

RELEASE NOTES

gloCOM 6.6

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SYSTEMS

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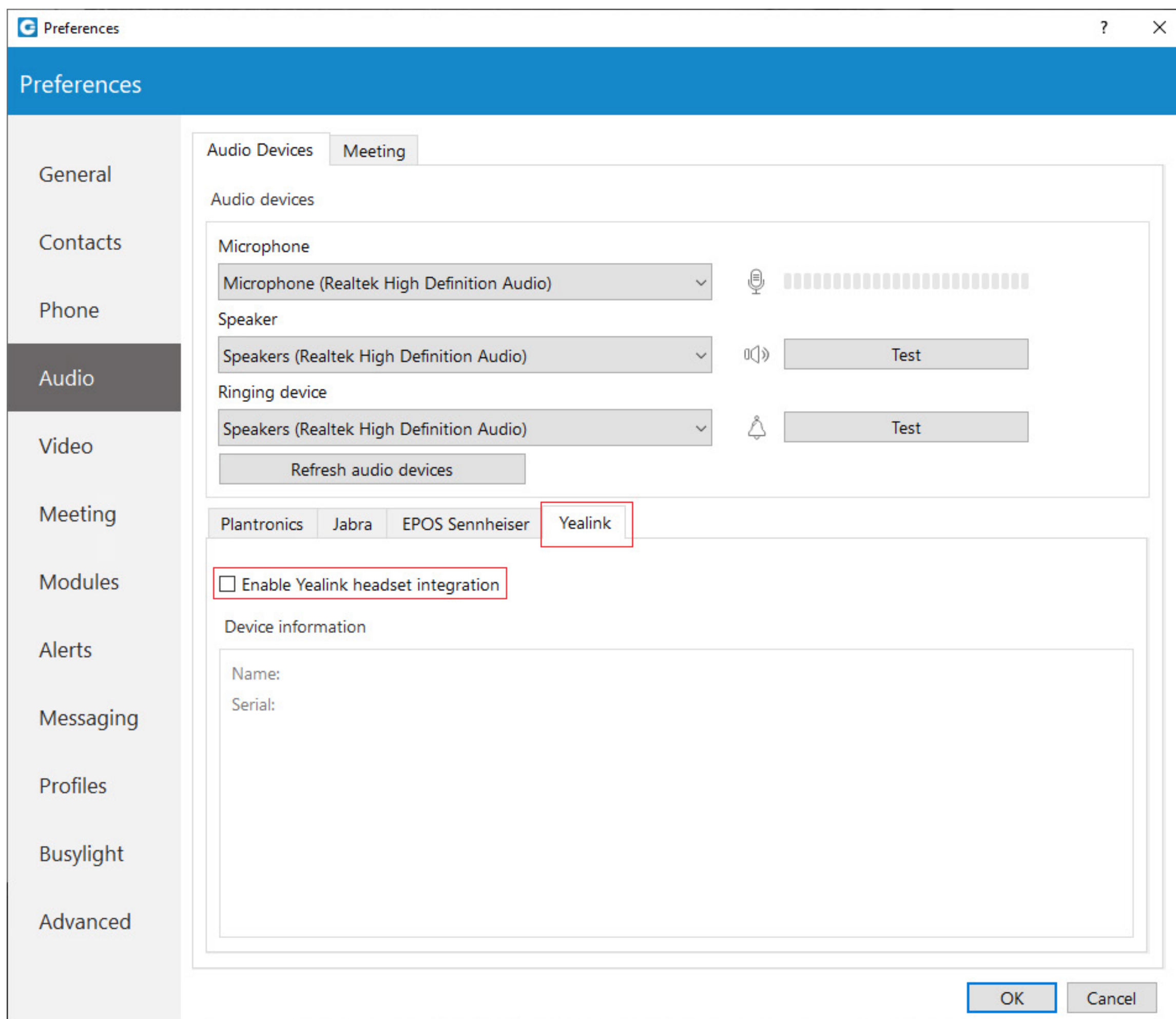
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FEATURES

Added Yealink Headset Integration

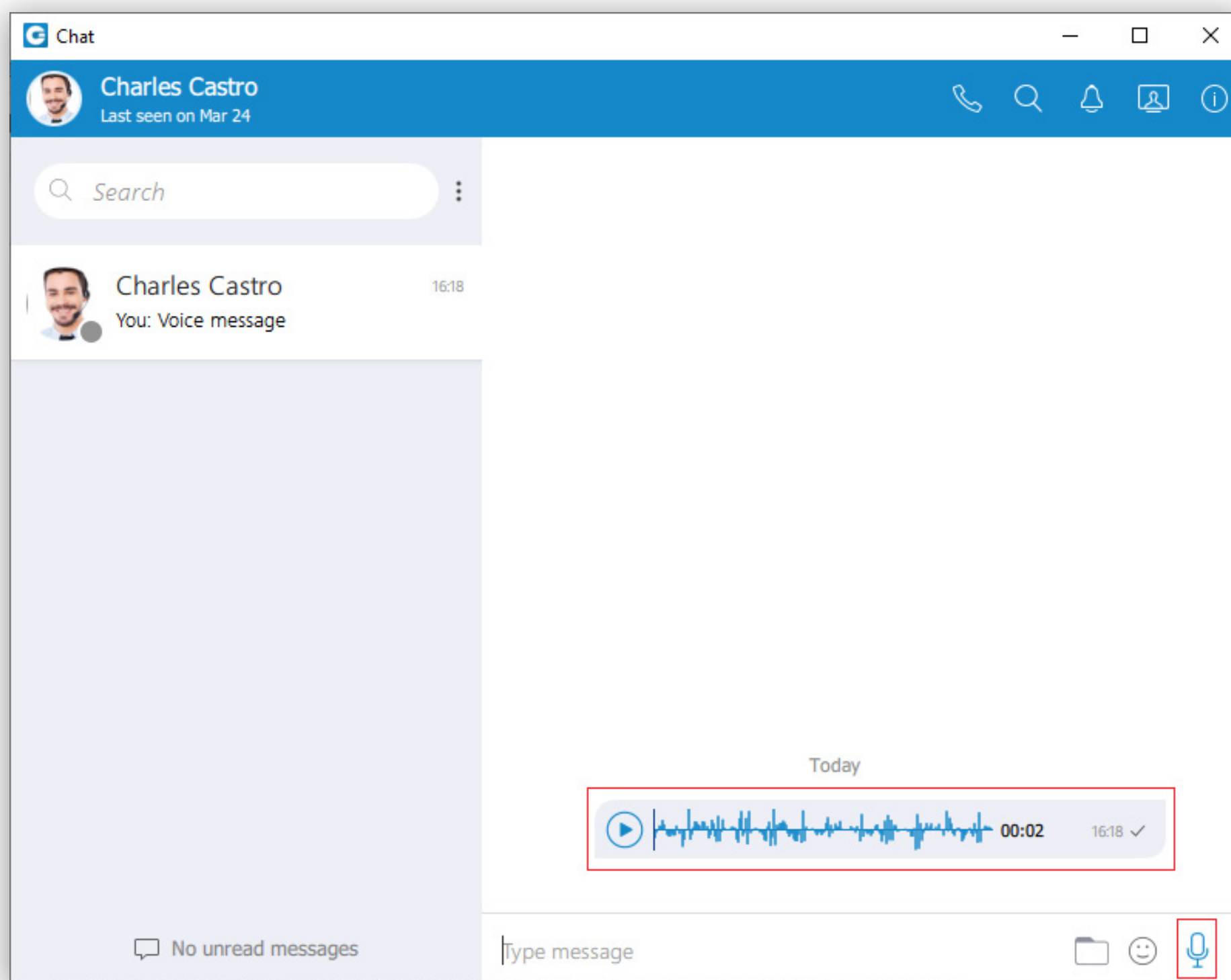
Yealink headset integration allows users to integrate a Yealink headset with the gloCOM Desktop application.



Check the **Enable Yealink headset integration** option to integrate a Yealink headset with gloCOM. It will enable Yealink headset buttons such as answer, hold, transfer, etc.

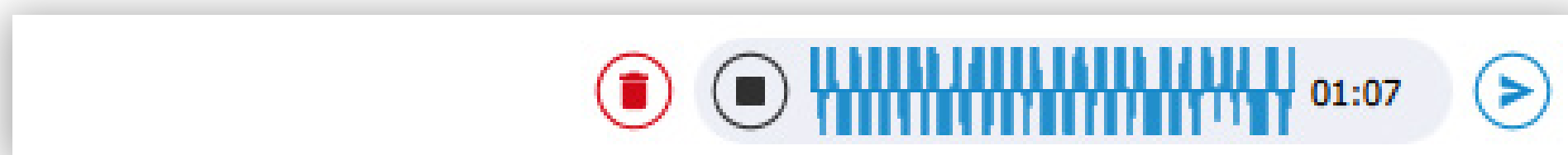
Added Voice Message Support in Chat

A microphone icon allows the user to record voice messages for up to 2 minutes.



While recording, the user is able to use the following options:

- Discard voice message - it will discard a voice message.
- Stop recording voice message - it will stop recording. This way, the user can listen to the voice message before sending or discarding it.
- Send voice message - it will stop the voice message and send it immediately without the chance to listen to it.

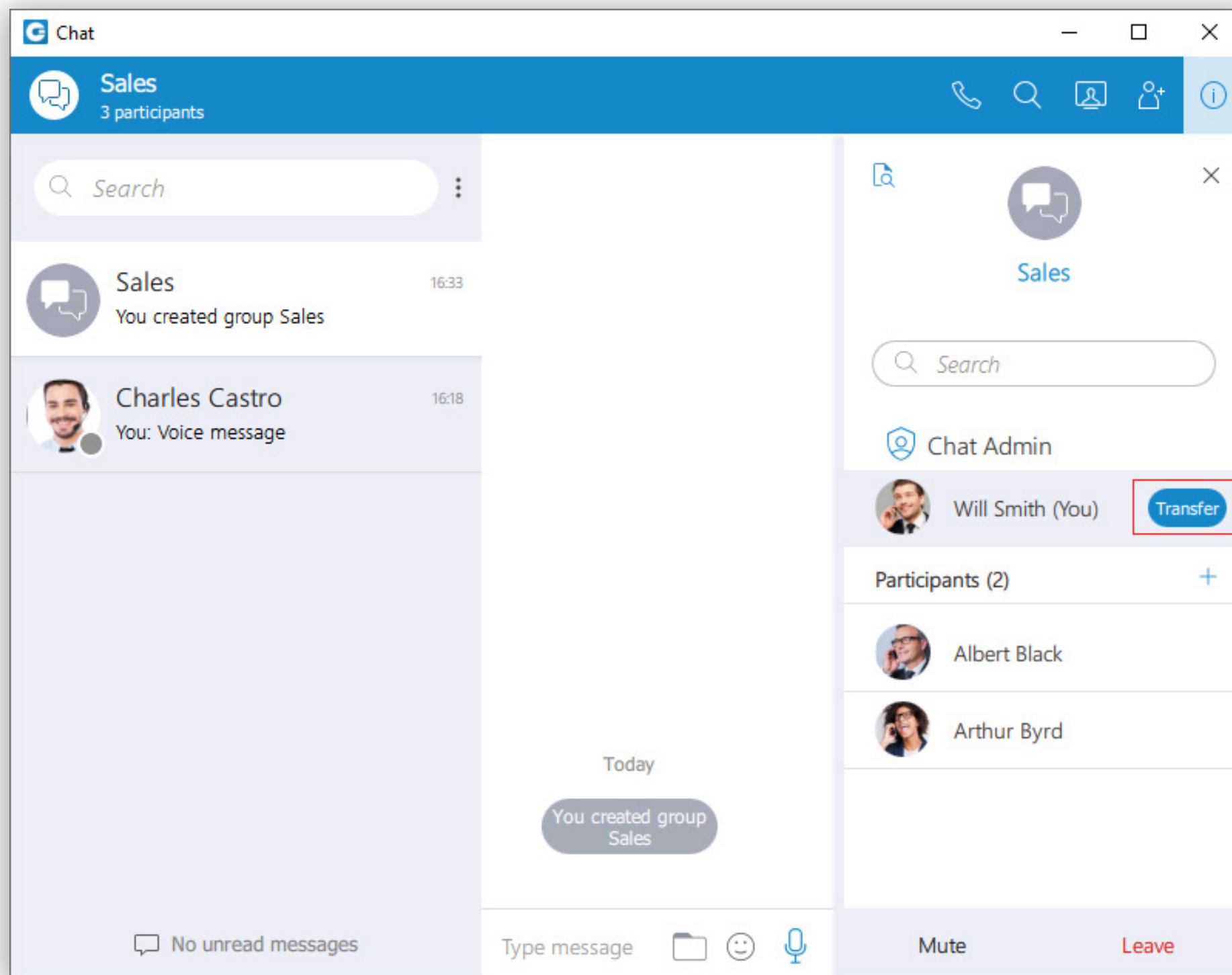


NOTE: While recording is active, sending text and file messages will be disabled until the user sends or discards the voice message.

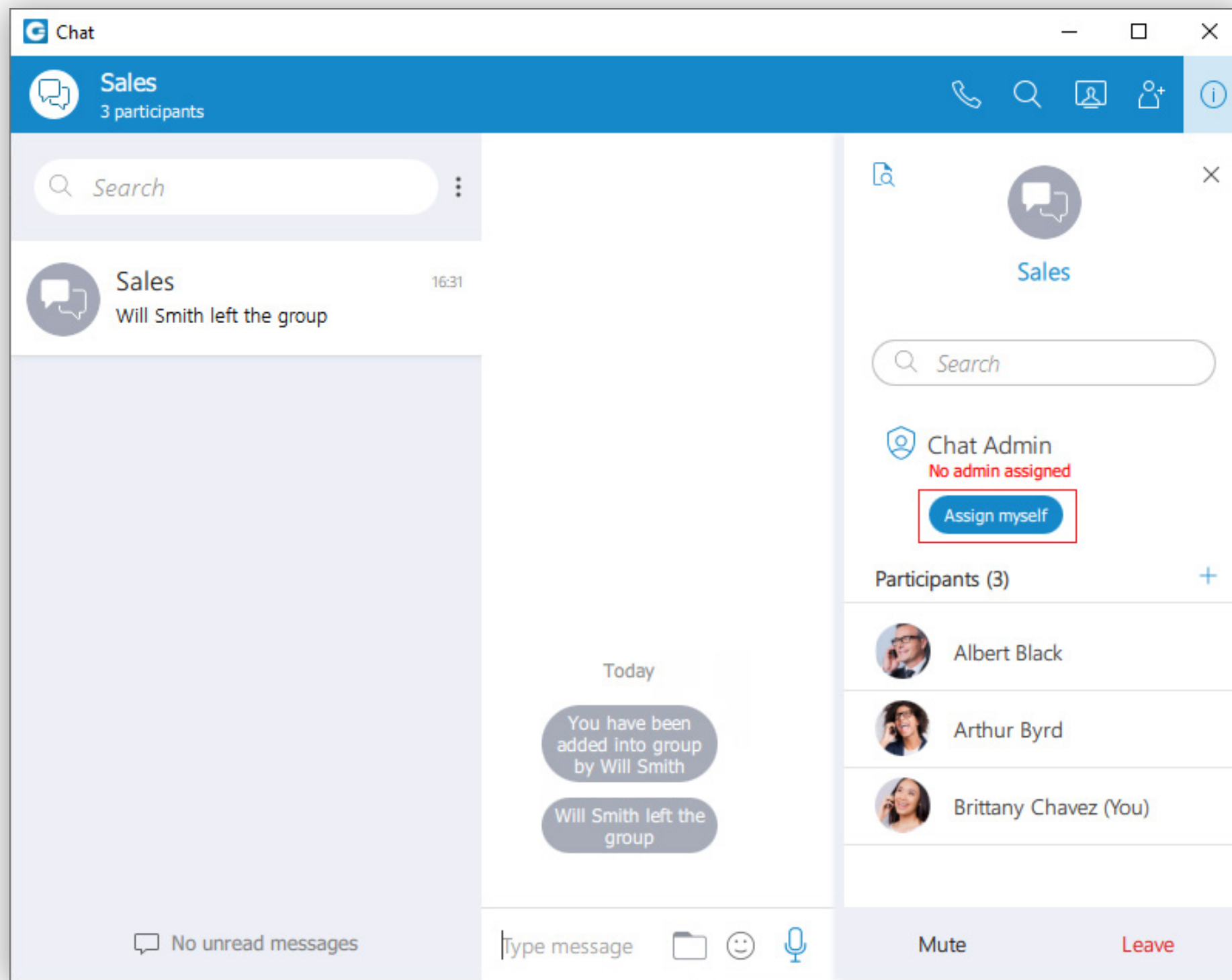
Playing voice messages is accessible within a chat by pressing the play button. It is possible to go back and forth through the selected voice message by clicking on the waveform.

Added an Option to Transfer the Role of Chat Admin to Another Participant

As a group administrator, the user can select a new group administrator by clicking on the **Transfer button** next to their name and selecting a new group administrator. To confirm the transfer process, the user needs to press the **Transfer button** at the bottom of the **Info drawer** or press the **Cancel button** if they want to quit the transfer process.

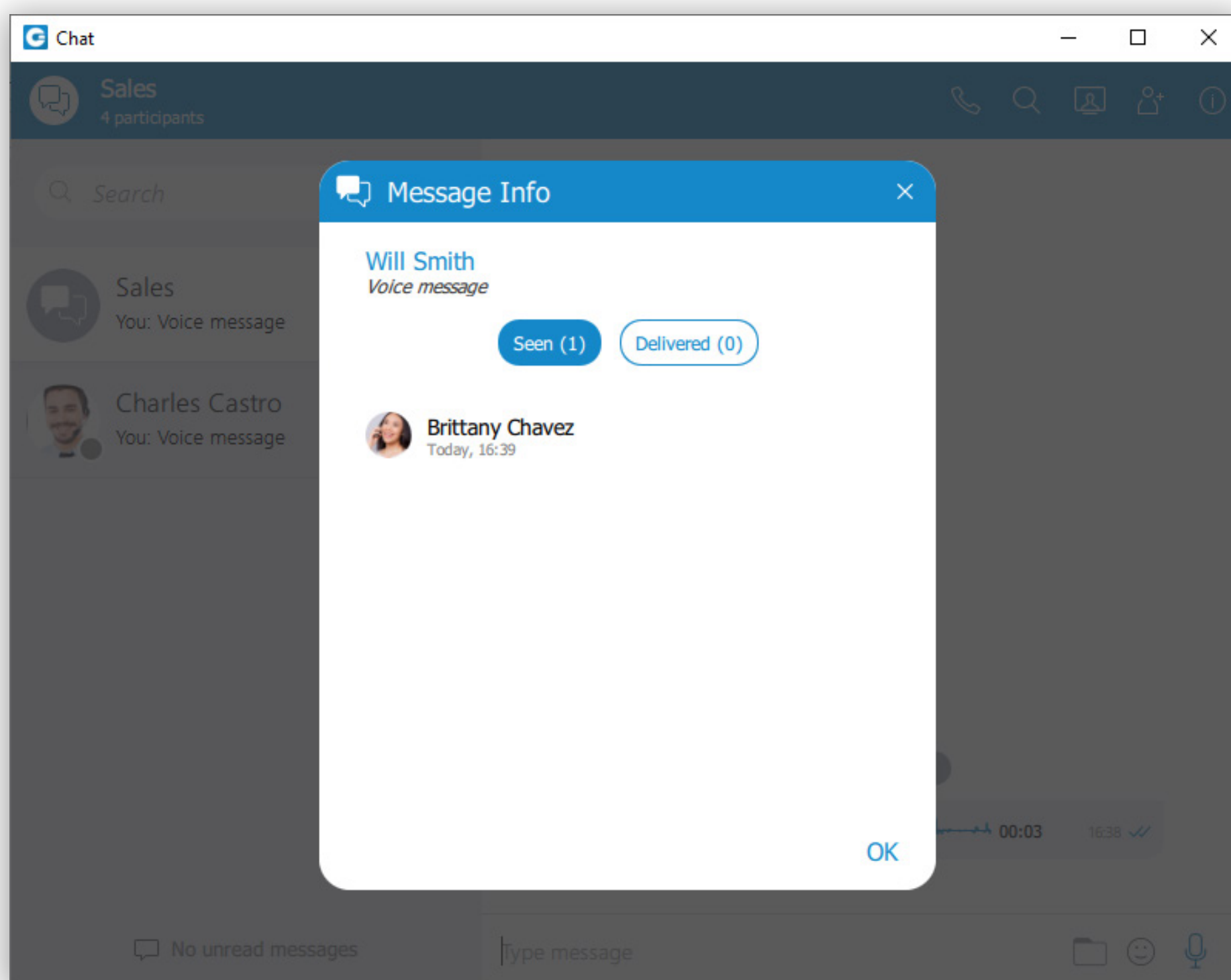


NOTE: If the group chat does not have an administrator, the user can become an administrator by clicking the Assign myself button below the No admin assigned label.



Added an 'Info' Option for Chat Messages

Info allows the user to see the information about the delivery and seen status of a single message within a group chat conversation.

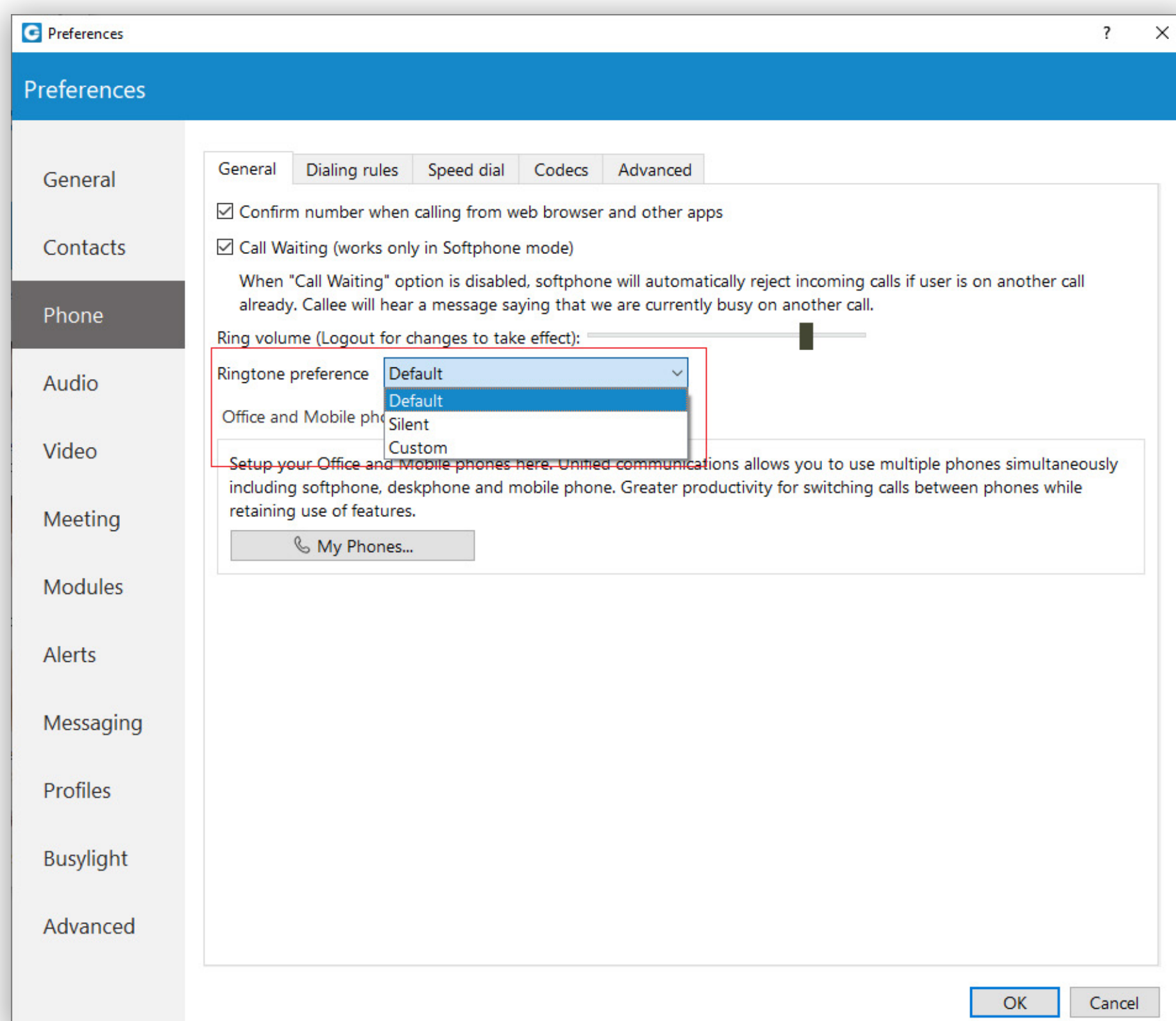


Added Chat Feature Flagging Support

Some chat features can be enabled/disabled depending on the server settings.

Added an Option to Choose a Custom Ringtone

The **Ringtone preference** option allows the user to select between **Default**, **Silent**, and **Custom** ringtone modes for incoming calls.



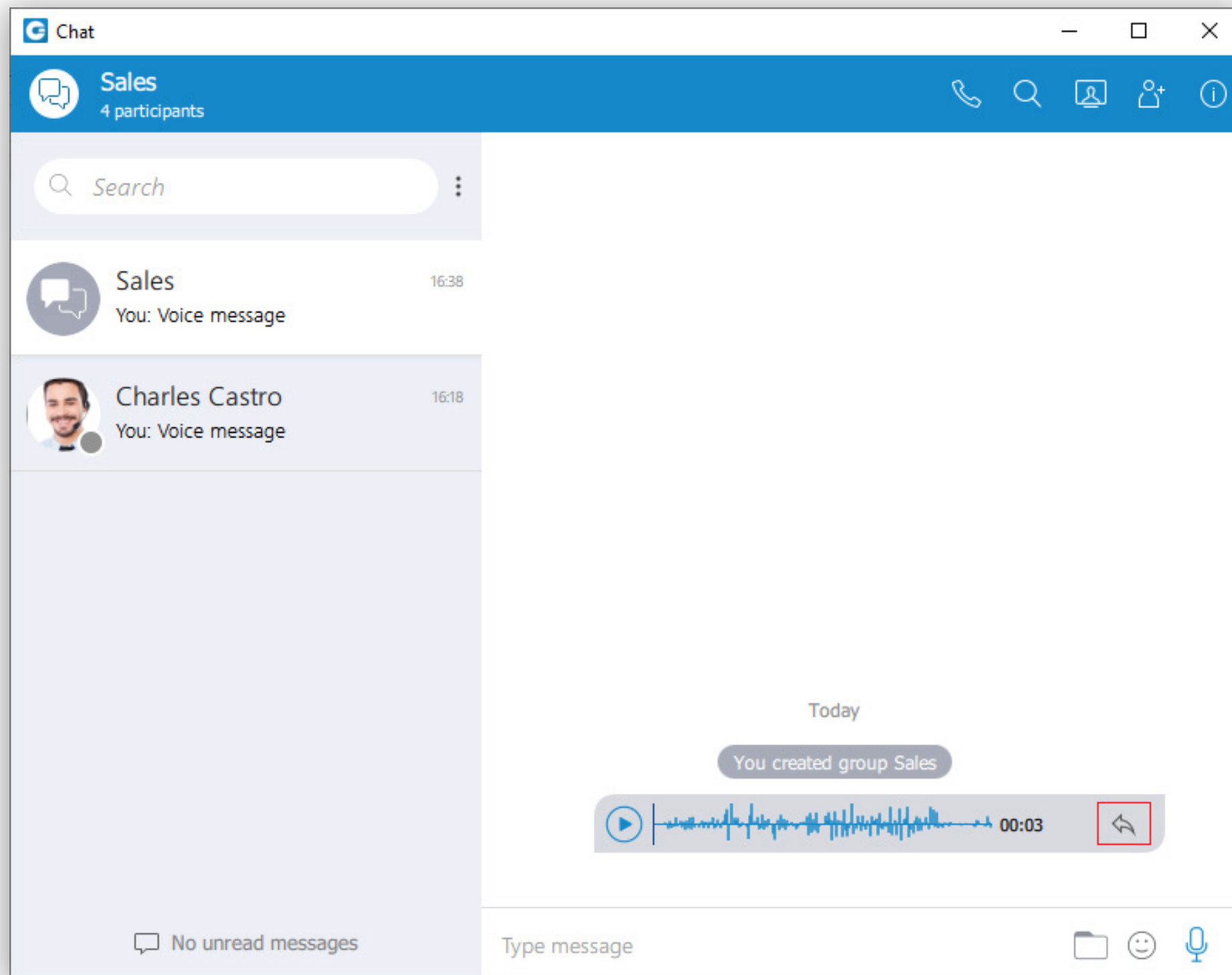
A **Default** mode will generate a standard ringtone of gloCOM upon receiving a call. As the name suggests, the gloCOM will remain silent upon receiving a call by selecting the **Silent** mode.

Additionally, suppose the user decides to use the **Custom** ringtone mode. After selecting it, the file picker window will be displayed, allowing the user to set the desired audio file as a ringtone for incoming calls. The selected audio file must be in .mp3 or .wav format.

However, thanks to the implemented filter, a file picker window will not display audio files that are not in the formats specified above. This way, the application ensures that the user will not be able to select an audio file with an unsupported format.

Added an Option for a Quick Reply via Hover on Chat Messages

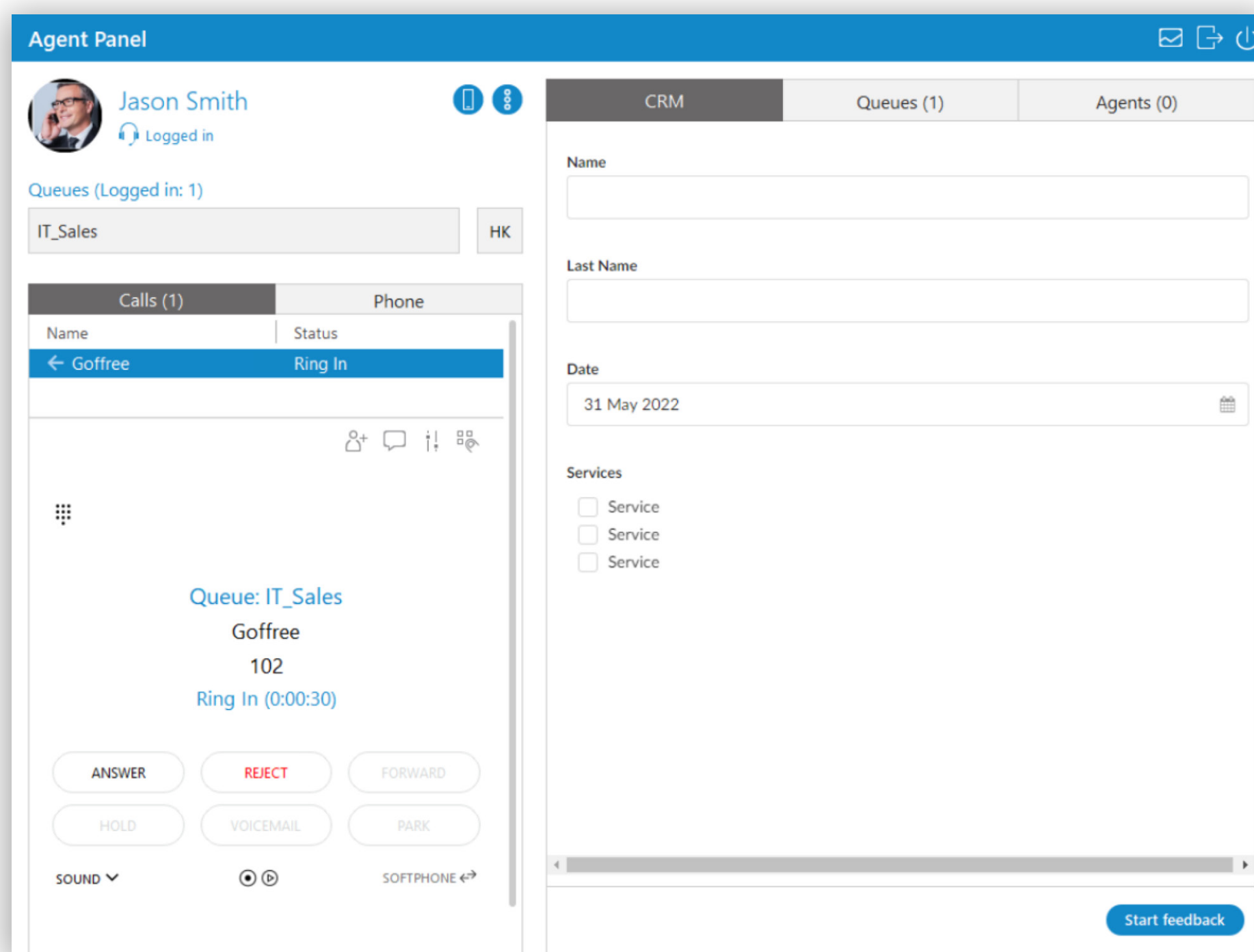
This option allows the user to reply to a message by hovering over it and clicking the reply button.



CONTACT CENTER MODULE

Introduction to Feedback forms for Queues

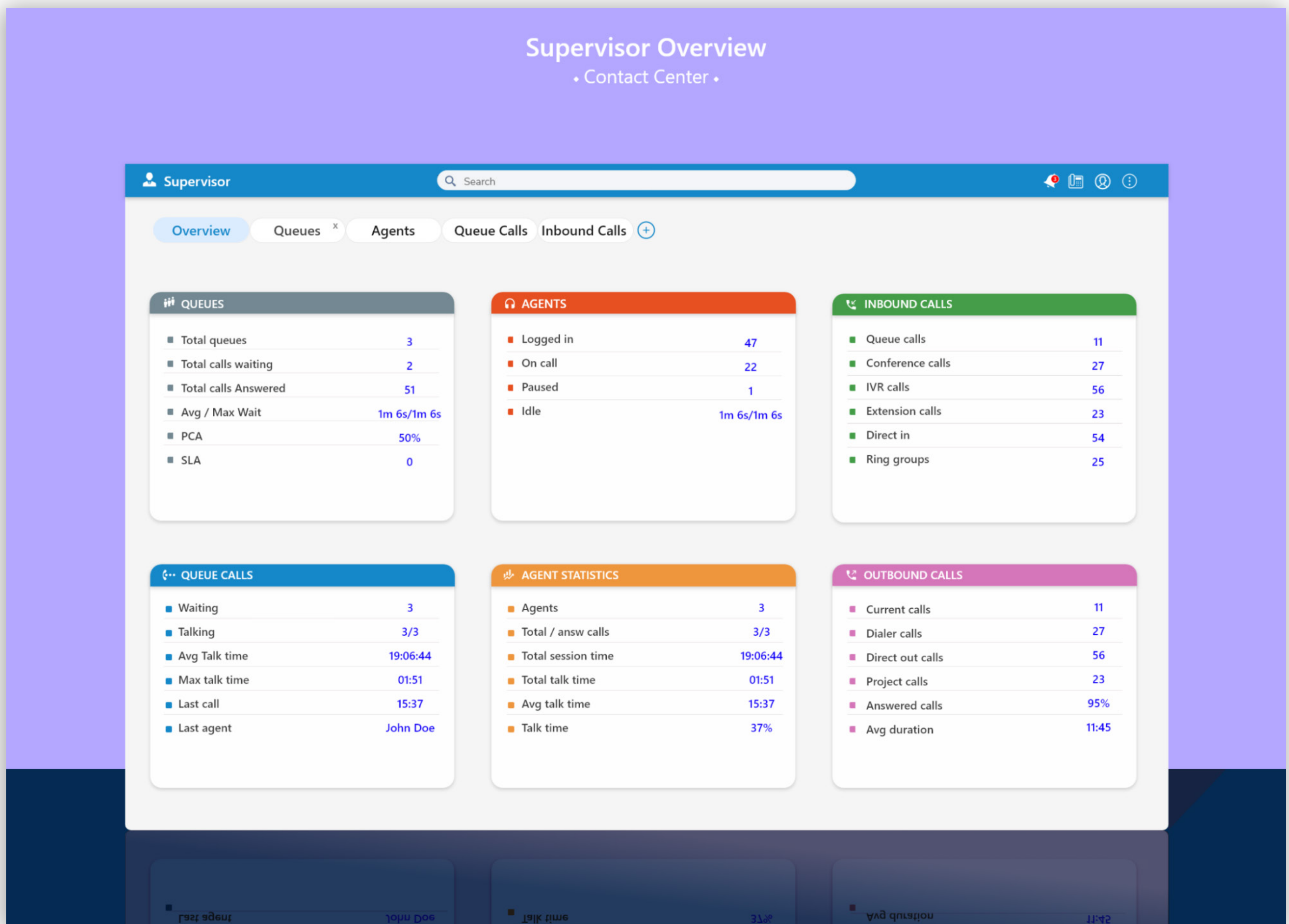
Feedback forms are now used for Queues and Campaigns. Forms are displayed whenever there is an inbound call to the Queue or an outbound call from the Campaign. In order to show the Feedback form, it has to be loaded on PBXware, and the option 'Send Feedback Forms' must be set to 'Yes'.



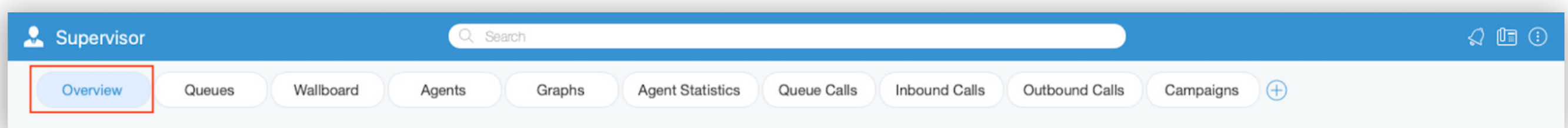
When it comes to populating and editing forms, there were no additional changes.

Introduced the Supervisor Overview tab

The 'Overview' tab displays all global statistics which are currently visible on different tabs (Queues, Queue Calls, Agents, etc..).



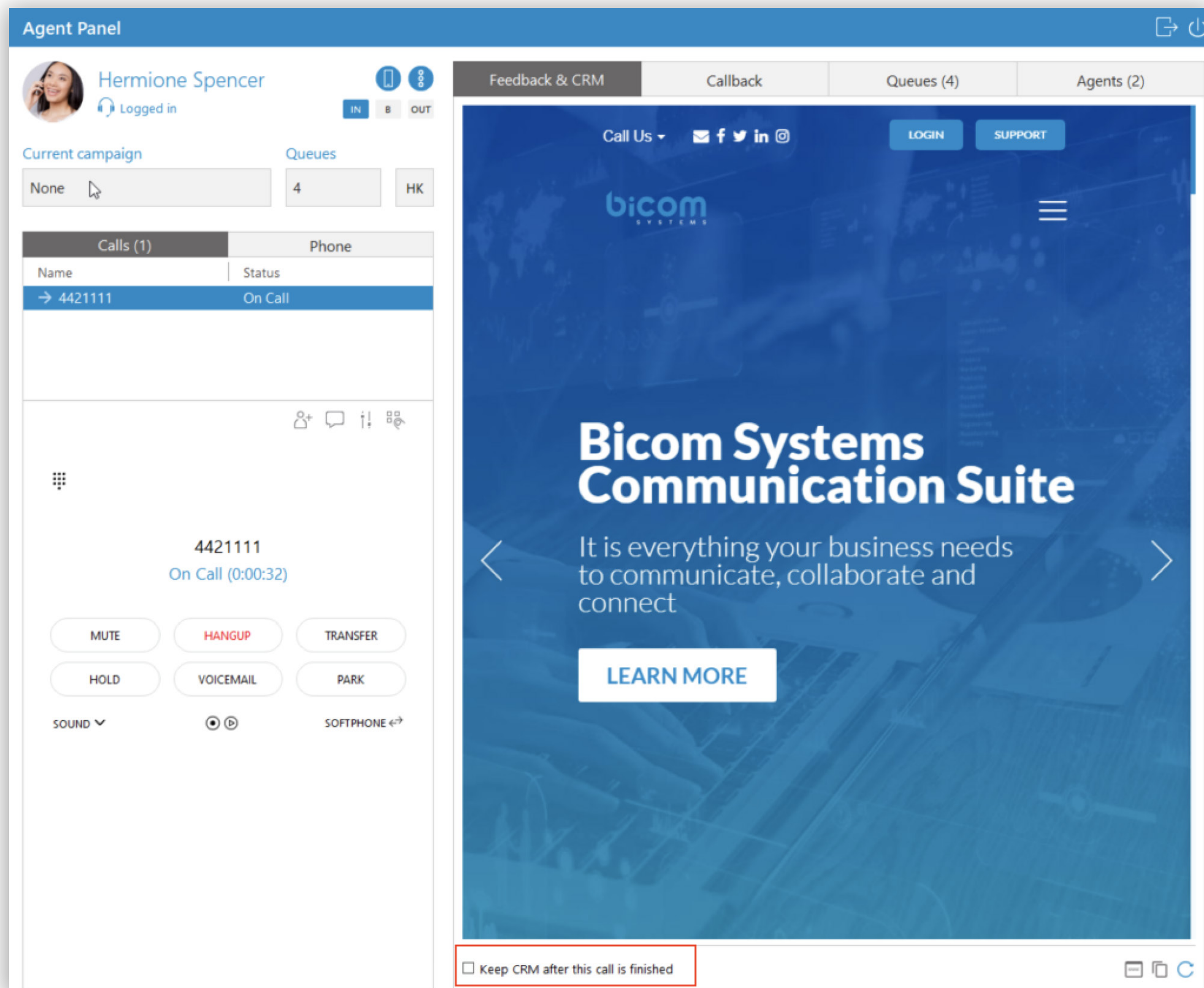
When the user logs in for the first time with the new version that supports the 'Overview' tab, this tab will be added to the top (before all existing tabs).



The behavior of the 'Overview' tab is the same as for other tabs meaning that it can be added, moved, and deleted.

Additional Option within Agent Panel

Added a new option that allows CRM to remain visible even though the call is completed. This option is added below the loaded CRM.



MEETING MODULE

Achieved Capacity of 100 Video Participants

Meeting is now able to run 100 active video participants in one meeting. User experience change for clients is further optimization of the grid size for meetings larger than 60 (reduced to grid size 6):

- Up to 45 participants = grid size 12 (user + 11)
- 46 - 60 participants = grid size 9 (user + 8)
- Over 60 participants = grid size 6 (user + 5)



A New Version of Screen Sharing with WebRTC

Implemented a new version of screen sharing with WebRTC that will bring an all-around better screen sharing experience with enhanced reliability and higher frame rates suitable for sharing video content.

Bug Fixes & Improvements:

- Fixed an issue where transfer dialog cannot be reached since the main window is always on top.
- Fixed an issue where the call window always on top doesn't work.
- Fixed an issue where the application crashes on startup when the move event is triggered too early.
- Fixed an issue where a highlighted link is not clickable in chat search.
- Fixed an issue where carbon seen is received for a message that is not last - it is not applied.

Meeting module

- Fixed an issue where screen sharing video was not received on pause.
- Fixed an issue when entering the meeting from multiple applications with the same credentials caused issues.

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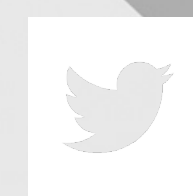
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