

RELEASE NOTES

gloCOM 7.1.0

bicom
SYSTEMS

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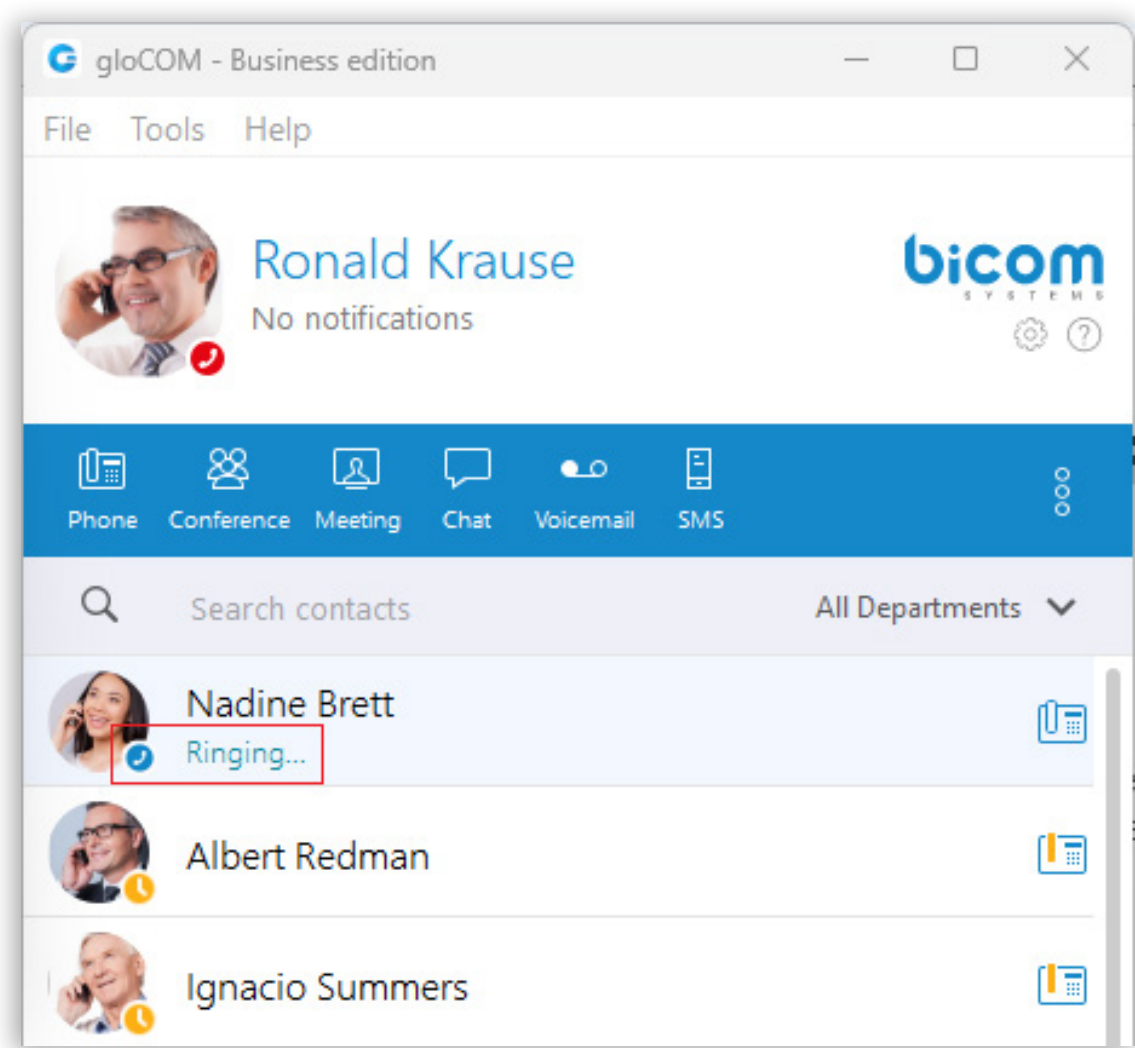
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FEATURES

Ringing Status

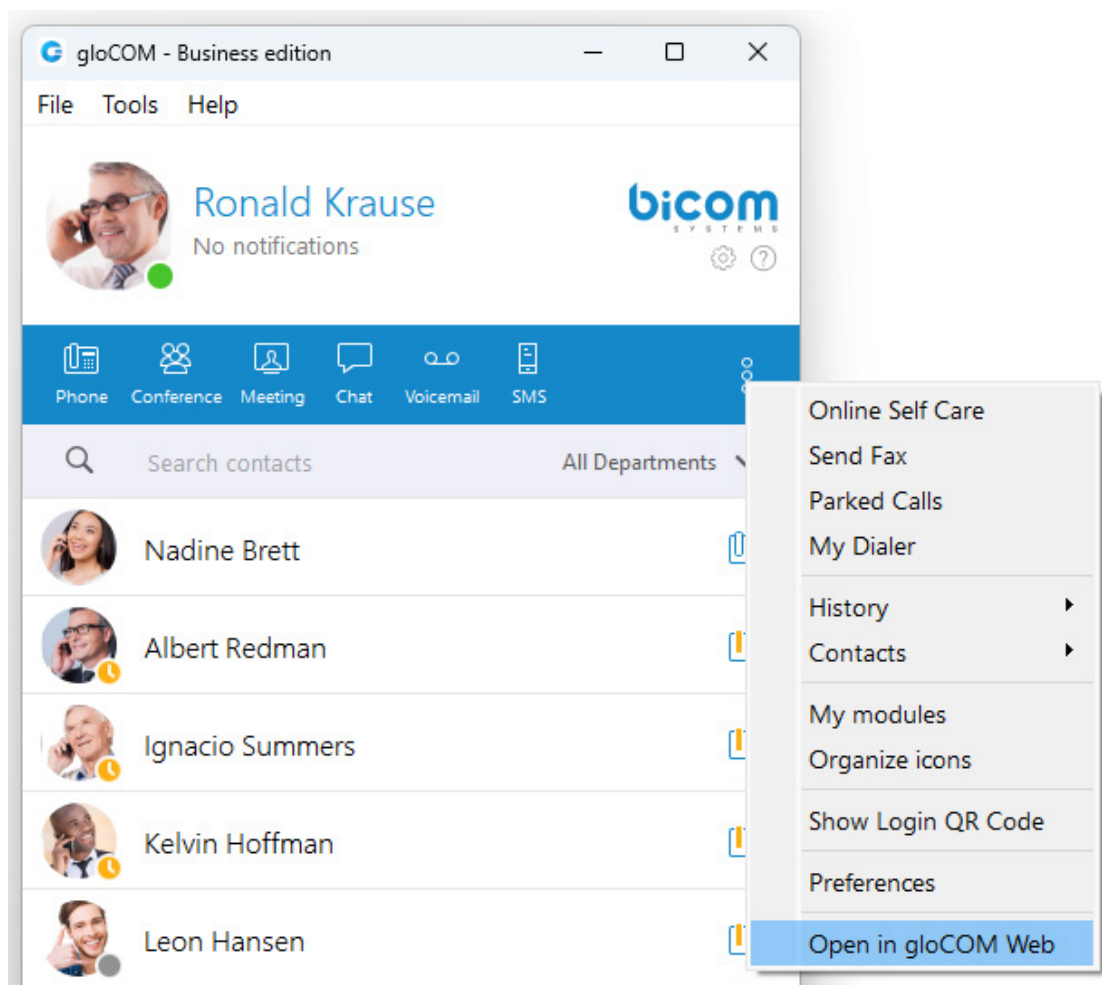


This icon defines the Ringing status of the extensions. It will be displayed when the user is being called, except when the user is already on a call, in which case the status will be On Call.



Open gloCOM Web from the gloCOM Desktop app

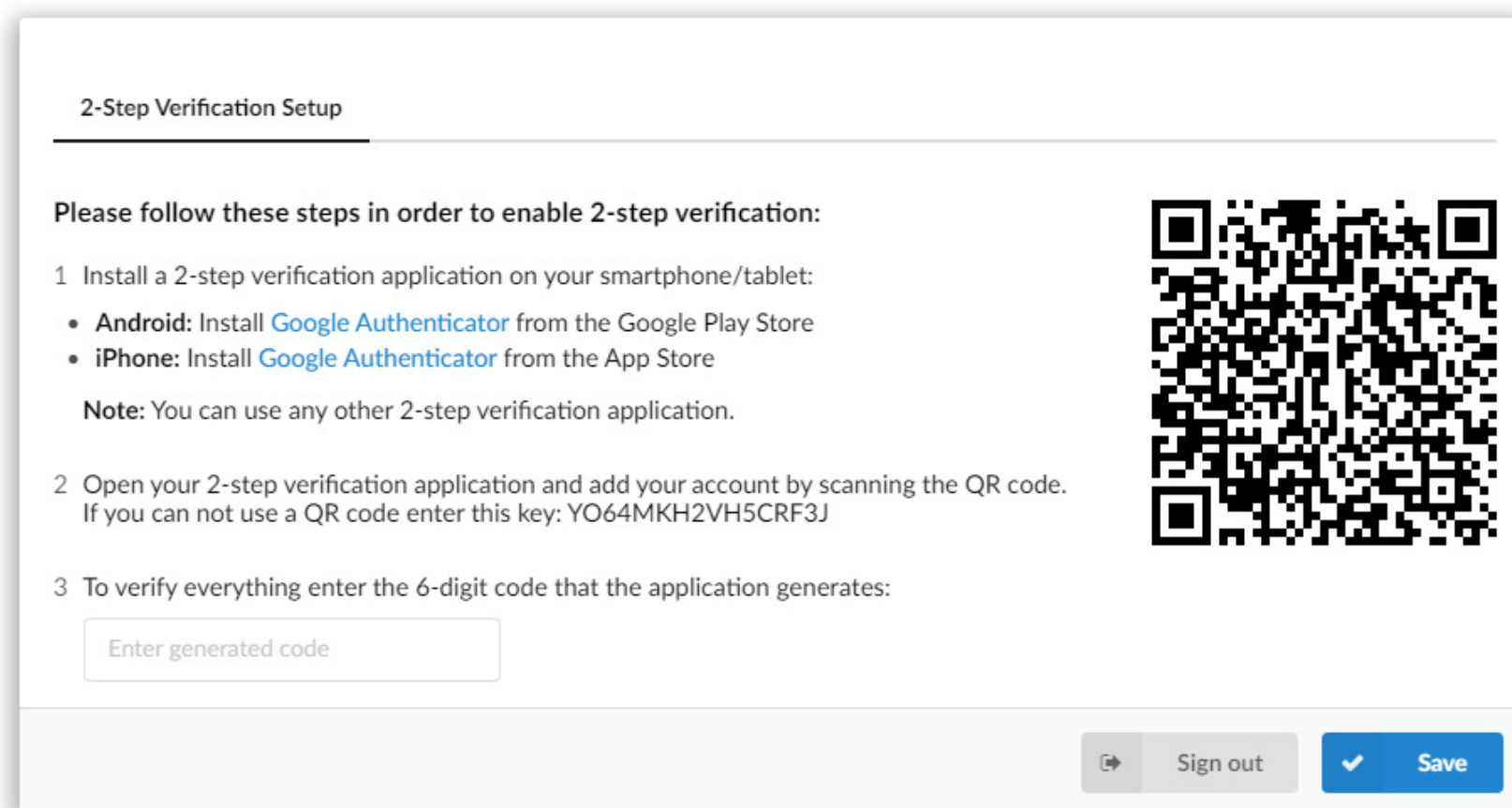
gloCOM users can now access the Web app through their Desktop by selecting the Open in gloCOM Web option from the drop-down menu.



Two-Factor Authentication (2FA) on Login

2FA is an additional layer of security used to ensure that users trying to gain access to an online account are who they say they are. First, a user will enter their username and password. Then, instead of immediately gaining access, they will be asked to provide a code generated by the authenticator app to proceed with a login.

To set up the 2FA, log in to the app, navigate to the Online Self Care, click the 2-Step Verification button, and follow the instructions.



2-Step Verification Setup

Please follow these steps in order to enable 2-step verification:

- 1 Install a 2-step verification application on your smartphone/tablet:
 - Android: Install [Google Authenticator](#) from the Google Play Store
 - iPhone: Install [Google Authenticator](#) from the App Store

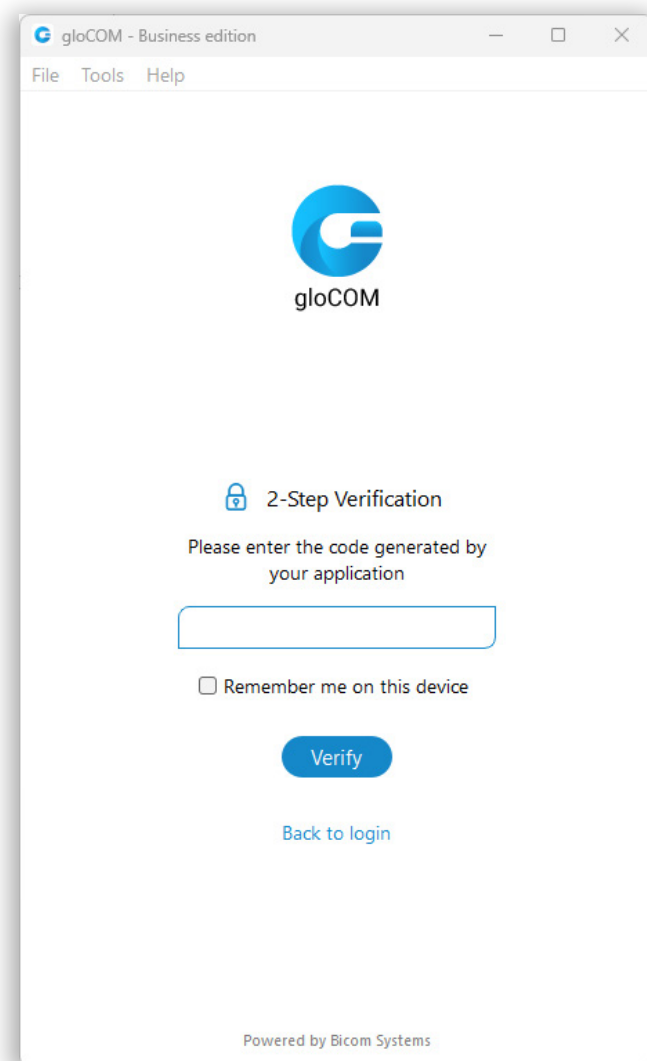
Note: You can use any other 2-step verification application.
- 2 Open your 2-step verification application and add your account by scanning the QR code.
If you can not use a QR code enter this key: YO64MKH2VH5CRF3J
- 3 To verify everything enter the 6-digit code that the application generates:

[←](#) Sign out [✓ Save](#)

Note: In case the user has not set up 2FA and the 2FA has been enforced server side, the following message will be displayed after clicking the Login button: “2-Step Verification needs to be configured on the Online self care to proceed with login. Configure it now.”. Otherwise, the user can access the app by entering their username and password.



2- Step Verification needs to be configured on Online self care to proceed with login. [Configure it now.](#)

After setting the 2FA up, on the next login, the user will be asked to provide the code generated by the authenticator app in order to proceed with a login. Also, users can check the “Remember me on this device” so they do not have to enter the 2FA code every time they try to log in.



Clicking the Remembered devices button within Online Self Care displays a list of all of the user’s currently logged devices. Clicking the Logout button will log the user out of the desired device.

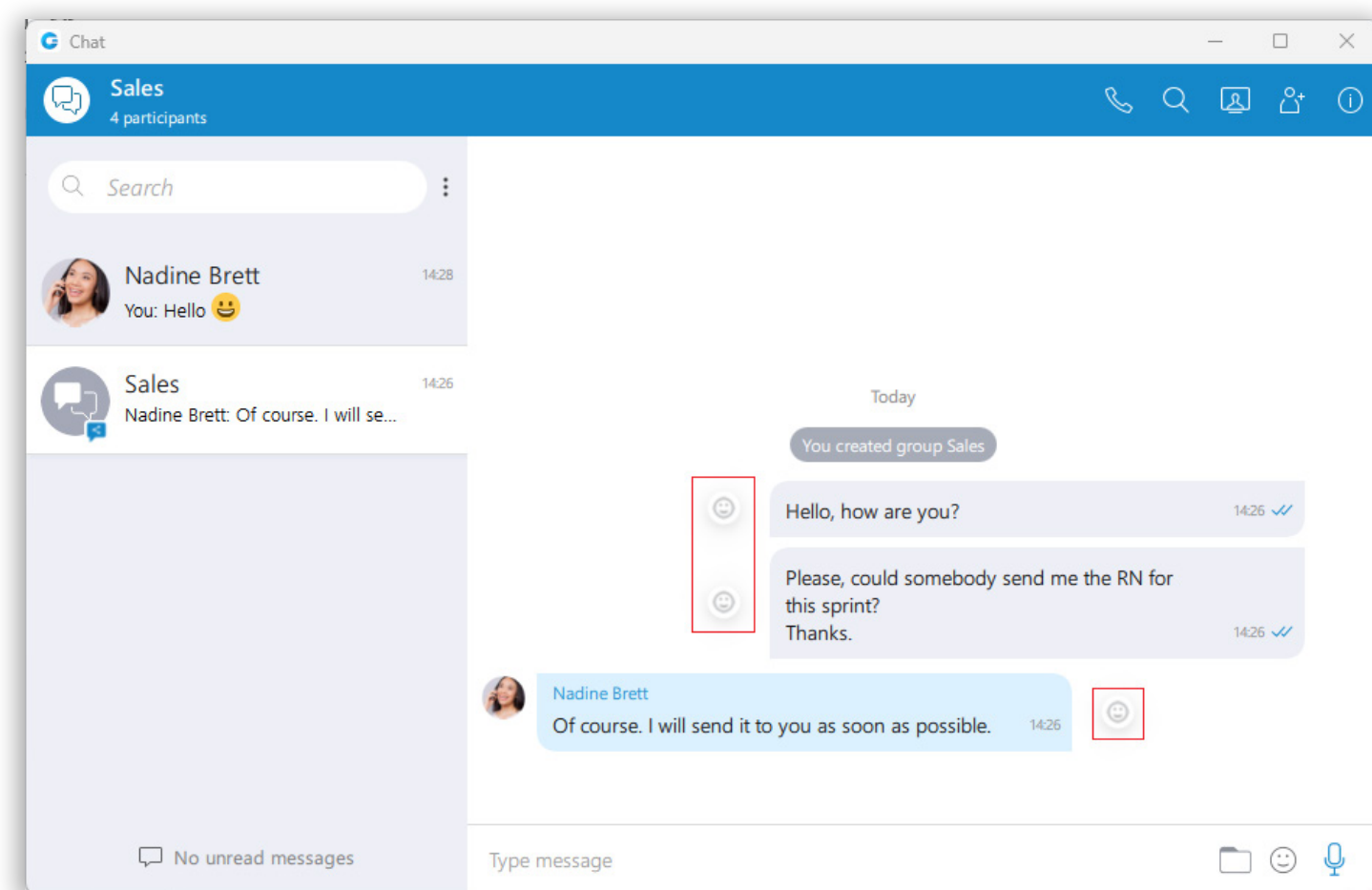
A screenshot of a dialog box titled "Remembered devices" with a close button in the top right corner. The dialog contains a table with the following data:

Device Name	Last Login	IP	Action
 Mozilla/5.0 (Windows NT 10.0; Win64; x64...	12/13/2023, 3:05:26 PM		Logout
 macOS Ventura (13.6)	12/13/2023, 3:06:15 PM		Logout

- Note:** The older versions of the app do not support 2FA.
- Note:** 2FA verification can be reset through Online Self Care. Also, it can be reset by the server administrator.

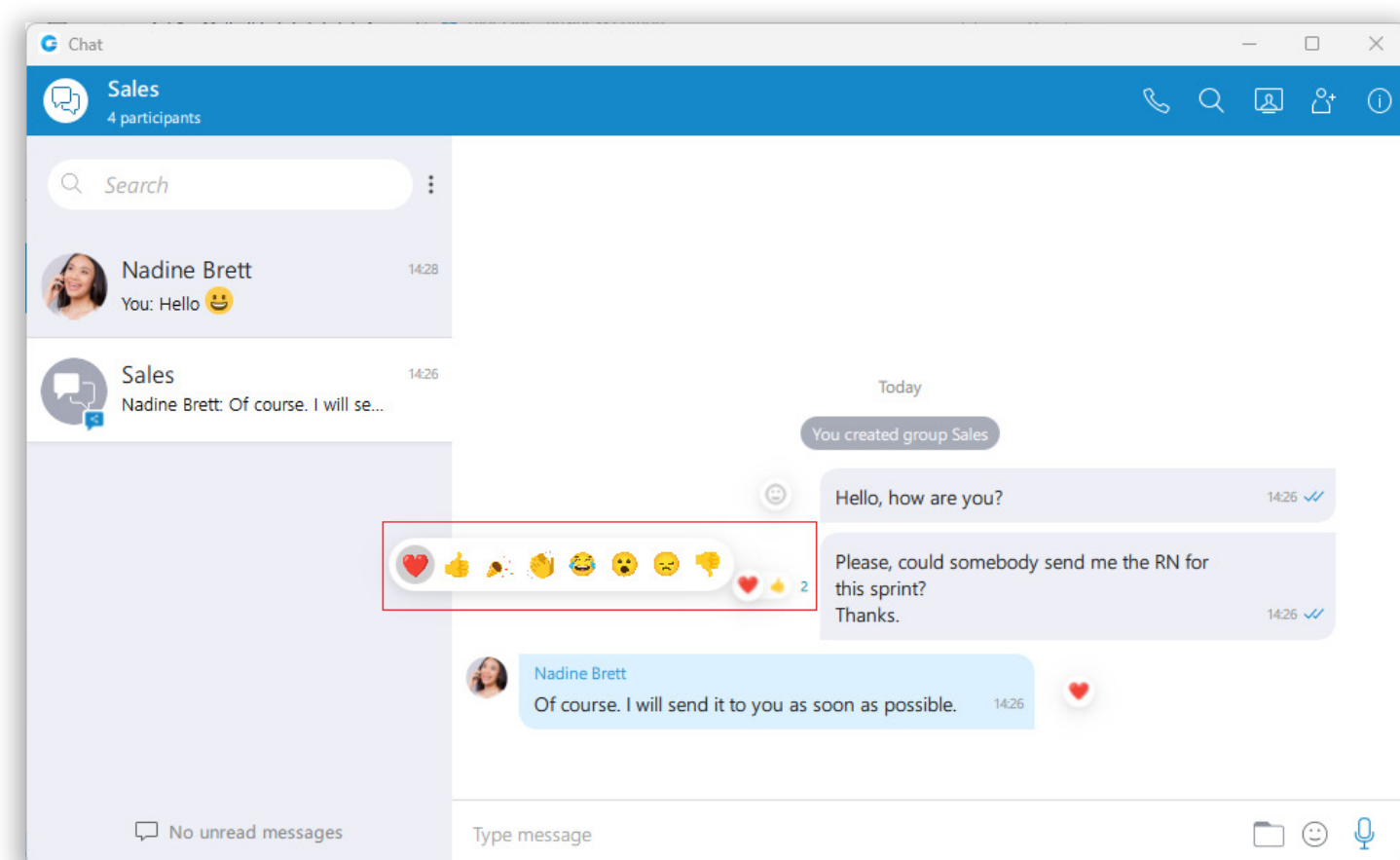
Message Reactions

As the picture shows, every outgoing/incoming message has a reaction button on the left/right side of the message that allows users to react to a message.

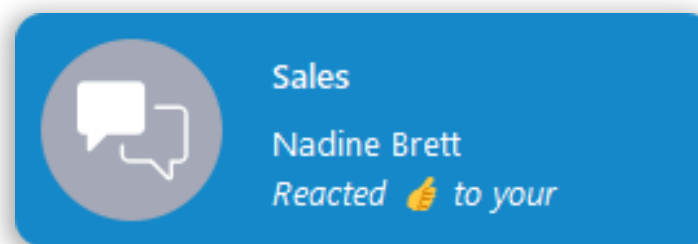


Hovering over it brings up a pop-up window containing a list of reactions that can be used to react to a message. After selecting one of the reactions, the same will be displayed next to the message instead of the reaction button, along with the last reaction (if any) and the total reaction count.

Note: The selected reaction will be highlighted within the reactions pop-up.



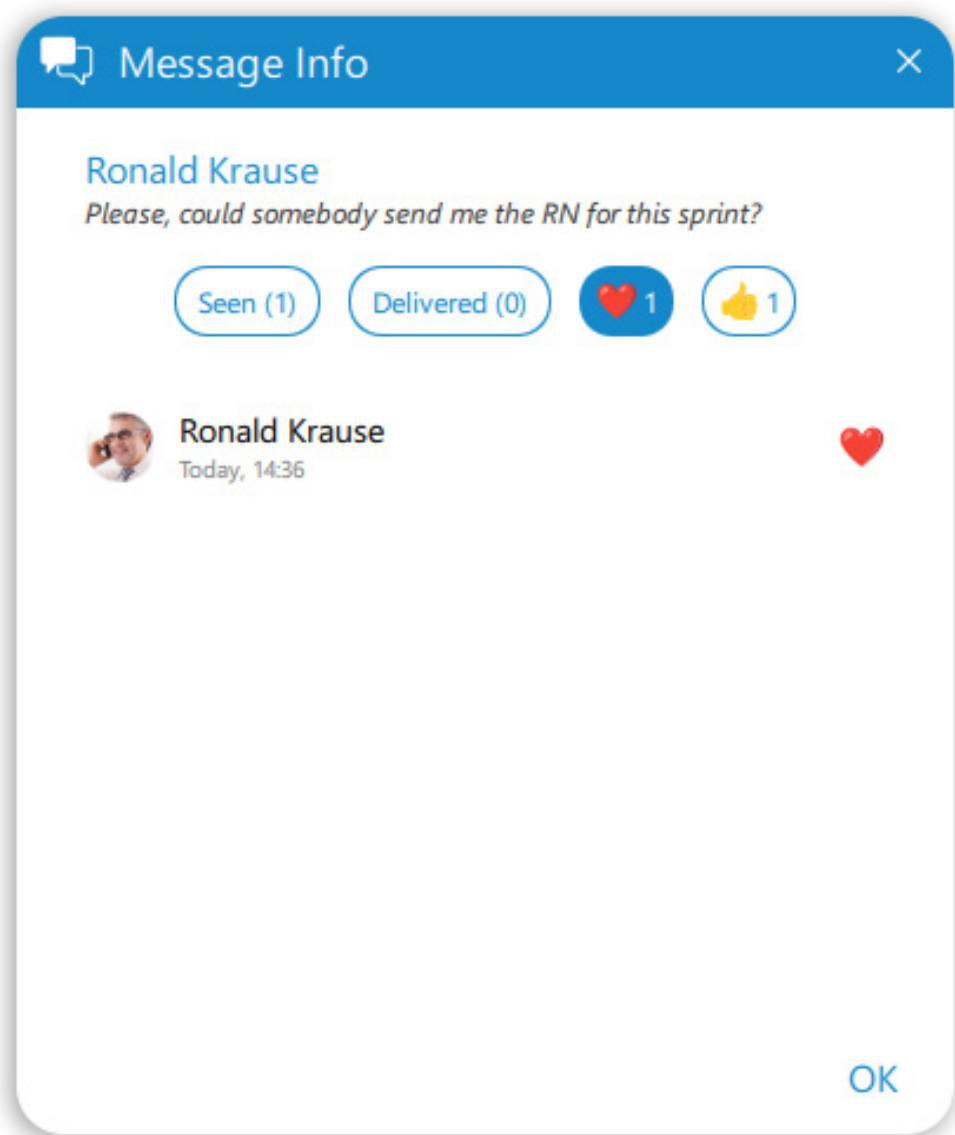
Note: The user will receive a notification for every outgoing message when somebody reacts to it.



If a user has already reacted to a message, re-opening the reactions pop-up will present their reaction as selected. Clicking on the same reaction will remove it, and clicking on a different one will change it.

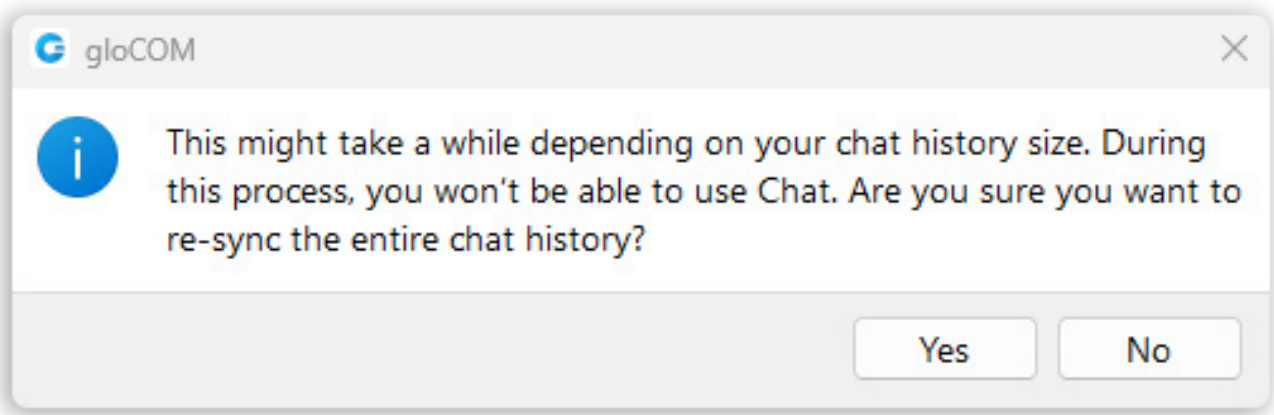
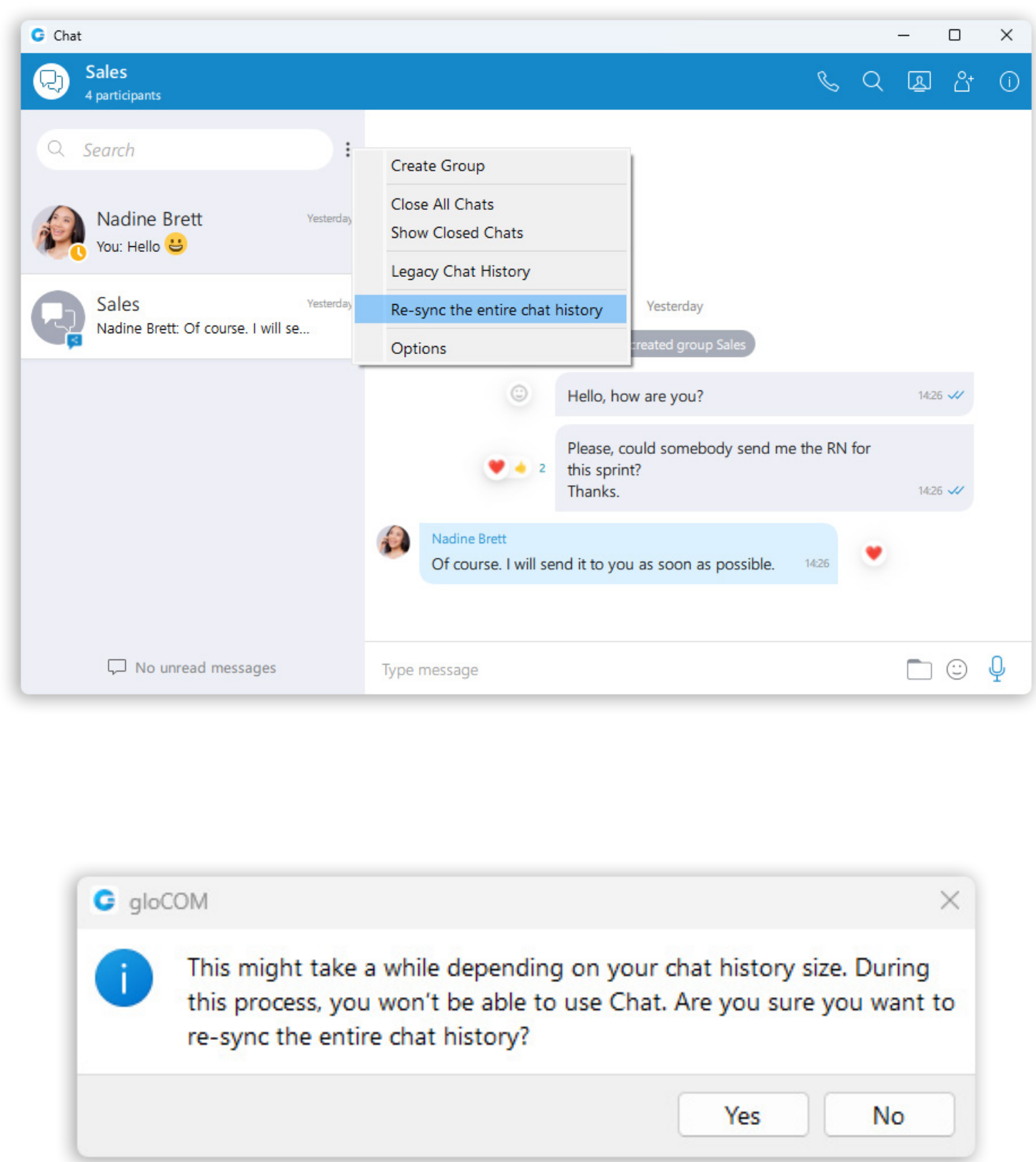
Note: Reactions are available only for group conversations.

Besides the information about the delivery and seen status, the message Info contains information about reactions (if any).



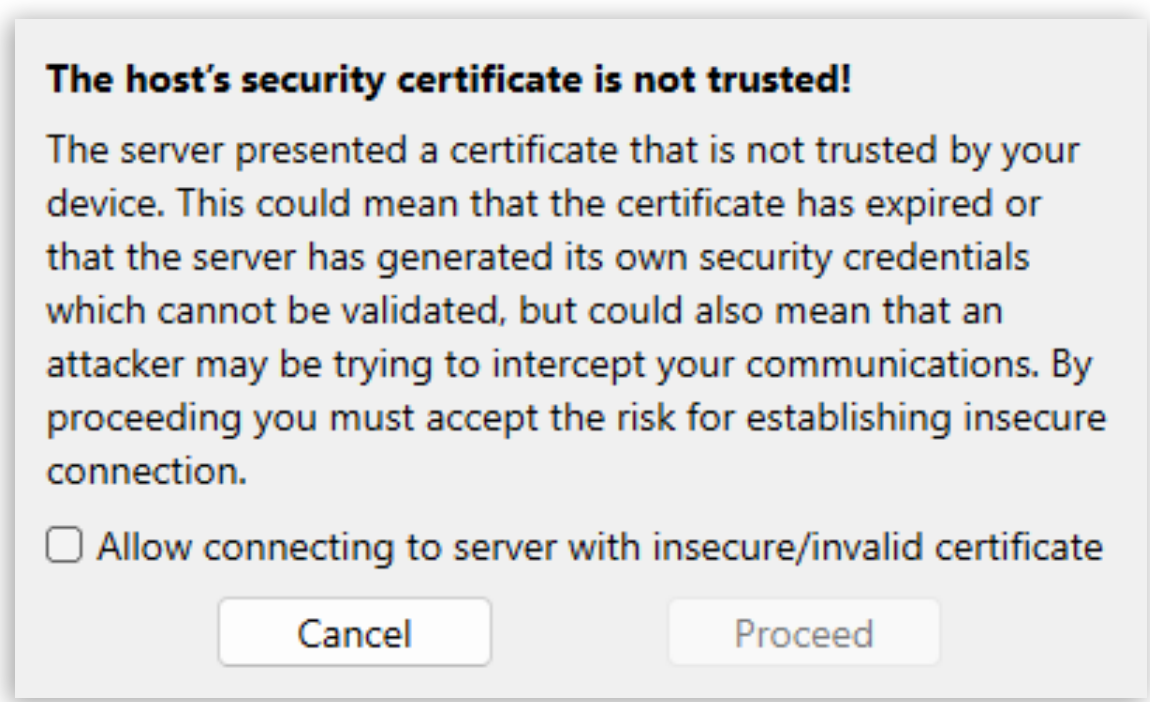
Re-sync the entire chat history

Re-sync the entire chat history option is used to manually re-sync the user’s entire chat history.



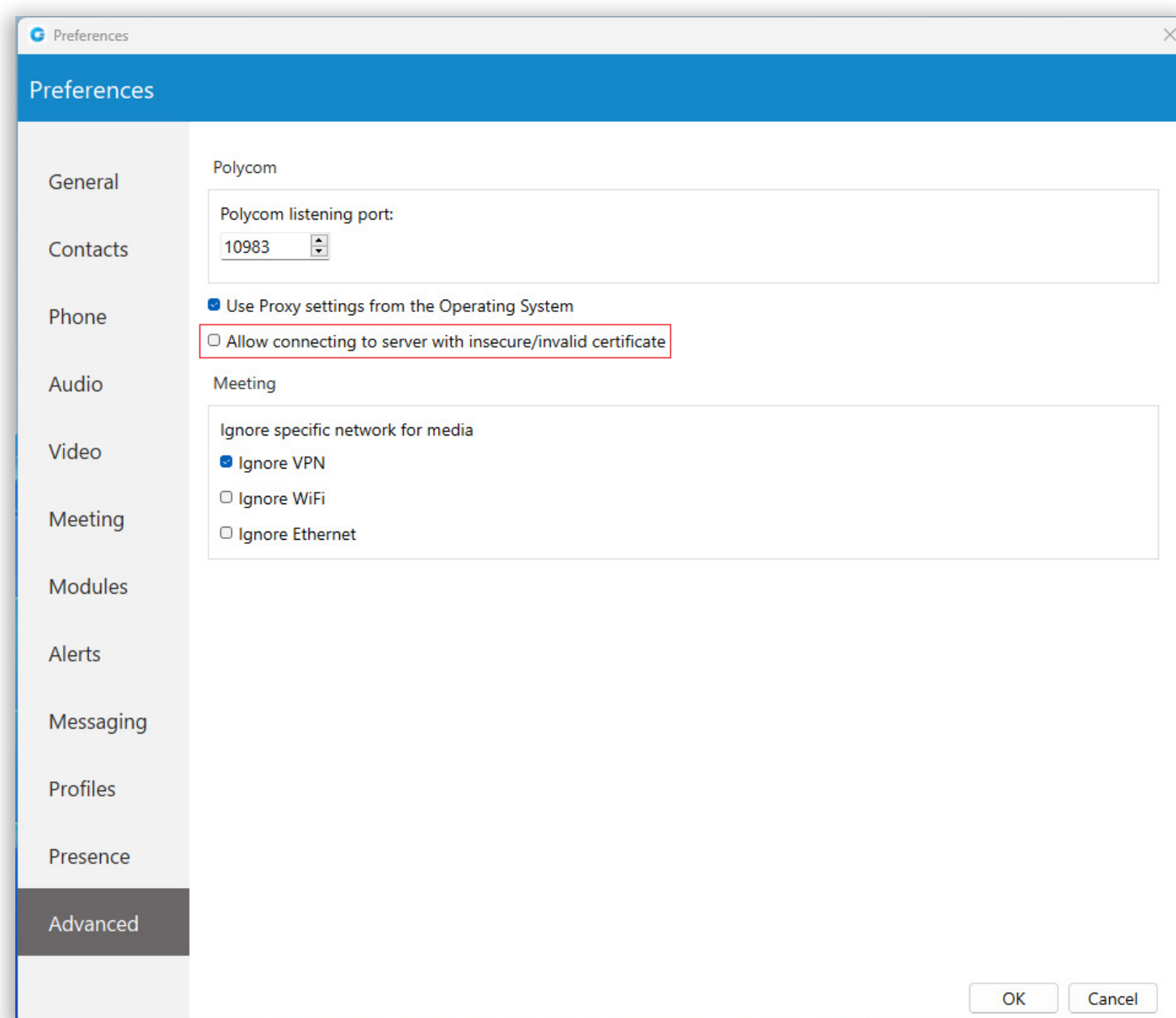
SSL certificate

When connecting to the server with an insecure/invalid certificate, a warning message appears asking permission to connect.



Once permission has been granted, the app will connect, changing the configuration for the server the user was trying to connect to. The app will not ask the user for permission on the next login.

However, this configuration can be modified by navigating to the Preferences → Advanced section and turning the “Allow connecting to server with insecure/invalid certificate” option off, allowing the application to ask the user for permission on the next login. This option is turned off by default, which means it will not allow insecure connections.



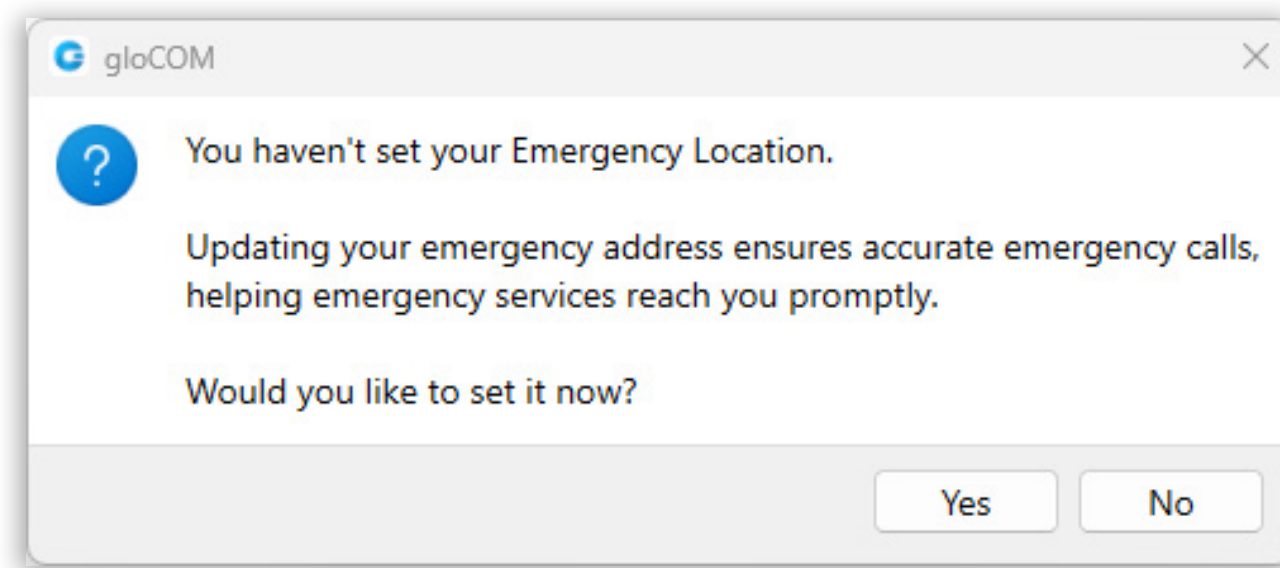
Emergency Location - Ray Baum's act

Ray Baum's Act requires that first responders have the necessary information needed to pinpoint the “dispatchable location,” and quickly reach a 911/112 caller regardless of the device they dial from or their exact location inside a large building.

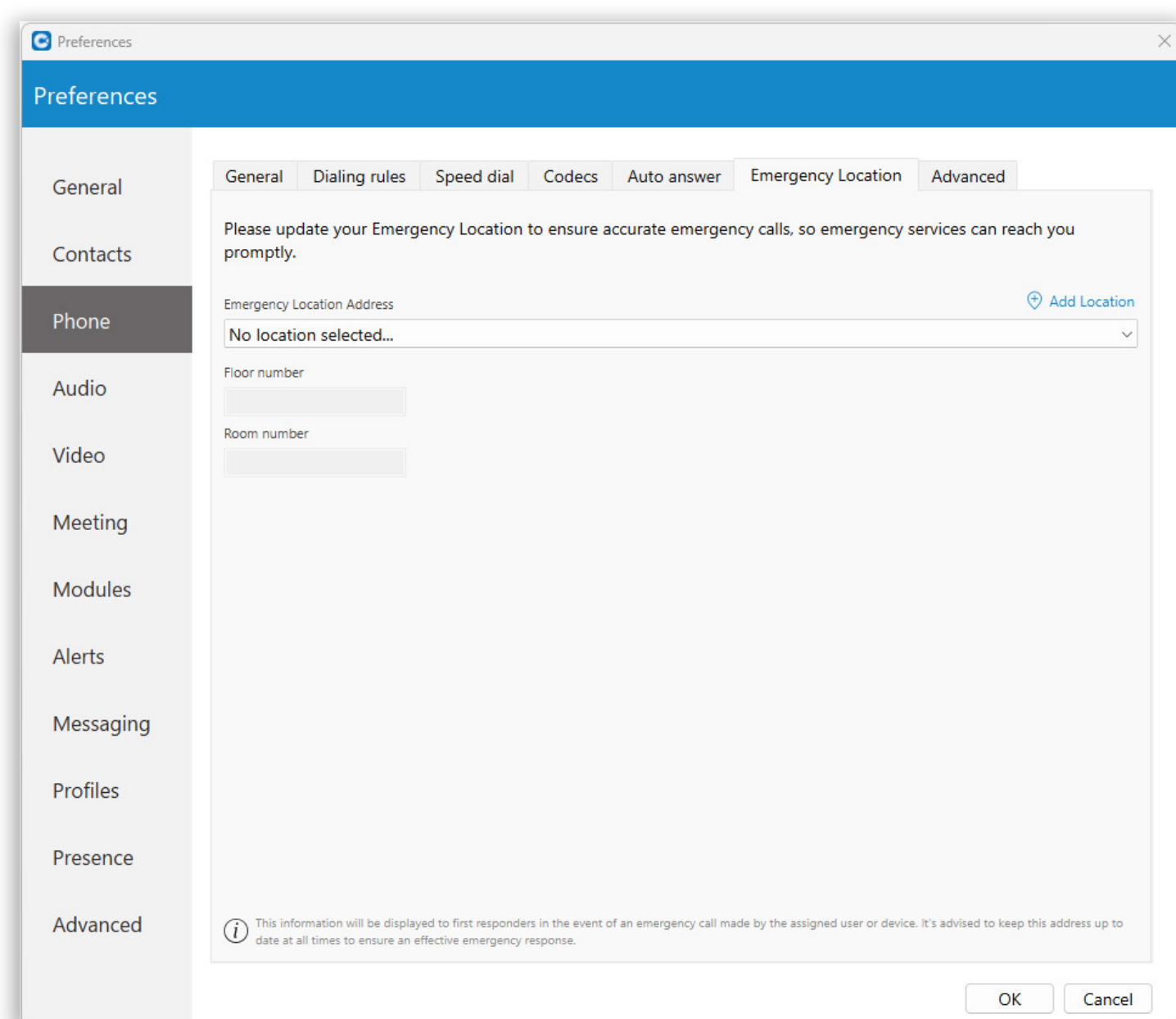
Note: For VoIP trunk testing purposes, please use the number 933.

Regarding the above, the Emergency Location feature will only be available when the server locality is set to the United States.

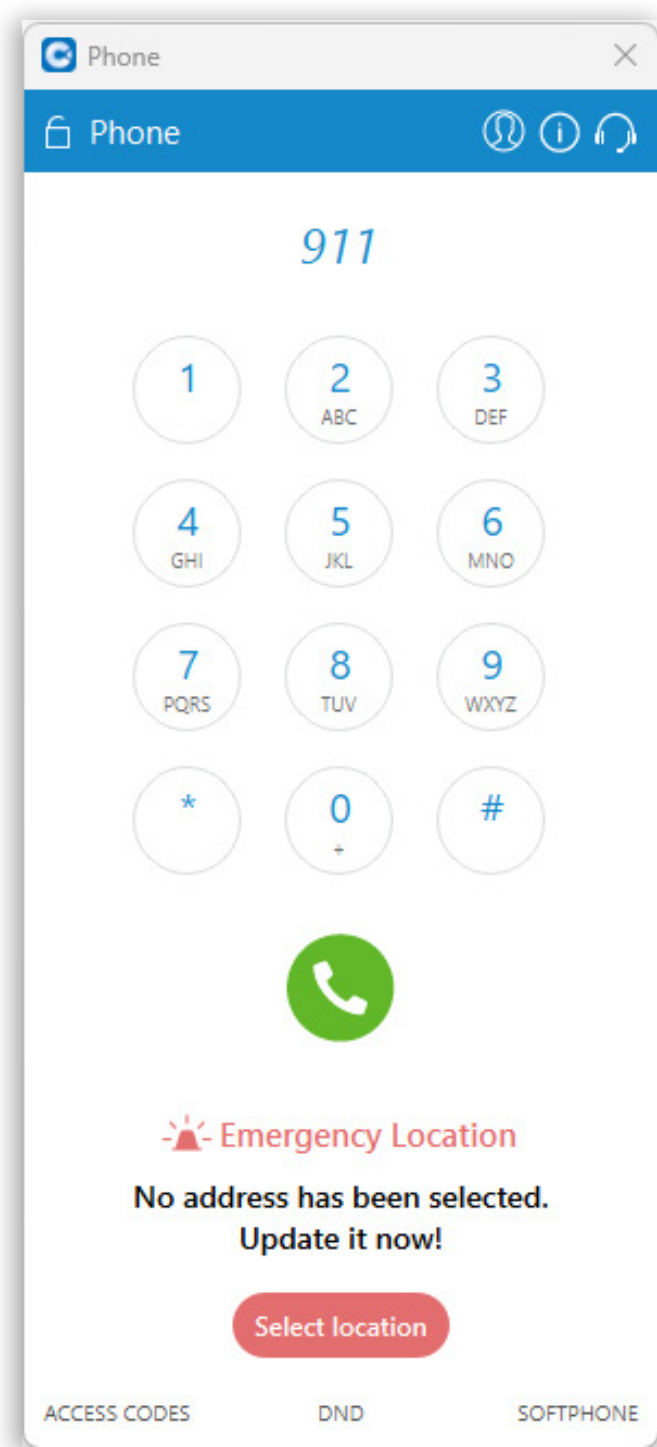
If a user's Emergency Location is not set within the app, a pop-up message will appear on login asking them to set their location.



Also, the location can be set by navigating to the Preferences → Phone → Emergency Location tab, where the user can set the Emergency Location Address, Floor number, and Room number or add a new location.



Emergency Location will be displayed within the Phone window after entering the 911/112/933 number, with the possibility to change or set it.



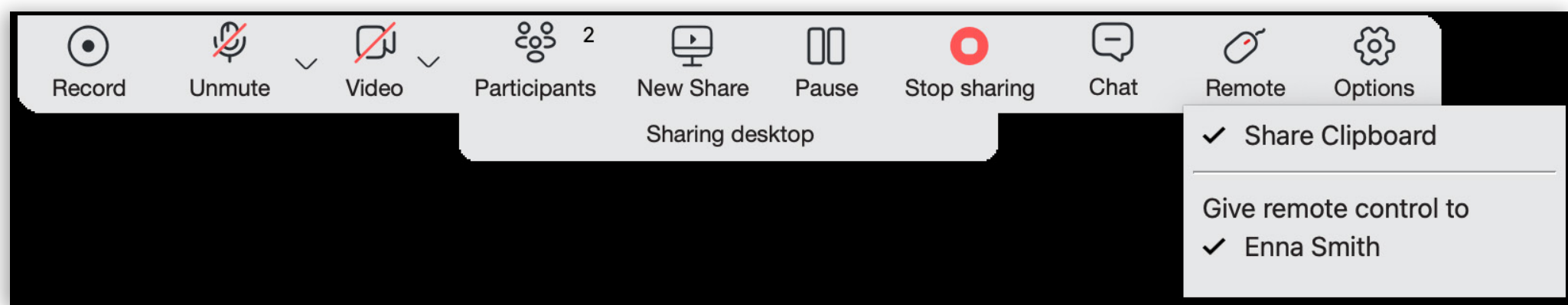
Also, it will be displayed within the Call window.

Note: Users should always keep their Emergency Location up to date to ensure an accurate location is provided to the emergency call dispatcher.

MEETING MODULE

Clipboard Sharing

This feature allows users to copy the current clipboard text while using the remote control in a gloCOM meeting and paste the text on the remote-controlled host.

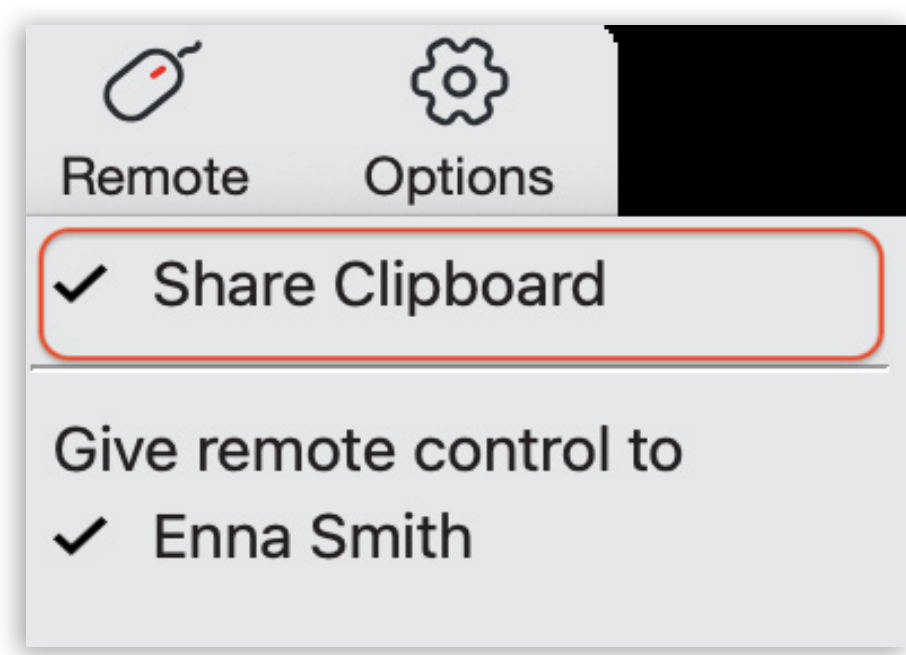
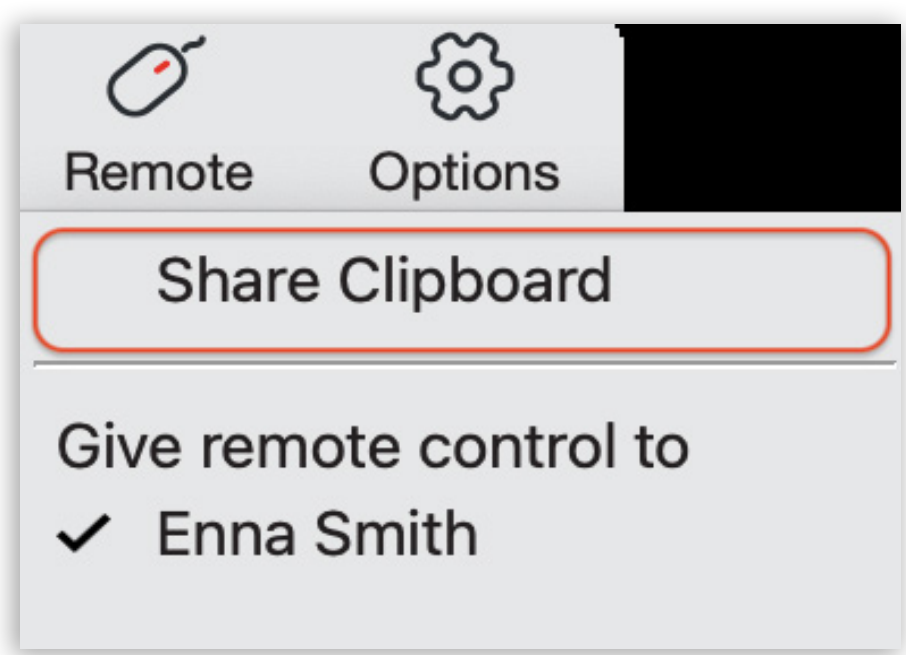


Giving Remote control and enabling Clipboard sharing options from the Desktop application

The clipboard-sharing button is available in screen sharing mode on the presenter’s side of the desktop application. It appears on the screen sharing control tab in the Remote drop-down menu.

To enable this option, the Presenter, on the desktop app, should give remote control to another user and also press the Share Clipboard button. After that, the user can copy some text to the clipboard and, using a remote control, paste it on the presenter’s side.

If the presenter disables clipboard sharing (pressing the Share clipboard button again), this feature will not work anymore.



Note that there is a checkmark beside the button when the Share Clipboard option is enabled.

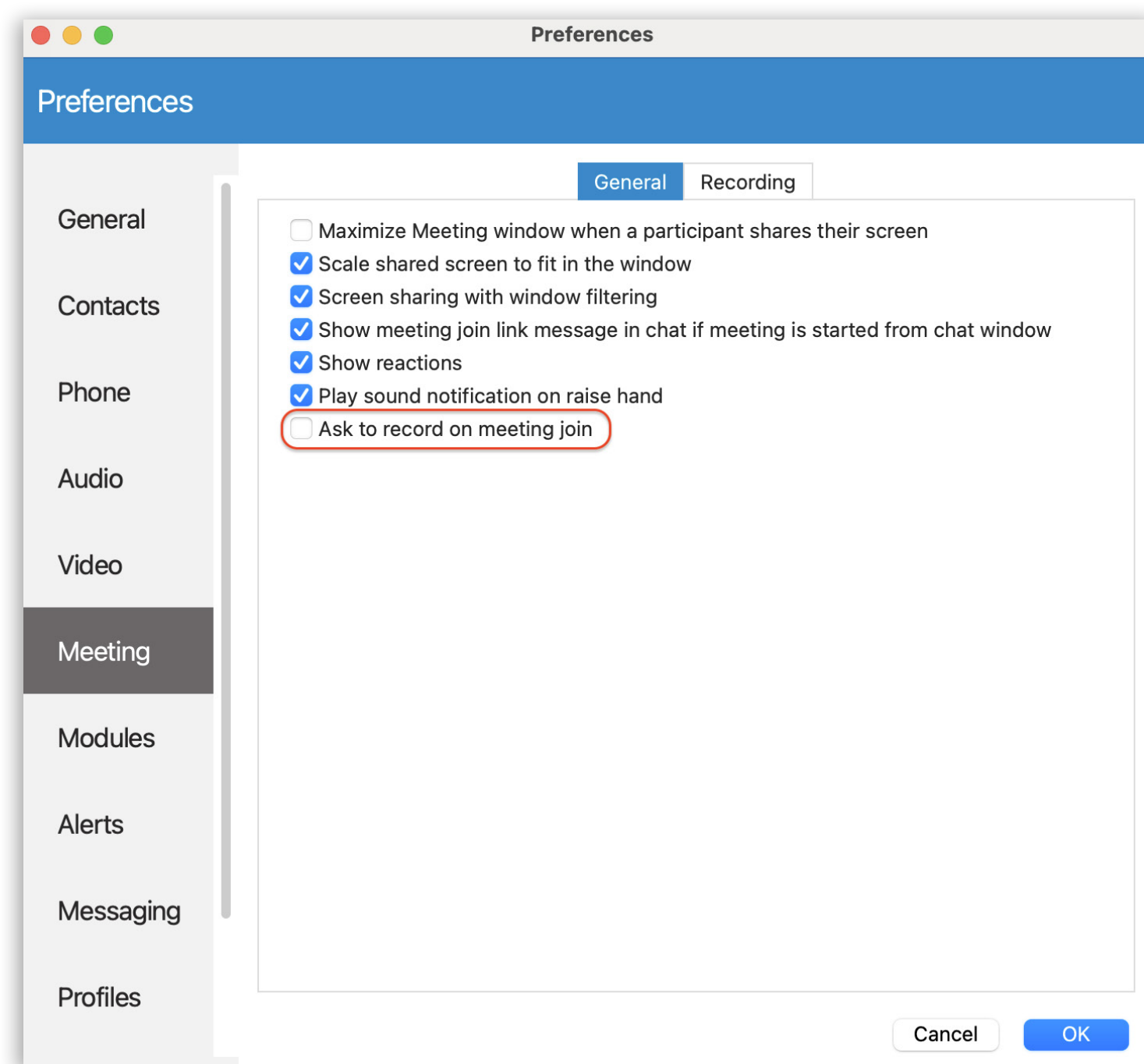
Note: The presenter, on the web application, can not give remote control nor Enable Clipboard sharing (to web/desktop users). In other words, it is not possible to take control of someone’s computer and access their clipboard if they are in a meeting using the web app. Only presenters that are using the desktop app can give remote control and Enable Clipboard sharing (to web/desktop users).

Host A - Presenter	Host B - User
Gives remote controls & Enables Clipboard sharing	Receives message that remote control is given to him/her, and then can access remotely presenter’s screen and paste clipboard text to it
Must use the Desktop app	Can use either the Desktop or the Web app

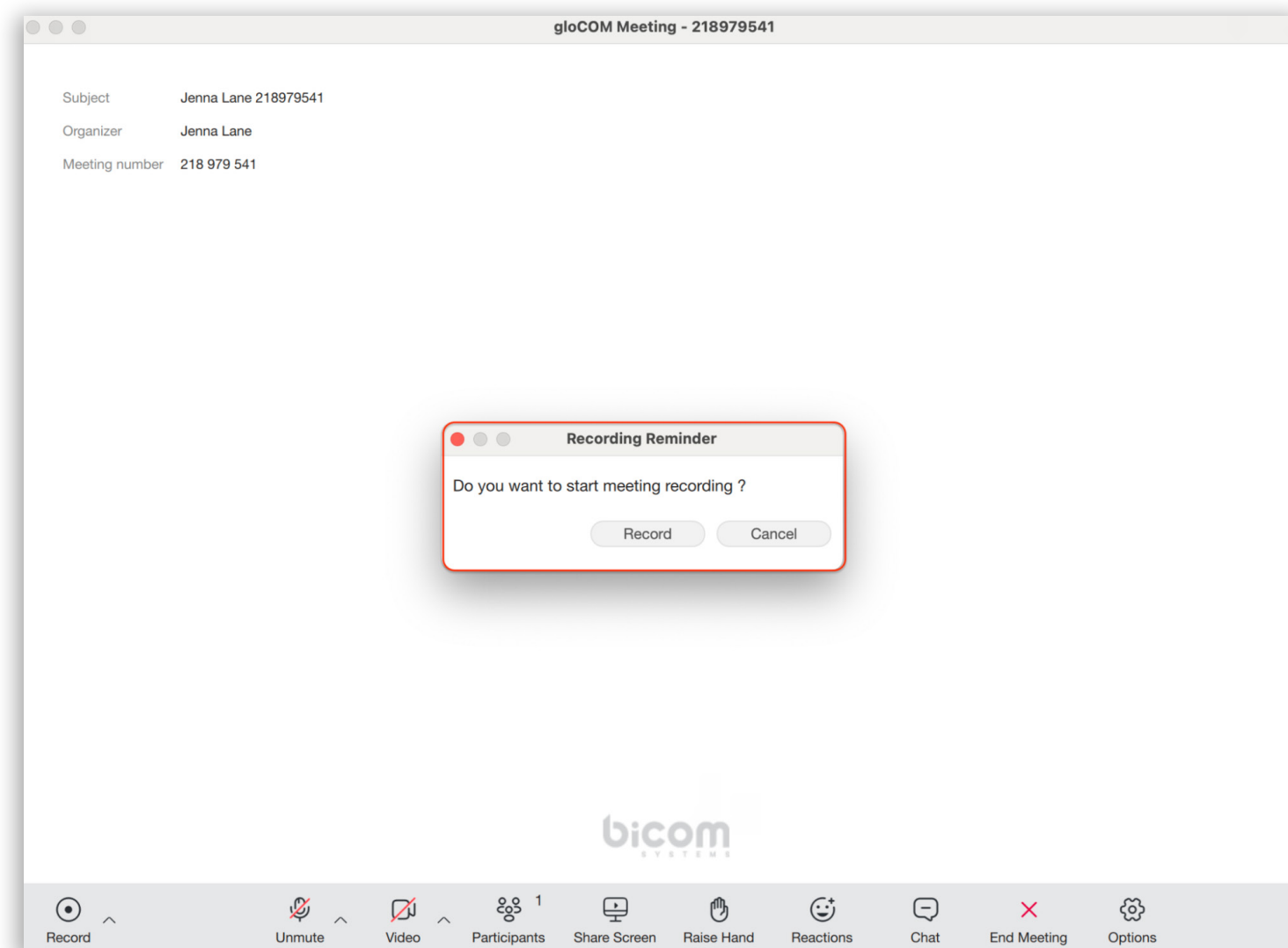
Configurable 'Recording reminder' option

The recording reminder feature reminds the user to record an important meeting as this is often forgotten and only later enabled when someone reminds or remembers.

This option is disabled by default. If the user wants to change these default settings, they can do so under General Meeting Preferences by checking the Ask to record on meeting join option.



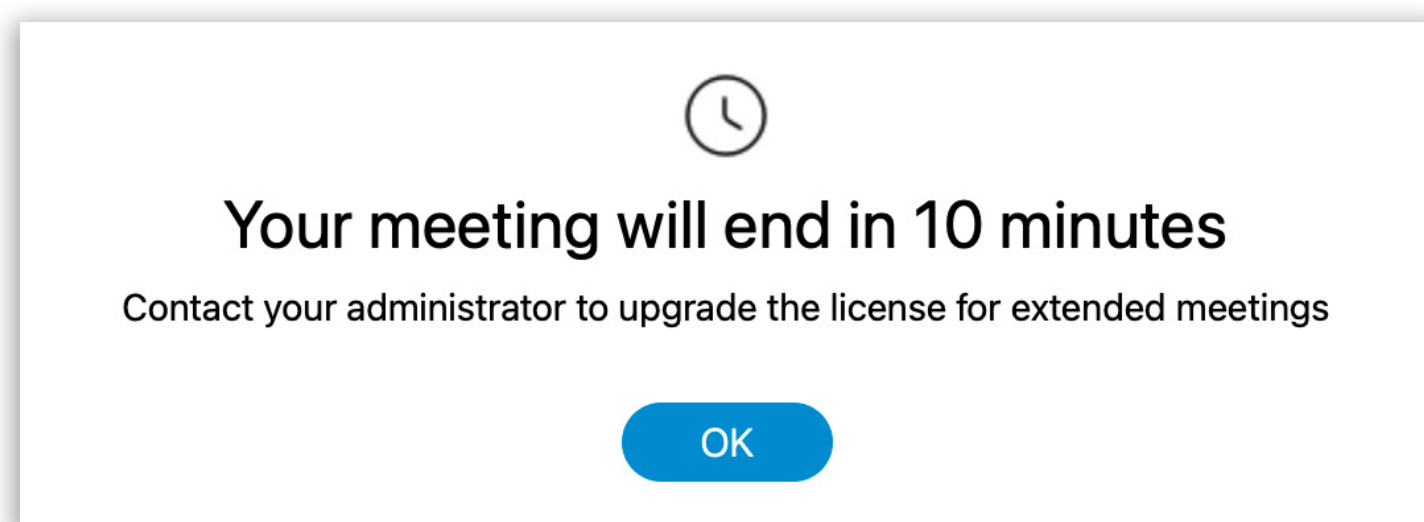
When this option is enabled - Any time a user creates or joins a meeting, a pop-up window appears asking if the user wants to record the meeting.



To record the meeting, the user should press the Record button in the pop-up window and, after that, the meeting will start being recorded. The user should choose the Cancel button if they do not want to record that meeting.

Pre-expiry notification

Pre-expiry notification is a feature designed to automatically send a notification to all meeting participants ten minutes before the end of the maximum meeting duration based on the type of license/package. This notification serves as a gentle reminder that the meeting is approaching its conclusion. If the message is not closed, it will automatically count down the time until the end of the meeting. Also, if someone joins the meeting less than ten minutes before the end, they will get a message with the exact time remaining for that meeting.

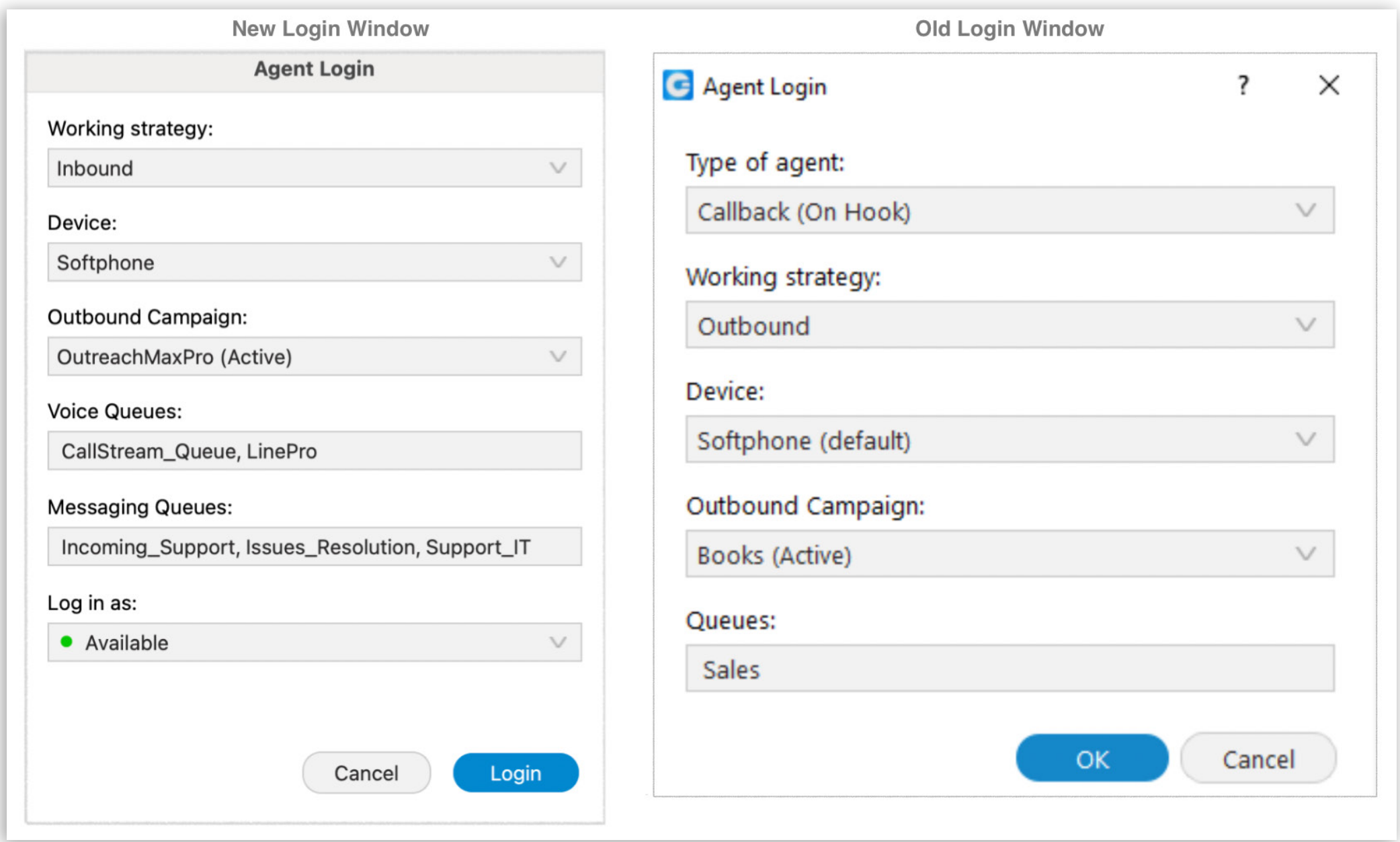


Note: This message pop-ups in front of all opened windows on your machine, even if the Meeting screen on the desktop app is minimized!

CONTACT CENTER MODULE

The Agent Login Window

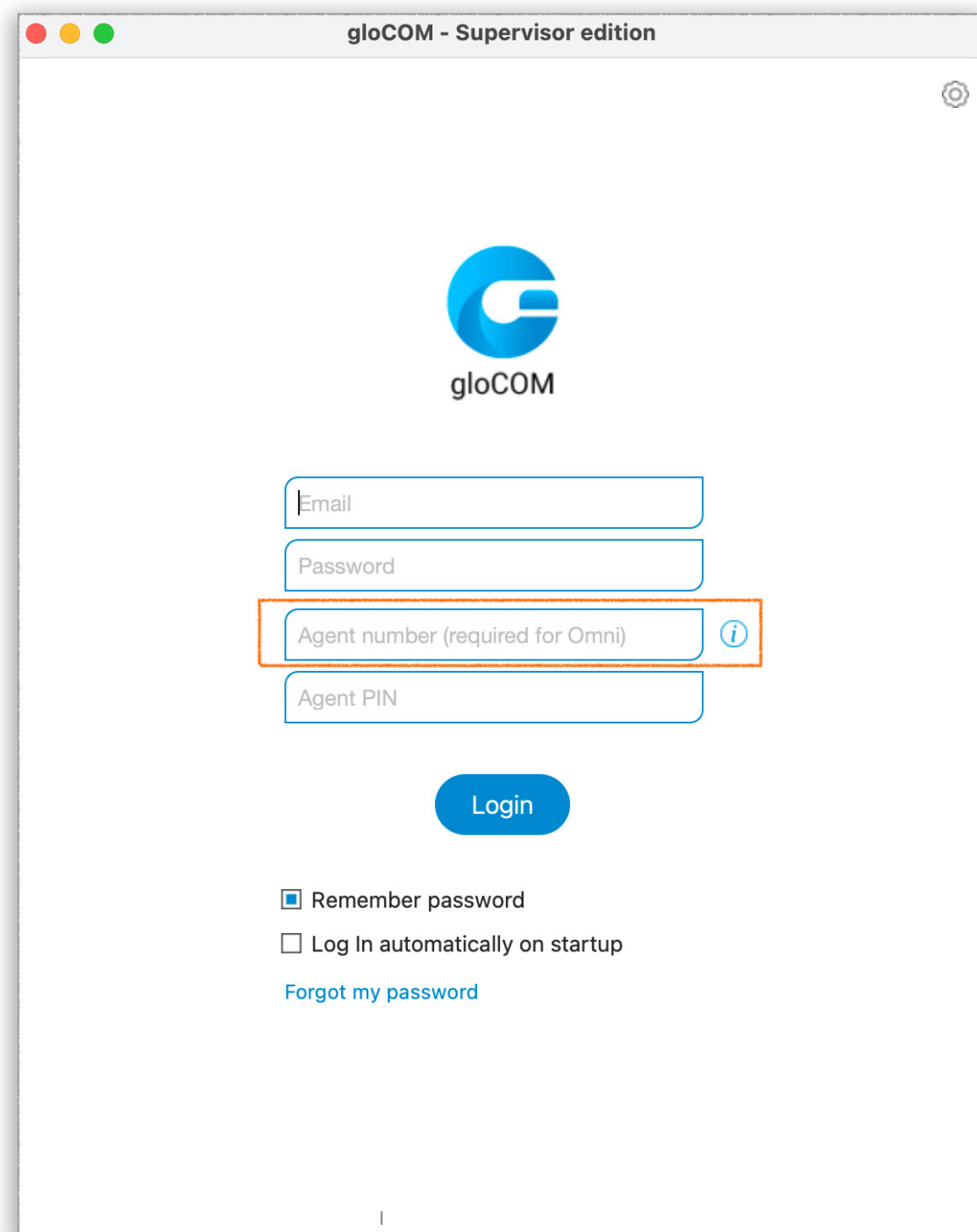
The agent interface has been enhanced to increase control and efficiency, with specific adjustments to accommodate omnichannel requirements. The improved agent login window now displays information about the messaging queues agents are part of. Also, agents can choose between the ‘Available’ state for active customer engagement and the ‘Paused’ state for temporarily suspending conversation activities while remaining logged in.



Note: An additional requirement for the supervisor edition has been added to log in as an agent with proper credentials (agent number, agent PIN).

The Supervisor Login Window

In this release, we've introduced refinements to the supervisor login window, alongside the agent panel login enhancements. These updates prioritize security measures and simplify data management, contributing to an enhanced user experience tailored for the Supervisor edition.



Supervisors using the Omnichannel license will now log in as agents using specific credentials:

- Agent number assigned to the Supervisor (required)
- Agent PIN (optional)

These changes address privacy concerns by allowing supervisors to monitor only the queues and agents they are responsible for. Also, Supervisors must be added as members of specific queues to enable monitoring.

Dashboard/Voice Page on Initial Login

Upon successful login, users will be directed to the app’s main window. From there, opening the agent panel automatically takes users to the ‘Dashboard’ page. If users have not enabled omnichannel in the license, opening the agent panel will automatically take them to the ‘Voice’ page. This specific behavior only occurs during the initial login.

Agent panel

AgentsQueuesMy Performance

Search

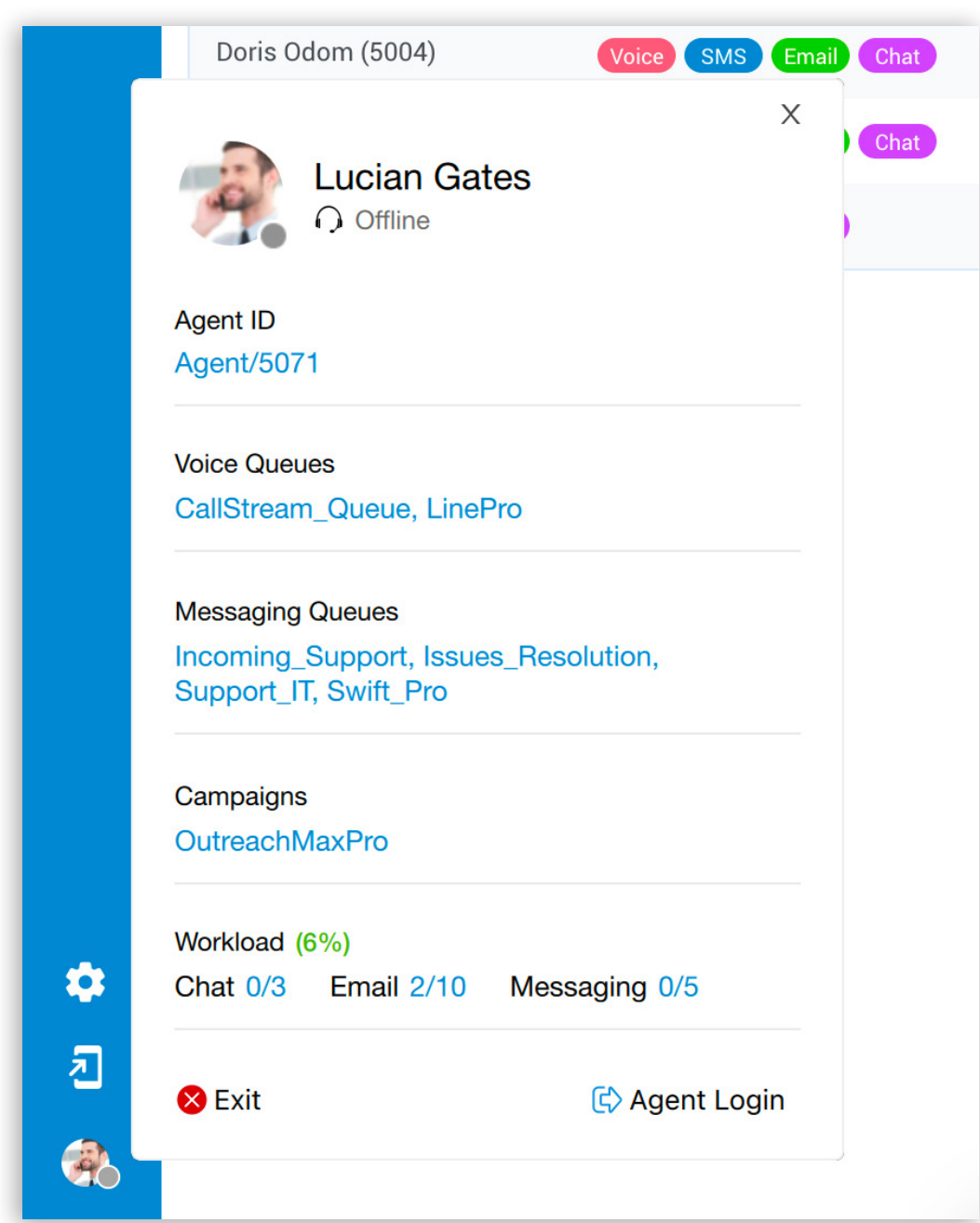
Agent details		Agent state		Daily stats			Active conversations				
Name	Channels	State	Time in state	Total (In/Out)	SOA (Avg)	HT (Avg)	Calls	Live chat	Messaging	Emails	Workload
Deckard Cain (5545)	VoiceSMSEmailChat	● Logged Off		0 (0/0)	0	0	0	0 of 3	0 of 5	0 of 10	0% (0 of 32)
Roger Jackson (5070)	VoiceSMSEmailChat	● Logged in	55m	0 (0/0)	0	0	0	1 of 3 (20h)	0 of 5	0 of 10	13% (4 of 32)
Ajnur Jukan (5000)	VoiceSMSEmailChat	● Logged Off		0 (0/0)	0	0	0	3 of 3 (26d 20h 10m)	0 of 5	1 of 10 (1d 20h 16m)	41% (13 of 32)
Robert Williams (5002)	VoiceSMSEmailChat	● Logged Off		0 (0/0)	0	0	0	0 of 2	0 of 5	1 of 10 (1d 19h 39m)	4% (1 of 28)
Randy Gordon (5575)	VoiceSMSEmailChat	● Logged Off		0 (0/0)	0	0	0	0 of 3	0 of 5	0 of 10	0% (0 of 32)
Velma Roy (5005)	Voice	● Logged Off		0 (0/0)	0	0	0	0 of 3	0 of 5	0 of 10	0% (0 of 32)
Kevin O'Donnell (5001)	Voice	● Logged Off		0 (0/0)	0	0	0	0 of 2	0 of 5	1 of 10 (6d 2h 34m)	4% (1 of 28)
Doris Odom (5004)	VoiceSMSEmailChat	● Logged Off		0 (0/0)	0	0	0	0 of 3	0 of 5	0 of 10	0% (0 of 32)
Lucian Gates (5071)	VoiceSMSEmailChat	● Logged Off		1 (1/0)	0	< 1 min	0	0 of 3	0 of 5	2 of 10 (3d 1h 27m)	6% (2 of 32)
Ethan Hunt (5555)	SMSEmailChat	● Logged Off		0 (0/0)	0	0	0	0 of 2	0 of 5	5 of 10 (22d 20h 34m)	18% (5 of 28)

Logged Off State by Default

With the recent update, supervisors logging in will now find themselves automatically set to an ‘Offline’ state. This change aims to enhance user focus by restricting the receipt of voice conversations. It also applies to messaging conversations by preventing automatic assignments and transfers of conversations.

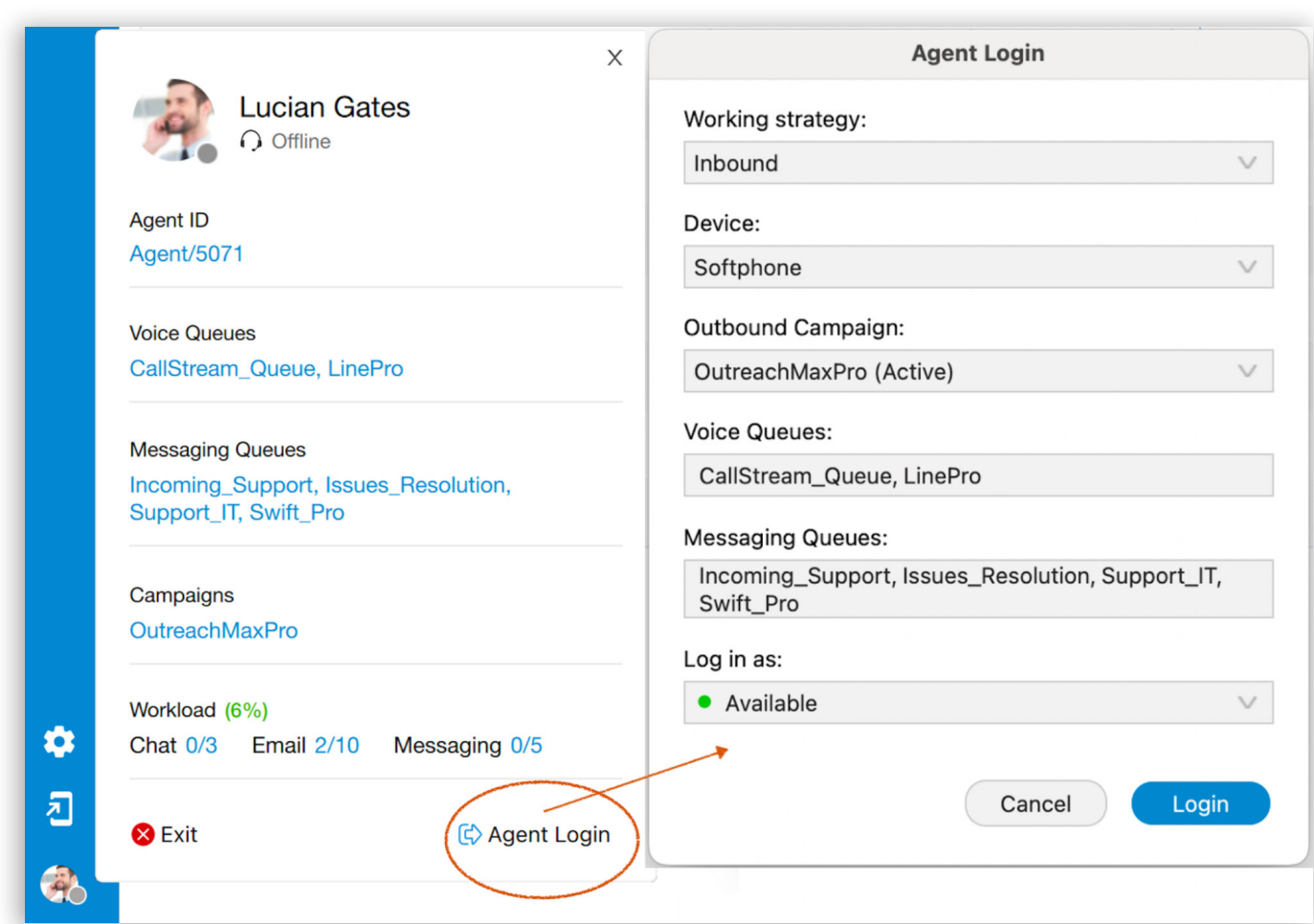
Despite being in the ‘Offline’ state, supervisors retain the capability to view and manage conversations in the ‘Unassigned’ section. Additionally, they can manually handle LiveChat, SMS and Email conversations, offering enhanced control over their workflow.

Even while in this 'Offline' state, supervisors will maintain full access to all functions, including monitoring conversations, utilizing the dashboard, banning/unbanning customers, and managing both active and closed conversations.



Back to Online State

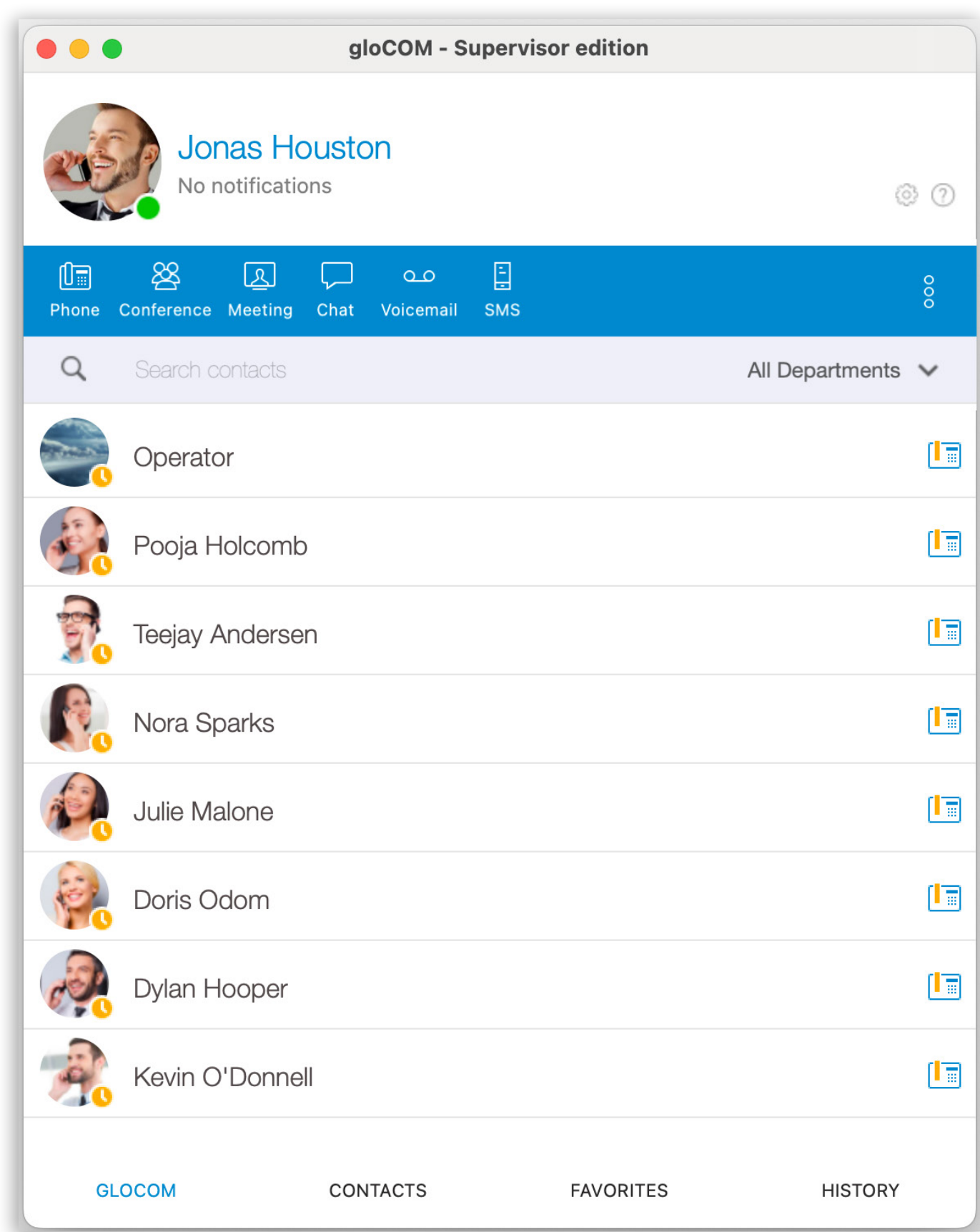
Users must click the 'Agent Login' button in the agent profile section to begin receiving voice calls and messaging requests. A confirmation window will prompt them to confirm their login.



Suppose a supervisor wishes to be available for voice calls but prefers not to handle messaging requests. In that case, the admin can easily achieve this by setting the capacity to 0 within the PBX system for that supervisor. This way, the supervisor will be online and capable of receiving calls without being involved in messaging interactions.

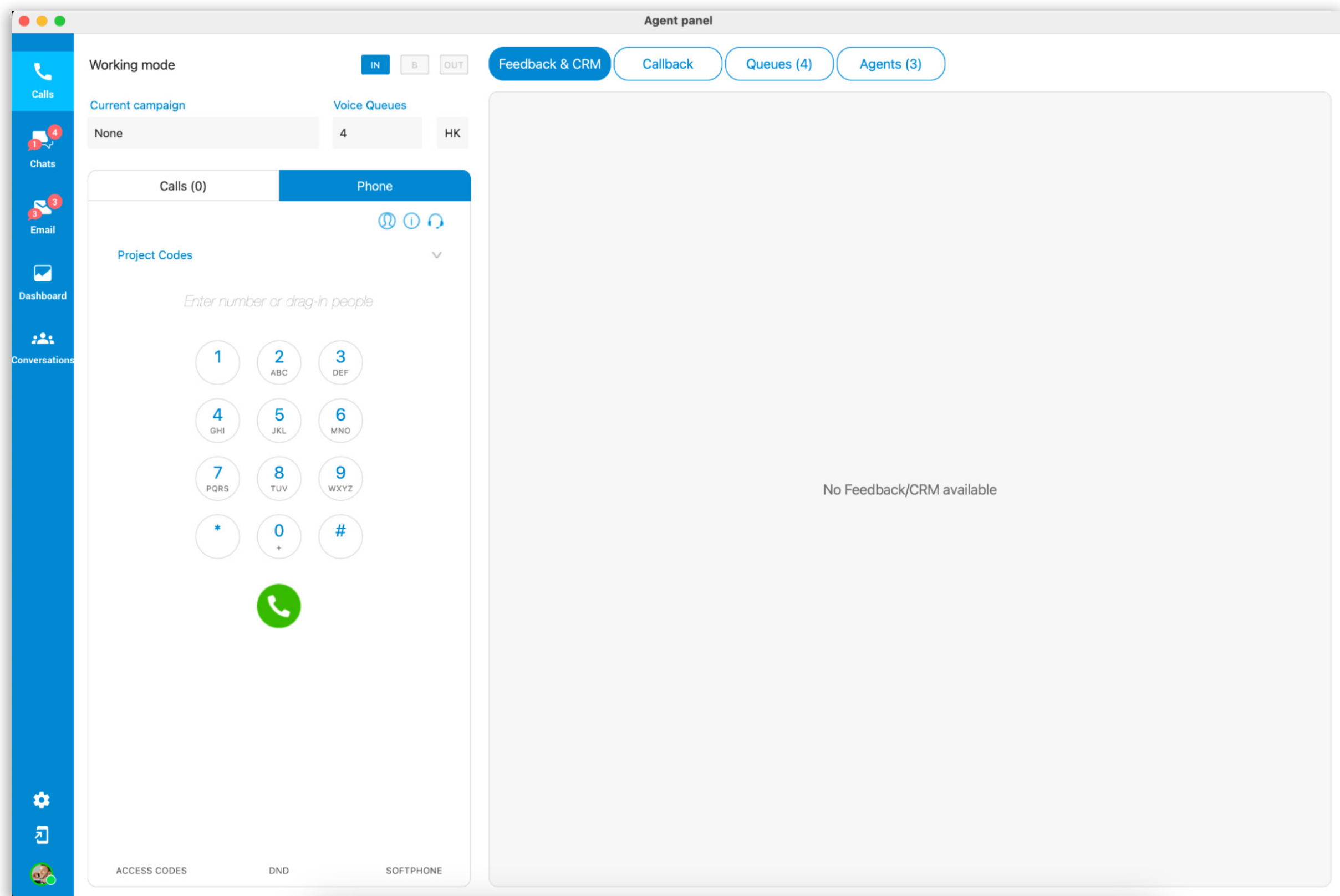
Supervisor Login Without Agent Number

If users attempt to log in without entering an agent number, they'll successfully access the app's main page, but they won't be able to use or activate the Agent panel. However, the Supervisor panel will remain accessible for use.



The Agent/Supervisor Panel

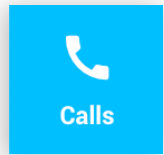
The reworked panel is a valuable tool designed to enhance the efficiency of customer service agents by consolidating essential features into a single, user-friendly window. It simplifies handling multiple calls, feedback forms, CRM popups, callbacks, collaboration with fellow agents, and queue management.



The Agent/Supervisor Panel streamlines operations by integrating the phone dialer, phone-related settings, and Omni-channel capabilities within the same window. This eliminates the need for agents to switch between multiple windows when managing calls or various communication channels. With all necessary tools accessible in one central location, agents can enjoy a more streamlined and efficient workflow.

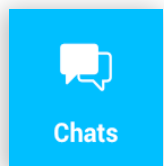
Agent/Supervisor Panel Navigation Bar

The agent/supervisor navigation bar, introduced to support Omnichannel needs, is divided into three distinct sections, each with a unique purpose.

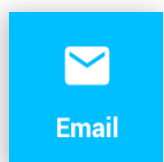


The first section is dedicated to the Contact Center's Voice calls aspect, providing tools and functionality tailored for voice call management.

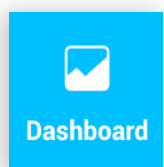
The second section focuses on the messaging component of the Contact Center, known as Omnichannel. Here, agents can effectively manage chats, emails, and other messaging interactions. The following features are included:



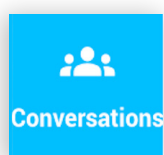
This feature enables agents to engage in real-time conversations with customers via LiveChat and SMS channels.



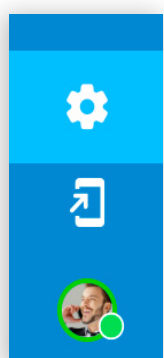
It provides a reliable interface to handle email inquiries, compose responses, and manage email-based customer interactions.



The dashboard component provides agents with an overview of their current messaging activities, including key metrics, performance indicators, and real-time data about Livechat, SMS, and email interactions.



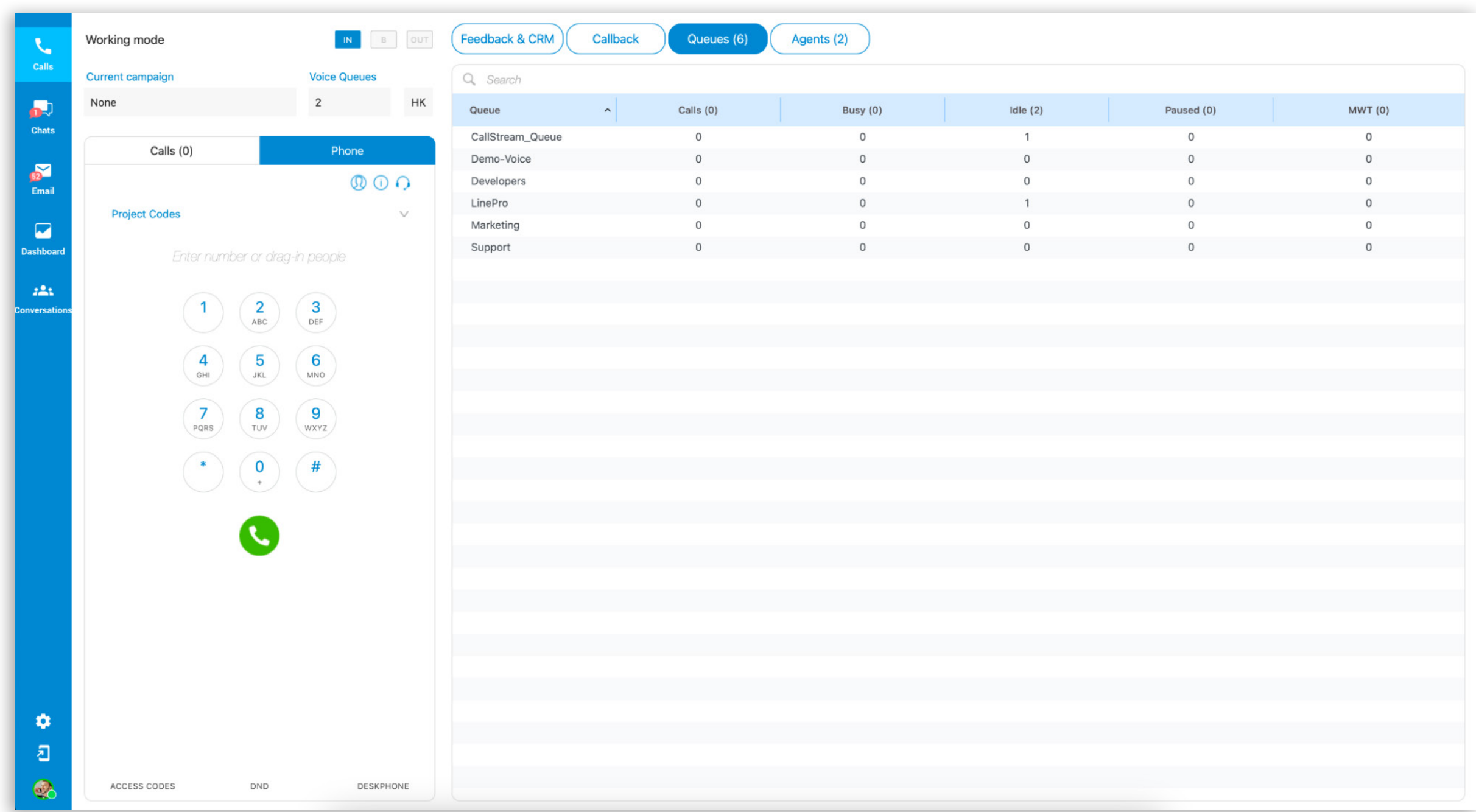
This feature enables Agents to view and manage ongoing conversations, as well as closed conversations across voice and messaging channels.



The third section, although relocated in the redesigned panel, retains familiar settings like voice calls, application preferences, voice alerts, and personal profile configurations. Additionally, a new Security page has been introduced within this section, allowing agents to ban and unban customers and view a detailed list of banned customers, including information about the banned customer, the restricted IP, the ban initiator, and reasons for the ban.

Voice Calls

The Voice section has been redesigned and integrated with messaging channels, now accessible as a new tab within the Agent & Supervisor app to provide a true omnichannel experience alongside the messaging tabs.



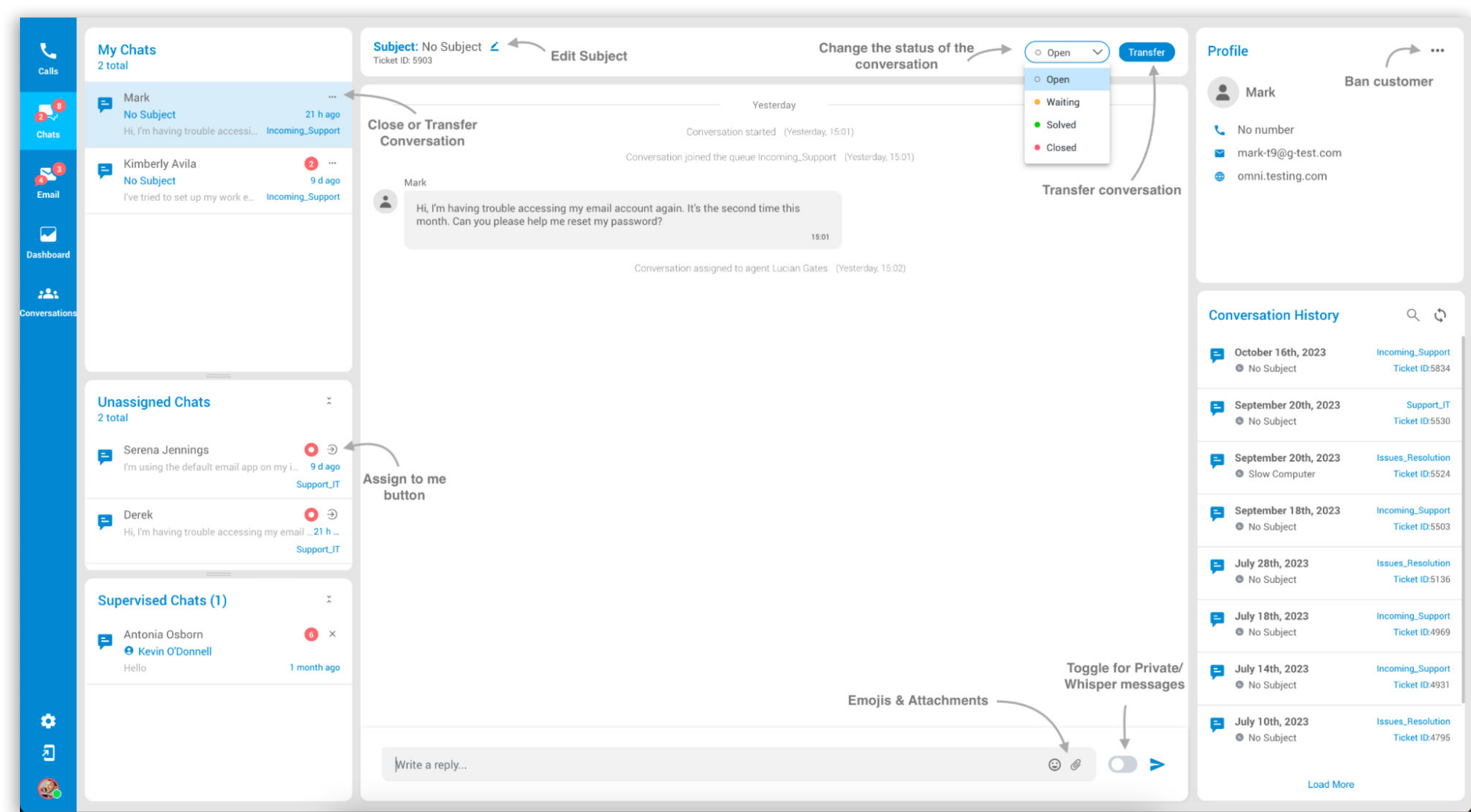
OmniChannel

Omnichannel extends Contact Center capabilities, enabling customer interactions across various channels like voice calls, email, live chat, and SMS. A unified Omnichannel Contact Center integrates all communication channels, offering a seamless transition between them, with the primary aim of delivering a consistent customer experience, regardless of the channel in use.

Several sections within the Contact Center Edition are dedicated to the OmniChannel or Messaging component.

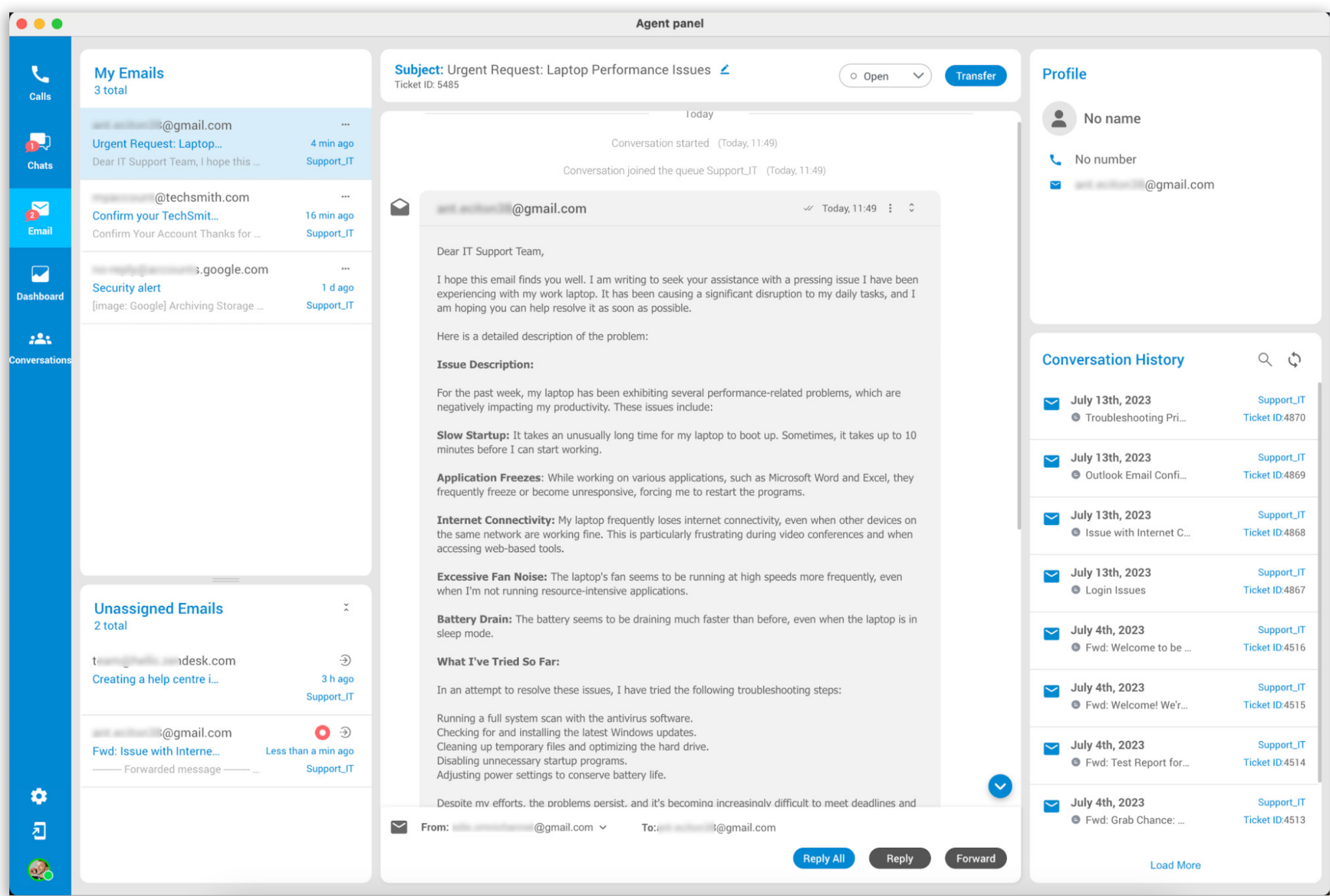
Chats

The ‘Chats’ section of the application offers real-time insights into ongoing customer conversations initiated via the Visitor app (Live Chat) or SMS. Agents can utilize this information to efficiently manage their assigned conversations, including actions such as assignment, transfer, closure, banning customers, and convenient access to conversation history.



Email

The ‘Email’ section within the agent/supervisor app is essential, providing agents with comprehensive insights into both ongoing and resolved email conversations. It is vital for ensuring a seamless transition between different communication channels.



Dashboard

The Dashboard serves as the agent’s control center, offering a holistic view of their activities and performance. It’s a centralized hub that provides a comprehensive overview of their interactions across voice and messaging channels.

Additionally, the Dashboard includes a dedicated section for queue monitoring, enabling agents and supervisors to track the activity and workload of their assigned queues efficiently. The ‘My Performance’ tab offers valuable insights into their daily activities. Three main sections are:

Agents

The Agents dashboard provides vital information about activities across various channels and conversations. Upon accessing this section, agents are presented with information about their colleagues working within the system, offering valuable insights when collaboration or supervision is needed. Supervisors, in addition, have access to a dedicated column displaying daily statistics for each agent.

Calls

Chats

Email

Dashboard

Conversations

Settings

Help

Profile

Agents

Queues

My Performance

Search

Agent details		Agent state		Daily stats			Active conversations				
Name	Channels	State	Time in state	Total (In/Out)	SOA (Avg)	HT (Avg)	Calls	Live chat	Messaging	Emails	Workload
Lucian Gates (5071)	Voice SMS Email Chat	Logged in	2h 31m	2 (2/0)	< 1 min	< 1 min	0	2 of 3 (7d 21h 32m)	0 of 5	17 of 10 (8d 5h 3m)	66% (21 of 32)
Kevin O'Donnell (5001)	Voice Email Chat	Logged Off		0 (0/0)	0	0	0	1 of 2 (5d 4h 27m)	0 of 5	1 of 10 (15d 4h 36m)	18% (5 of 28)
Doris Odom (5004)	Voice SMS Email Chat	Logged Off		0 (0/0)	0	0	0	0 of 3	0 of 5	0 of 10	0% (0 of 32)
Robert Williams (5002)	Voice SMS Email Chat	Logged in	1h 42m	0 (0/0)	0	0	0	0 of 2	0 of 5	3 of 10 (23d 5h 51m)	11% (3 of 28)
Roger Jackson (5070)	Voice SMS Email Chat	Paused (Lunch)	16m	0 (0/0)	0	0	0	1 of 3 (8d 22h 32m)	0 of 5	0 of 10	13% (4 of 32)
Randy Gordon (5575)	Voice SMS Email Chat	Logged Off		0 (0/0)	0	0	0	0 of 3	0 of 5	0 of 10	0% (0 of 32)
Deckard Cain (5545)	Voice SMS Email Chat	Logged Off		0 (0/0)	0	0	0	1 of 3 (9d 20h 25m)	0 of 5	17 of 10 (8d 5h 3m)	66% (21 of 32)
Ethan Hunt (5555)	Voice SMS Email Chat	Logged Off		0 (0/0)	0	0	0	0 of 2	0 of 5	8 of 10 (22h 35m)	29% (8 of 28)
Mark White (9027)	Voice SMS Email Chat	Logged in	16m	2 (2/0)	< 1 min	< 1 min	0	6 of 3 (18d 5h 2m)	0 of 5	4 of 10 (10d 23h 9m)	88% (28 of 32)
Velma Roy (5005)	Voice SMS Email Chat	Logged Off		0 (0/0)	0	0	0	0 of 3	0 of 5	0 of 10	0% (0 of 32)

Ethan Hunt

Assigned Queues (4)

Incoming_Support

Issues_Resolution

Support_LIT

Swift_Pro

Queues

The Queues section offers a swift and convenient means to grasp the activity and performance of the assigned queue, enhancing the ability to respond to customer inquiries efficiently. This section provides insights into the queues requests that agents are actively handling. Similar to the previous section, supervisors can access a dedicated column displaying daily statistics for each queue.

Agents

Queues

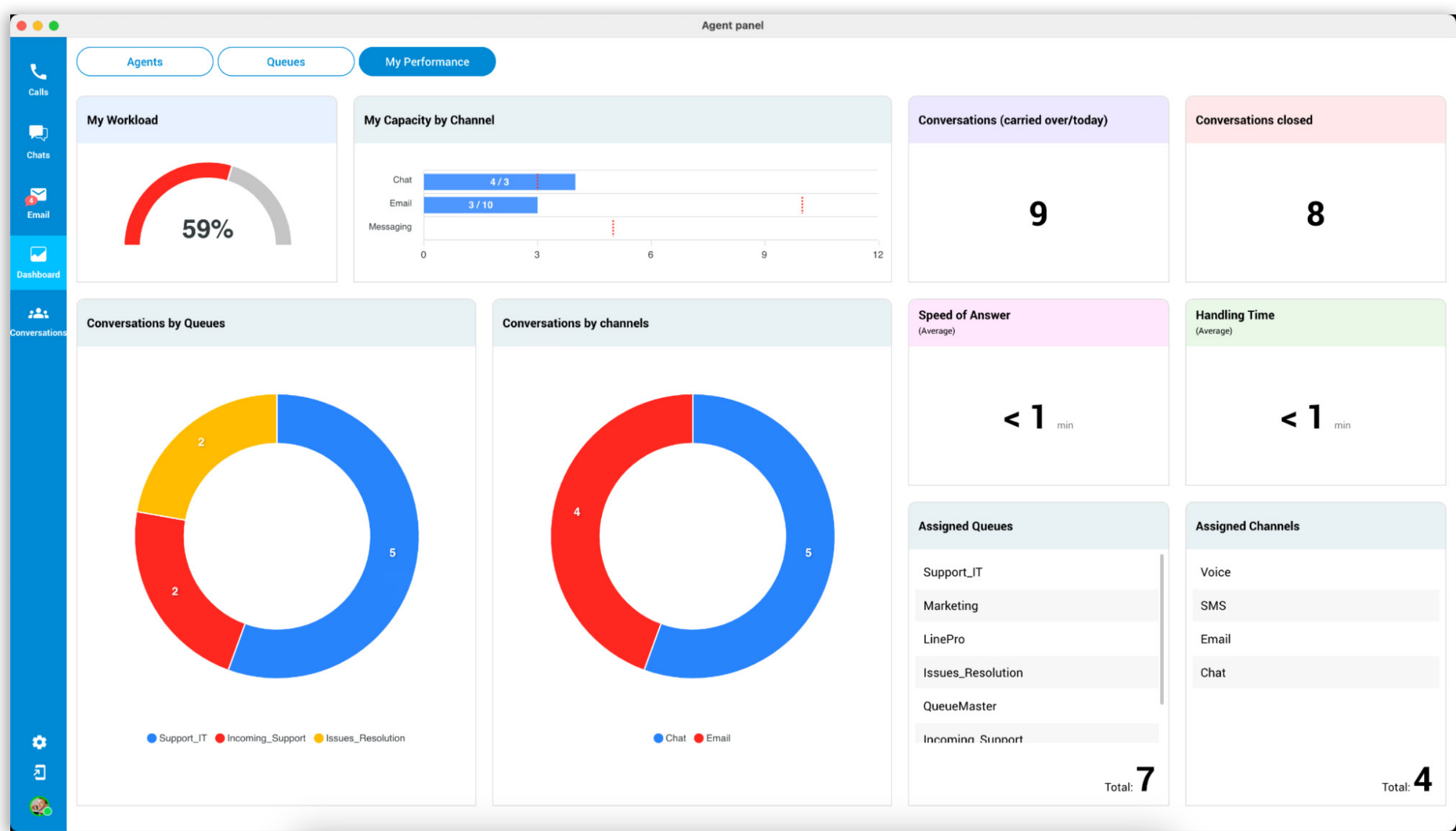
My Performance

Search

Queue details ⓘ		Daily stats ⓘ							Current conversations ⓘ		Agents ⓘ	
Name ↑↓	Channels	Total ↑↓	Answered ↑↓	Unanswered ↑↓	SOA (Avg) ↑↓	HT (Avg) ↑↓	WT (Avg) ↑↓	Waiting ↑↓	Active ↑↓	Logged in ↑↓	Paused ↑↓	
Incoming_Support	Voice Chat	2	2	0	1m	1m	< 1 min	2	1	2	1	
Issues_Resolution	Chat Email Chat	0	0	0	0	0	0	0	1	2	1	
CallStream_Queue	Voice	0	0	0	0	0	0	0	3	3	1	
Support_IT	SMS Email Chat	2	2	0	< 1 min	< 1 min	< 1 min	4	93	3	1	
LinePro	Voice	0	0	0	0	0	0	0	0	2	1	

My Performance

This page illustrates the agent’s capacity to manage multiple tickets simultaneously, offers insights into their workload and daily activity, and provides valuable metrics such as the number of completed conversations, speed of answer, handling time, etc.



Conversations

The Conversations section allows agents and supervisors to quickly and easily view all active and waiting conversations in the system and promptly assign conversations to themselves or other agents as needed (only for supervisors). It is a critical tool for managing customer interactions and ensuring all customer inquiries are addressed promptly and effectively.

Active Conversations

The Active Conversations section allows agents and supervisors to quickly and easily view active and waiting conversations in the system.

ActiveClosed

Search

Queue	ID	Channel	Agent	Customer	Date/Time	Subject	State	Actions
Support_IT	5901	Email	Unassigned	customer1@gmail.com	Yesterday, 14:00	Security alert	Queued (1 d 42m)	
Support_IT	5900	Email	Unassigned	customer2@gmail.com	Yesterday, 13:00	Fwd: Network Issues	Queued (1 d 1h 41m)	
Support_IT	5899	Email	Unassigned	customer3@gmail.com	Yesterday, 12:00	Urgent Request: Laptop Performance Issues	Queued (1 d 2h 41m)	
Support_IT	5898	Email	Unassigned	customer4@gmail.com	Yesterday, 11:00	Urgent Request: Laptop Performance Issues	Queued (1 d 3h 41m)	
Support_IT	5894	Email	Lucian Gates	customer5@gmail.com	Yesterday, 07:00	New Scheduled Report: Daily Activity Snapshot	Open	
Support_IT	5893	Email	Lucian Gates	customer6@gmail.com	Yesterday, 06:00	Network Issues	Solved	
Support_IT	5892	Email	Lucian Gates	customer7@gmail.com	Yesterday, 05:00	New Scheduled Report: Daily Activity Snapshot	Solved	
Support_IT	5891	Email	Lucian Gates	customer8@gmail.com	Yesterday, 04:00	Snagit Challenge Day 4	Waiting	
Support_IT	5873	Email	Lucian Gates	customer9@gmail.com	Wednesday, 12:00	Fwd: Test Report for TestOne	Open	
Incoming_Support	5852	Chat	Roger Jackson	Ethan Hunt	October 18th, 2023, 15:29	No Subject	Open	
Support_IT	5842	Email	Lucian Gates	customer10@dropbox.com	October 17th, 2023, 09:50	Please read: We noticed you're not taking advantage of your Dropbox account.	Open	
Support_IT	5825	Email	Lucian Gates	customer11@tryhackme.com	October 12th, 2023, 16:25	Hi @tryhackme, keep hacking - We miss you!	Open	
Support_IT	5813	Email	Lucian Gates	customer12@tryhackme.com	October 9th, 2023, 16:25	Hi @tryhackme, keep hacking - We miss you!	Open	
Support_IT	5808	Email	Lucian Gates	customer13@zendesk.com	October 8th, 2023, 10:00	Stay connected with your customers	Open	
Issues_Resolution	5534	Chat	Kevin O'Donnell	Antonia Osborn	September 21st, 2023, 09:35	No Subject	Supervising	
Support_IT	5794	Email	Lucian Gates	customer14@gmail.com	October 5th, 2023, 09:00	New Scheduled Report: Daily Activity Snapshot	Open	
Support_IT	5567	Chat	Deckard Cain	Kim Shelton	September 22nd, 2023, 11:00	No Subject	Open	
Support_IT	5792	Email	Lucian Gates	customer15@gmail.com	October 5th, 2023, 07:00	Network Issues	Open	
Support_IT	5791	Email	Lucian Gates	customer16@gmail.com	October 5th, 2023, 06:00	New Scheduled Report: Daily Activity Snapshot	Solved	
Support_IT	5790	Email	Lucian Gates	customer17@gmail.com	October 5th, 2023, 05:00	Network Issues	Open	

Select Action

Transfer

Take over Chat

Close Chat

Supervise Chat

Actions available for the Supervisors

Transfer

This feature lets supervisors transfer conversations to other agents to optimize resource allocation.

Take over Chat

Supervisors can take over agent-handled conversations to provide assistance and guidance or intervene when necessary, ensuring smooth customer interactions and service quality.

Close Chat

Supervisors can use the 'Close' feature to mark completed conversations, promoting an organized workflow and enabling agents to concentrate on ongoing and new interactions.

Supervise Chat

This functionality enables supervisors to monitor agent-customer conversations, assess agent performance, provide real-time coaching(whisper to the agent), and meet quality standards.

Go to Chat

Bring the selected conversation to the front of the supervisor's panel.

Closed Conversations

This section conveniently presents all closed conversations containing chats, emails, and voice interactions for review and reference.

Active

Closed

Queue	ID	Channel	Agent	Customer	Date/Time	Subject	Actions
Issues_Resolution	5524	Chat	Kevin O'Donnell	MichaelPatel@test.com	Today, 12:07	Slow Computer	
Issues_Resolution	5506	Email	Ethan Hunt	messages4.com	Today, 12:06	Snagit Challenge Day 2	
Issues_Resolution	5494	Email	Ethan Hunt	messages4.com	Today, 12:06	Take the Snagit 4-Day Challenge During Your Trial	
Incoming_Support	5503	Chat	Deckard Cain	MichaelPatel@test.com	Today, 11:40	No Subject	
Support_IT	5507	Chat	Deckard Cain	doris.odom@g-test.com	Today, 11:40	Forgotten Password	
Issues_Resolution	5481	Chat	Deckard Cain	antonia.osborn@g-test.com	Today, 11:39	Slow Computer	
Support_IT	5483	Email	Randy Gordon	desk.com	Today, 11:38	Creating a help centre in your 14 day trial	
Support_IT	5484	Email	Ethan Hunt	smith.com	Today, 11:38	Confirm your TechSmith Account	
Issues_Resolution	5482	Chat	Kevin O'Donnell	enim.vitae@test.com	Today, 11:38	No Internet Access	
CallStream_Queue	1695119053.14	Voice	Deckard Cain	555	Yesterday, 12:24	No Subject	
Support_IT	5500	Chat	Deckard Cain	doris.odom@g-test.com	Yesterday, 10:48	No access to the email server	
Support_IT	5499	Chat	Deckard Cain	casper.tit@air-test.com	Monday, 14:45	No Subject	
Issues_Resolution	5136	Chat	Randy Gordon	MichaelPatel@test.com	Monday, 14:43	No Subject	
Support_IT	5486	Email	Deckard Cain	@gmail.com	Monday, 09:02	Fwd: Issue with Internet Connectivity	
Support_IT	5489	Email	Kevin O'Donnell	l@gmail.com	Monday, 09:02	Laptop Performance Issues	
Support_IT	5491	Email	Deckard Cain	messages4.com	Monday, 09:02	Become a Snagit Pro in Minutes	
Support_IT	5492	Email	Deckard Cain	messages4.com	Monday, 09:02	Create Professional Visual Guides with Snagit Templates	

<< < 1 2 3 4 5 > >>

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Actions available



Show conversation - access and review the historical record of the closed conversation.



Play record - playback and listen to the recorded content of past voice interactions.

Note: You can access all closed conversations and play records in the supervisor edition. If logged in as an agent, you can only view the conversations and records you were directly engaged with.

Settings

In the settings menu, a new Security page has been introduced, complementing existing options for voice settings, application settings, and voice alerts. This page, designed for LiveChat, allows agents to unban customers they’ve personally banned and view a detailed list of banned customers, including information about the banned customer, restricted IP, the initiator of the ban, and the reasons for the ban. On the other hand, Supervisors have the authority to ban any IP address or unban previously banned customers. This enhancement significantly strengthens security and control for customer interactions.

Settings

Security

Voice Settings

Application Settings


Voice Alerts


Banned Customers

Search

Name	Email	ID	IP address	Start date	End date	Ban reason	Banned by	Actions
No name	No email	No ID	10.0.2.5	Today, 14:43	October 23rd, 2023, 14:43	Violation of Terms of Service Policies.	Ethan Hunt	Unban
Michael Patel	MichaelPatel@test.com	7960b38f-499d-4e9a-b71d-a95b318fdd10	No ip	Today, 14:42	October 23rd, 2023, 14:42	Threats, Harassment, or Unsafe Behavior.	Ethan Hunt	Unban
Kim Shelton	kim.shelton@marklive.com	4dc64bfd-aab5-4da3-8a8a-939f5165e361	No ip	Today, 14:35	October 23rd, 2023, 14:35	Threats, Harassment, or Unsafe Behavior	Ethan Hunt	Unban
No name	No email	No ID	10.1.0.134	Today, 09:34	October 23rd, 2023, 09:34	reason	Mark White	Unban

Actions available

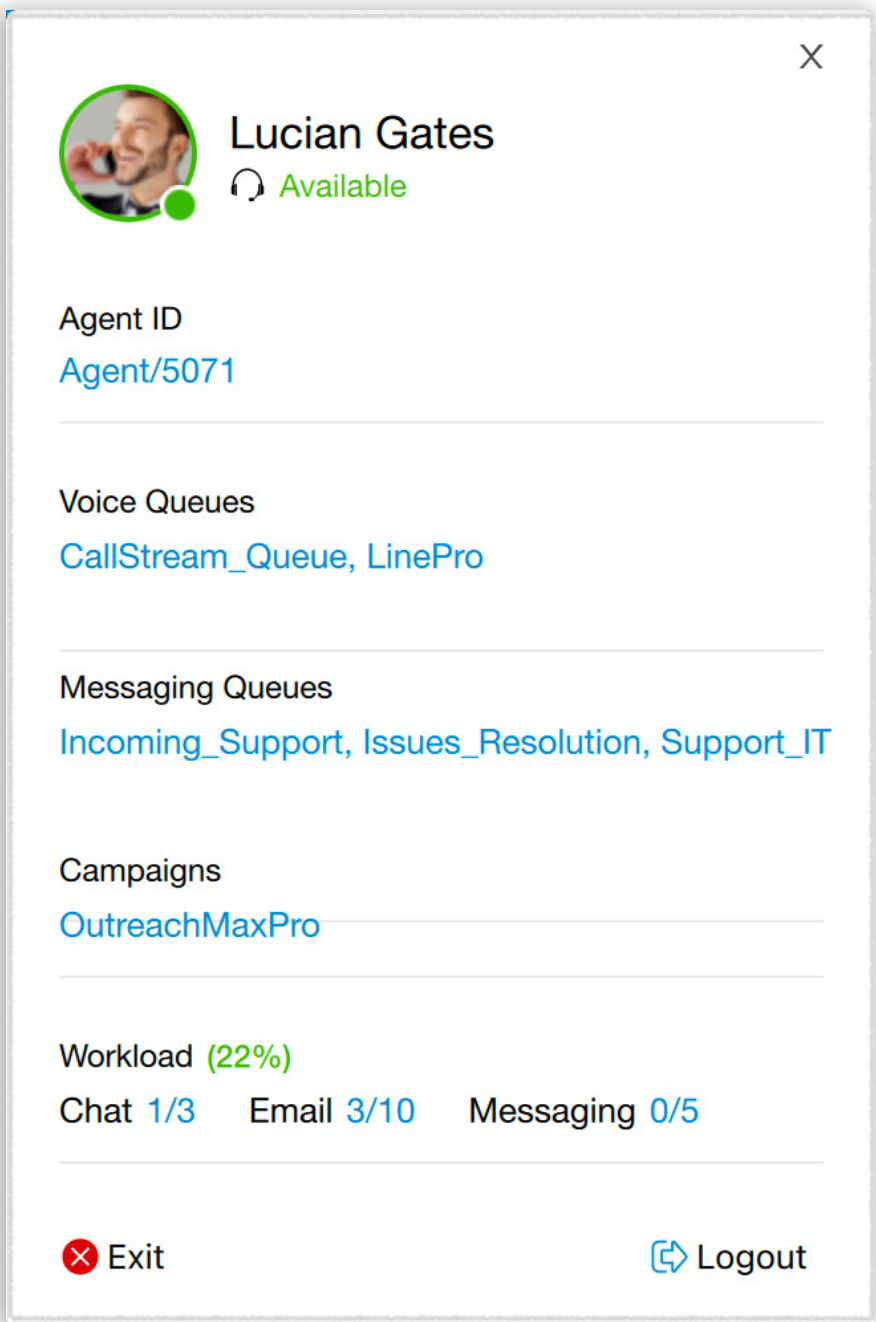
- 

Ban IP - Allows supervisors to impose a new ban on a customer’s IP address.
- 

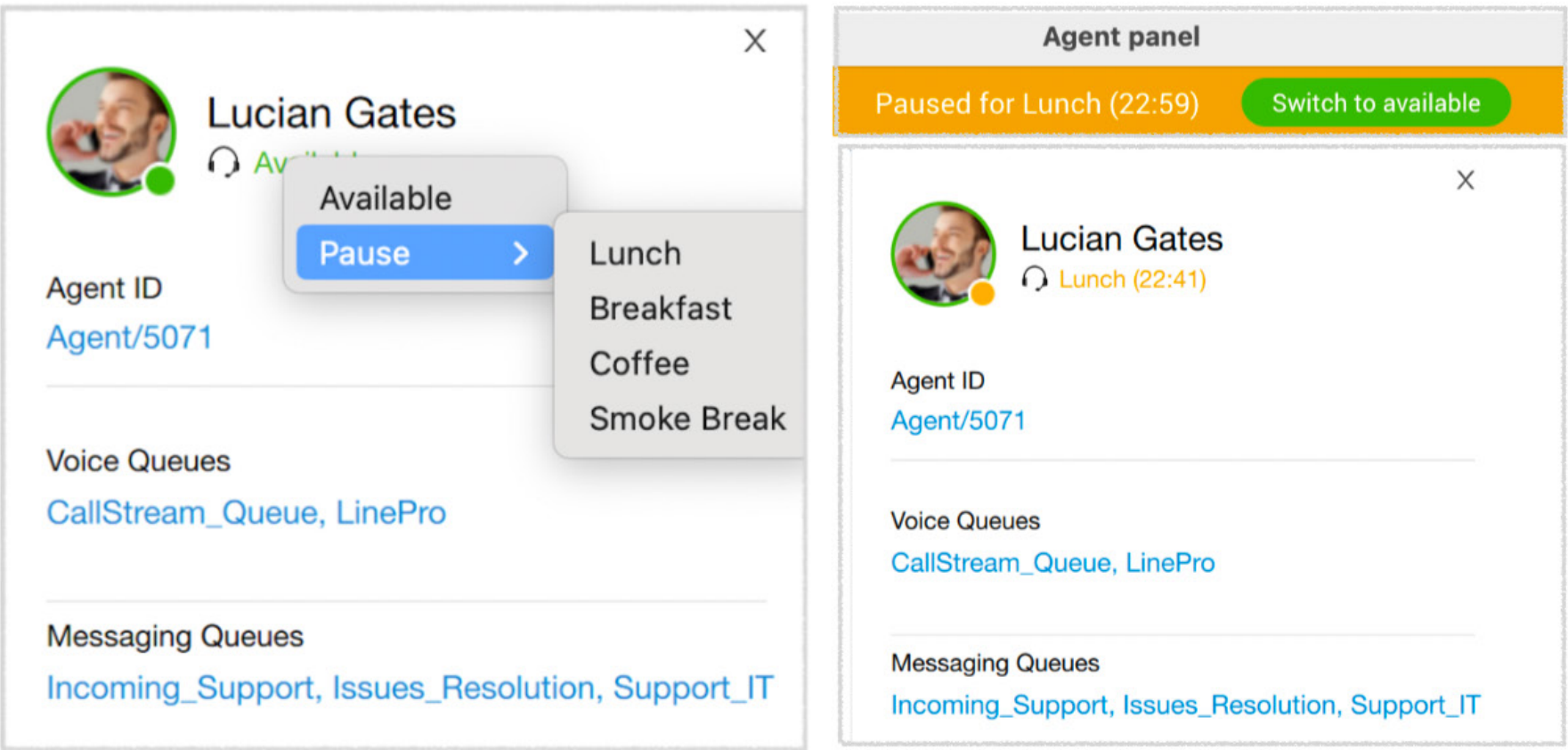
Unban - Permits the removal of a ban. Agents can unban customers they personally banned, while supervisors have the authority to unban any customer.

Agent's Profile

The Profile section offers in-depth information about the agent, encompassing their name, status, agent number, involvement in voice and messaging queues, assigned campaigns, and current workload.



Within this section, agents can easily switch their status between 'Available' and 'Pause' via a dropdown menu, with the option to specify the reason for their pause. The corresponding message will be displayed within the agent/supervisor panel.



Bug Fixes & Improvements:

- Added the ext_name variable in the Call Popup URL.
- Added an option to use a Queue/ERG URL for showing a Call Popup when a call is answered or finished.
- Added the possibility to configure if DND will be turned off on log out.
- Handled the ESC shortcut in the Info section in the chat window.
- Handled the ESC shortcut in the SMS window.
- Fixed an issue where the application freezes when opening Preferences caused by always loading Outlook calendars.
- Fixed an issue with displaying a shared group indicator when the user is searching for messages within a specific shared group.
- Fixed the display text gender option to display 'they'.
- Added a new custom message within the info message dialog in case there is no seen or delivered information.
- Added an admin transfer confirmation dialog.
- Updated the Plantronics SDK to version 3.25.
- Added the group name into group chat event notifications.
- Added support to save the configuration for printing fax reports.
- Added support to store CRM configuration and contacts per profile.
- Fixed a crash in the call center edition caused by changing agent status.
- Fixed an issue with messages not being loaded correctly on large screens.
- Fixed an issue where links were not formatted properly when they contained brackets.
- Fixed an issue where URLs with an exclamation mark were not rendered correctly.
- Fixed an issue where call recording file names were not pre-filled correctly when downloading through OSC.
- Fixed an issue with right-clicking in chat after selecting multiple messages.
- Fixed an issue with server connection health check.

- Fixed an issue with special characters being inserted on MacOS.
- Fixed an issue with user selection on macOS using the command key.
- Removed the Growl option for notifications on macOS.

Meeting module

- Webrtc upgrade.
- Remove dial-in info from Copy Meeting info/invite for private meetings.
- Upload gloCOM user avatar on file sharing service.
- Fixed an issue where the Mute All feature for co-organizers was not available.
- Fixed an issue where the Co-Organizer had the option to remove the organizer.
- Fixed an issue where Audio was not playing when a raised hand was received.
- Fixed an issue where Initials were not displayed in speaker view on the desktop.
- Fixed an issue where the Webcam output was rotated 90 degrees to the side.
- Fixed an issue where email contact selection was not working properly.
- Fixed an issue where the date picker was not working properly on Windows while scheduling a meeting.

Contact Center module

- **Supervisor**

The Supervisor edition with the omnichannel module now requires logging in as an agent with appropriate credentials, including the agent number (required) and agent PIN (optional).

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