

gloCOM

Dialer6.0\_101

Agent number

Agent PIN

Login

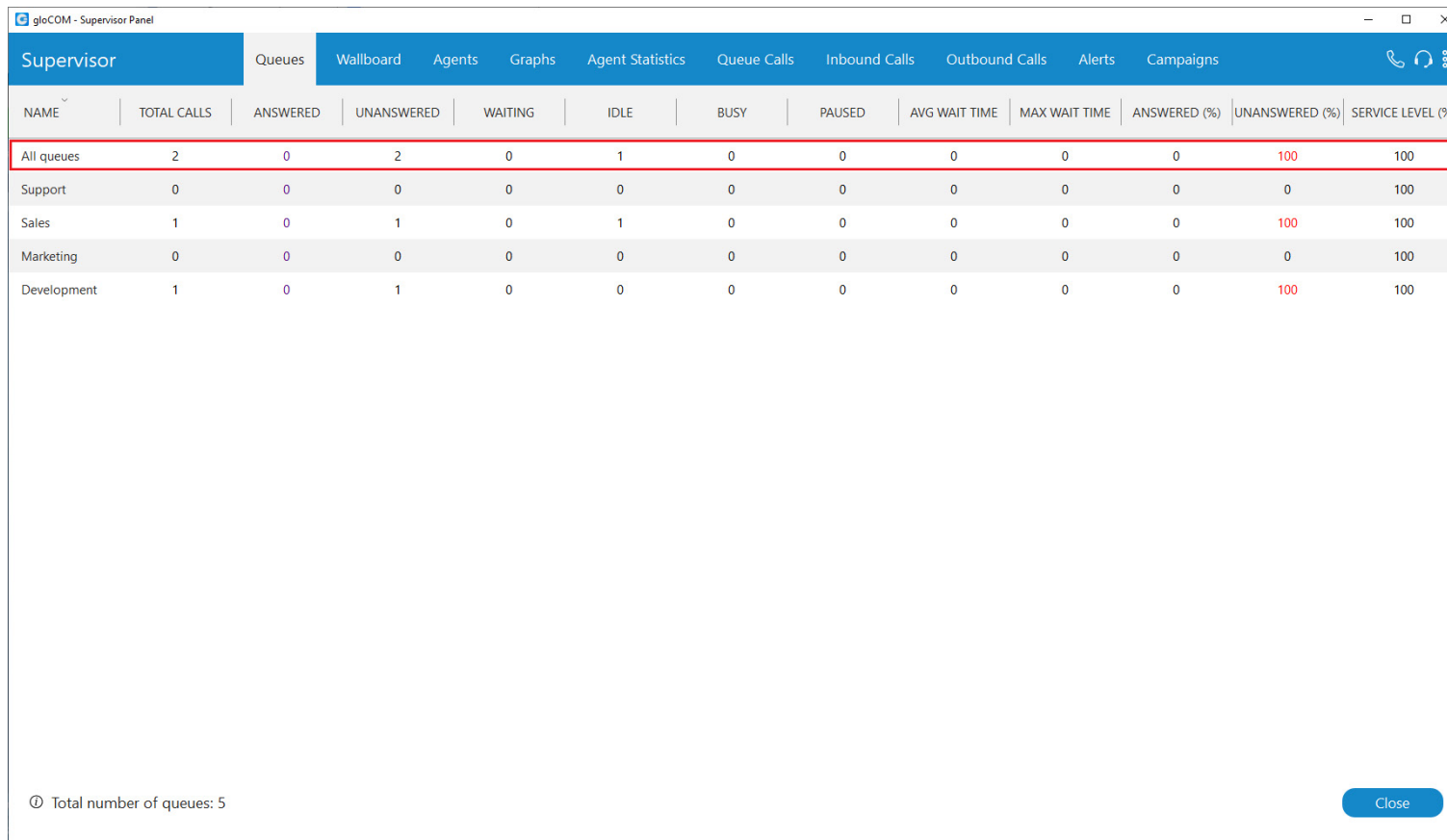
Log In automatically on startup

[Forgot my password](#)

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# Statistics for the entire call center

In gloCOM 6.0, inside Queues and Wallboard module, the supervisor can see total queue statistics for selected queues, providing an efficient performance monitoring of the entire call center, not just per queue.



The screenshot displays the 'Supervisor' interface in gloCOM 6.0. The 'Queues' tab is active, showing a table with 13 columns: NAME, TOTAL CALLS, ANSWERED, UNANSWERED, WAITING, IDLE, BUSY, PAUSED, AVG WAIT TIME, MAX WAIT TIME, ANSWERED (%), UNANSWERED (%), and SERVICE LEVEL (%). The table lists five queues: 'All queues', 'Support', 'Sales', 'Marketing', and 'Development'. The 'All queues' row is highlighted with a red border. At the bottom left, there is a note: 'Total number of queues: 5'. A 'Close' button is located at the bottom right.

NAME	TOTAL CALLS	ANSWERED	UNANSWERED	WAITING	IDLE	BUSY	PAUSED	AVG WAIT TIME	MAX WAIT TIME	ANSWERED (%)	UNANSWERED (%)	SERVICE LEVEL (%)
All queues	2	0	2	0	1	0	0	0	0	0	100	100
Support	0	0	0	0	0	0	0	0	0	0	0	100
Sales	1	0	1	0	1	0	0	0	0	0	100	100
Marketing	0	0	0	0	0	0	0	0	0	0	0	100
Development	1	0	1	0	0	0	0	0	0	0	100	100

ⓘ Total number of queues: 5

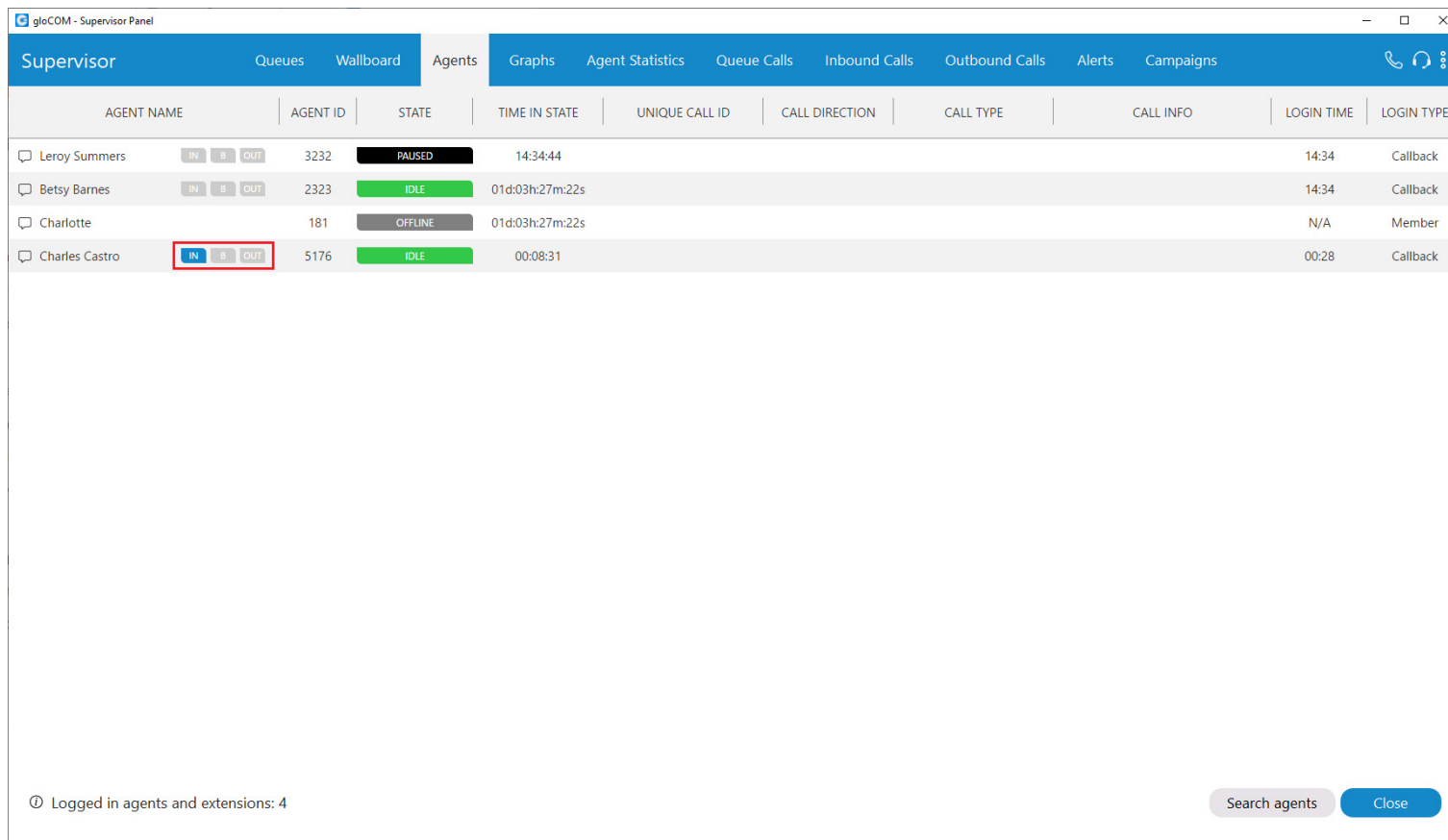
Close



# Change agent direction as a Supervisor

The supervisor can:

- Monitor information for all logged-in agents previously selected as visible through *Preferences* dialog.
- See agents direction and blending options in real-time as well as change the direction of any agent by clicking on the direction buttons.
- See which project code each agent is using for their current calls, and monitor dialer calls and campaigns.



The screenshot displays the 'Supervisor' interface in the gloCOM system. The top navigation bar includes 'Supervisor', 'Queues', 'Wallboard', 'Agents', 'Graphs', 'Agent Statistics', 'Queue Calls', 'Inbound Calls', 'Outbound Calls', 'Alerts', and 'Campaigns'. The main content area is a table listing agents with columns for Agent Name, Agent ID, State, Time in State, Unique Call ID, Call Direction, Call Type, Call Info, Login Time, and Login Type. The 'Agents' tab is active, showing four agents: Leroy Summers (PAUSED), Betsy Barnes (IDLE), Charlotte (OFFLINE), and Charles Castro (IDLE). The 'IN', 'B', and 'OUT' direction buttons for Charles Castro are highlighted with a red box. At the bottom left, it shows 'Logged in agents and extensions: 4'. At the bottom right, there are 'Search agents' and 'Close' buttons.

AGENT NAME	AGENT ID	STATE	TIME IN STATE	UNIQUE CALL ID	CALL DIRECTION	CALL TYPE	CALL INFO	LOGIN TIME	LOGIN TYPE
Leroy Summers	3232	PAUSED	14:34:44					14:34	Callback
Betsy Barnes	2323	IDLE	01d:03h:27m:22s					14:34	Callback
Charlotte	181	OFFLINE	01d:03h:27m:22s					N/A	Member
Charles Castro	5176	IDLE	00:08:31					00:28	Callback

# Improved Agent Statistics

Previously only agent inbound (real-time) statistics were available.

Version 6.0 displays Agent Statistics module with inbound and outbound statistics that include all agent calls (inbound, outbound, direct(in/out)) into calculations.

The screenshot shows the 'Supervisor Panel' interface with the 'Agent Statistics' tab selected. The interface includes a navigation bar with options like 'Queues', 'Wallboard', 'Agents', 'Graphs', 'Agent Statistics', 'Queue Calls', 'Inbound Calls', 'Outbound Calls', 'Alerts', and 'Campaigns'. Below the navigation bar, there are controls for 'Refresh' (set to 1m) and 'Last refresh' (07 Nov 2019 15:55:50). A search bar is also present. The main content is a table with columns for 'Agent', 'Calls', 'Talk Time', 'Idle Time', 'Sessions', and 'Pauses'. The table lists 13 agents, including Amber Howell, Betsy Barnes, Leroy Summers, Enrique Mann, Dominic Parker, Jean Tucker, Milton Norman, and several test agents. At the bottom, a summary shows 'Total: 84, Logged In: 3, Talking: 0, Paused: 1' and a 'Close' button.

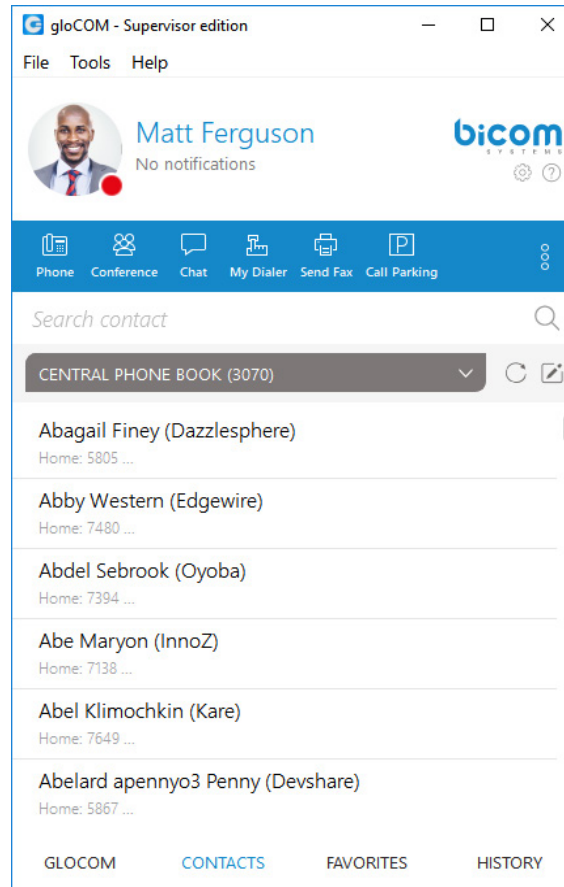
Agent	Calls			Talk Time			Idle Time		Sessions		Pauses	
	Total	Answered	Unanswered	Total	Mean	Mean Delay	Total	Mean	Total	Count	Total	Count
Agent/1009 (Amber Howell)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/2323 (Betsy Barnes)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 15h 55m 50s	00d 00h 00m 00s	00d 15h 55m 50s	1	00d 00h 00m 00s	0
Agent/3232 (Leroy Summers)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 15h 55m 50s	1	00d 15h 55m 50s	1
Agent/5000 (Enrique Mann)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5001 (Dominic Parker)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5005 (Jean Tucker)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5006 (Milton Norman)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5101 (test test)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5102 (test test)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5103 (test test)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/5104 (test test)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0

① Total: 84, Logged In: 3, Talking: 0, Paused: 1



# Central Phone Book

Central Phone Book is a centralized list of contacts managed by the PBXware administrator. It is shared across all gloCOM users, and synced together with the rest of the user contacts (Google, CRM etc.). Beside contacts managed by the administrator, a personal list of contacts can be managed as well. Personal phone books can be managed through Online Self Care.



## Scaling managed by the operating system

This feature enables operating system managed scaling, which fixes issues regarding the window being too enlarged on monitors with a scaling set up in *Display Settings*. This option is available only for Microsoft Windows.

## Additional macros for Call Popup

Using gloCOM Call Popup module, there are 3 new macros available:

- DID (%did%)
- Agent name (%agent\_name%)
- Agent number (%agent\_number%)

## Added warning indicator for Skype module if application was not found

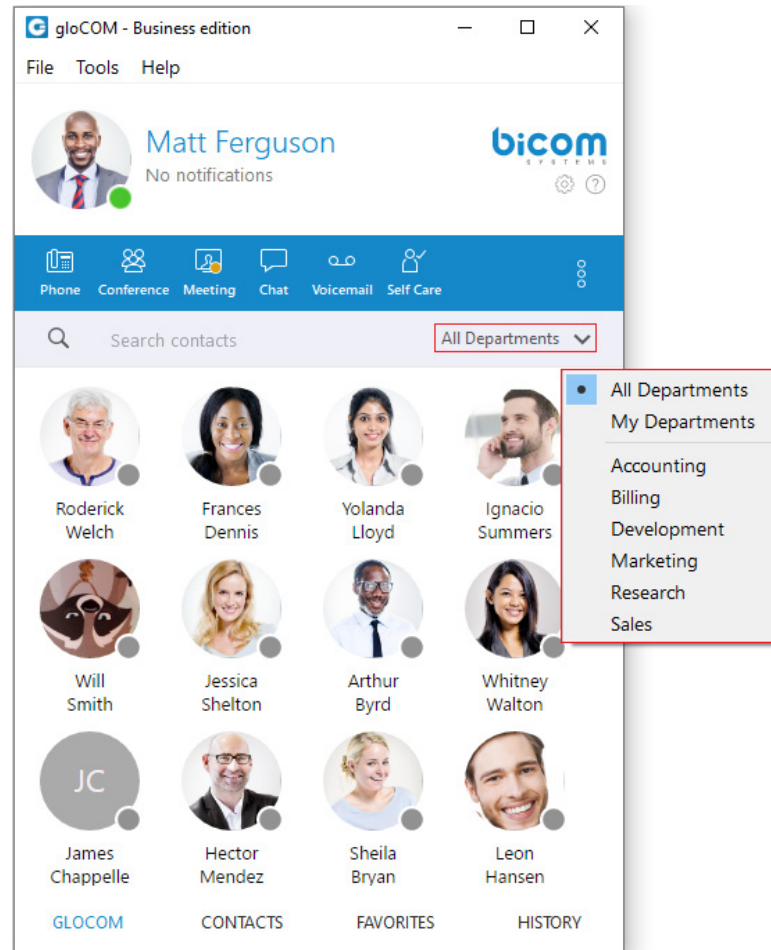
Added “Could not find Skype application” label in the main window if Skype application could not be found.

## Increased call limit to 10 in softphone mode

When using gloCOM softphone mode, 10 simultaneous calls can be held.

# Improved Department filtering in main window

There is a label in the main window which shows the current selected department. If that department wants to be changed, click on the label and a list of all departments will open so a different one can be chosen.



# Bug Fixes & Improvements

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

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