



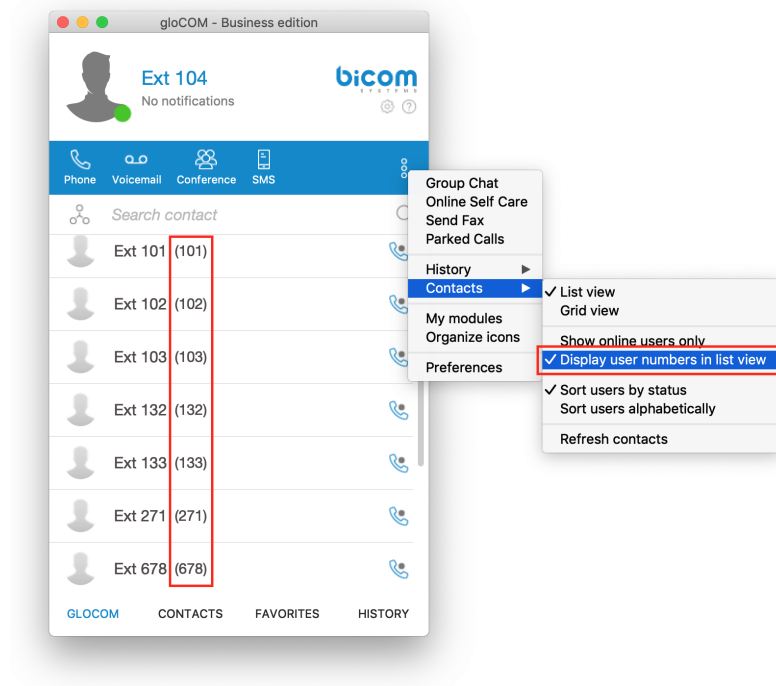
gloCOM 5.2

Release notes

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Show / hide numbers next to contact name in gloCOM [5.2]

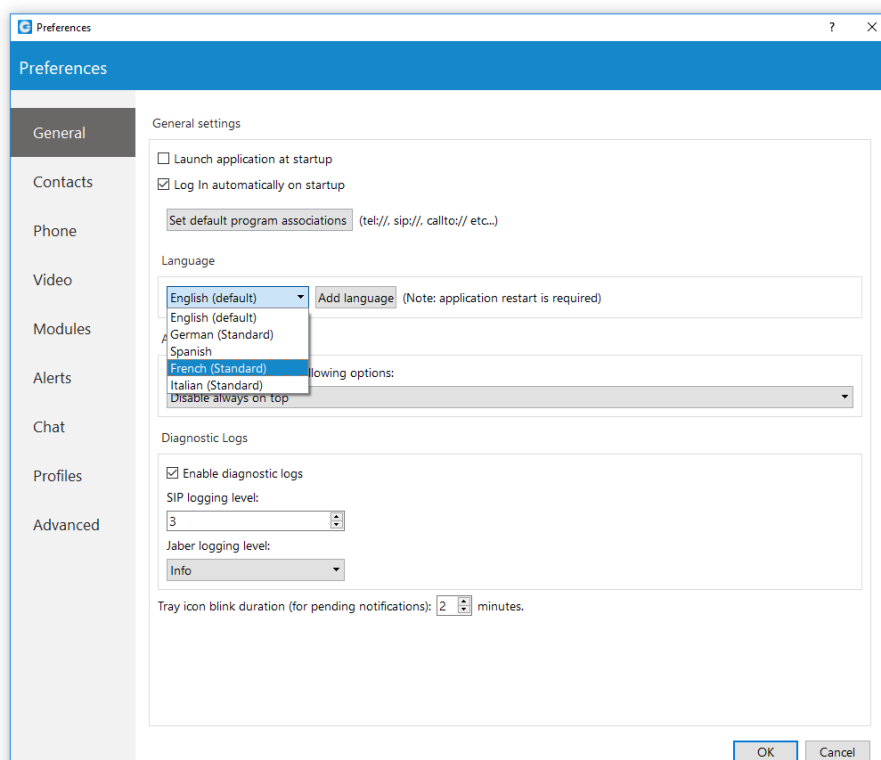


Only available in the List view while in Grid view the contact number is shown as a tooltip on mouseover.

New languages for GUI in gloCOM [5.2]

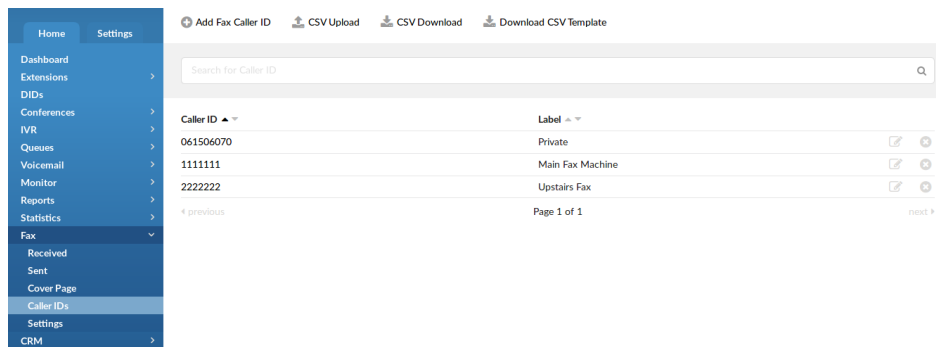
We are happy to announce the addition of two new languages to our interface. These will be immediately available for use after the upgrade. Here is the list of languages that have been added in the latest release.

1. French language
2. Italian language

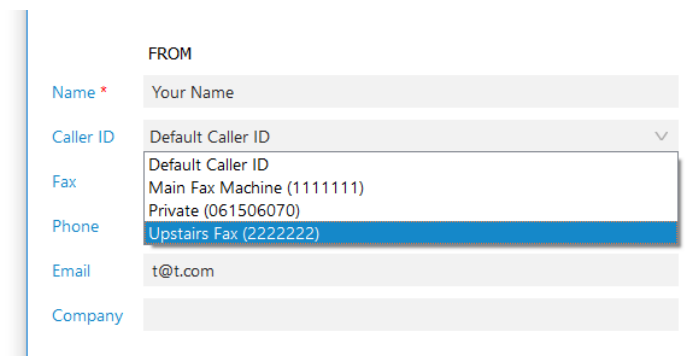


Choose CallerID when sending Fax

gloCOM [5.2] users can now choose caller IDs from a predefined list in PBXware GUI for sending a Fax.

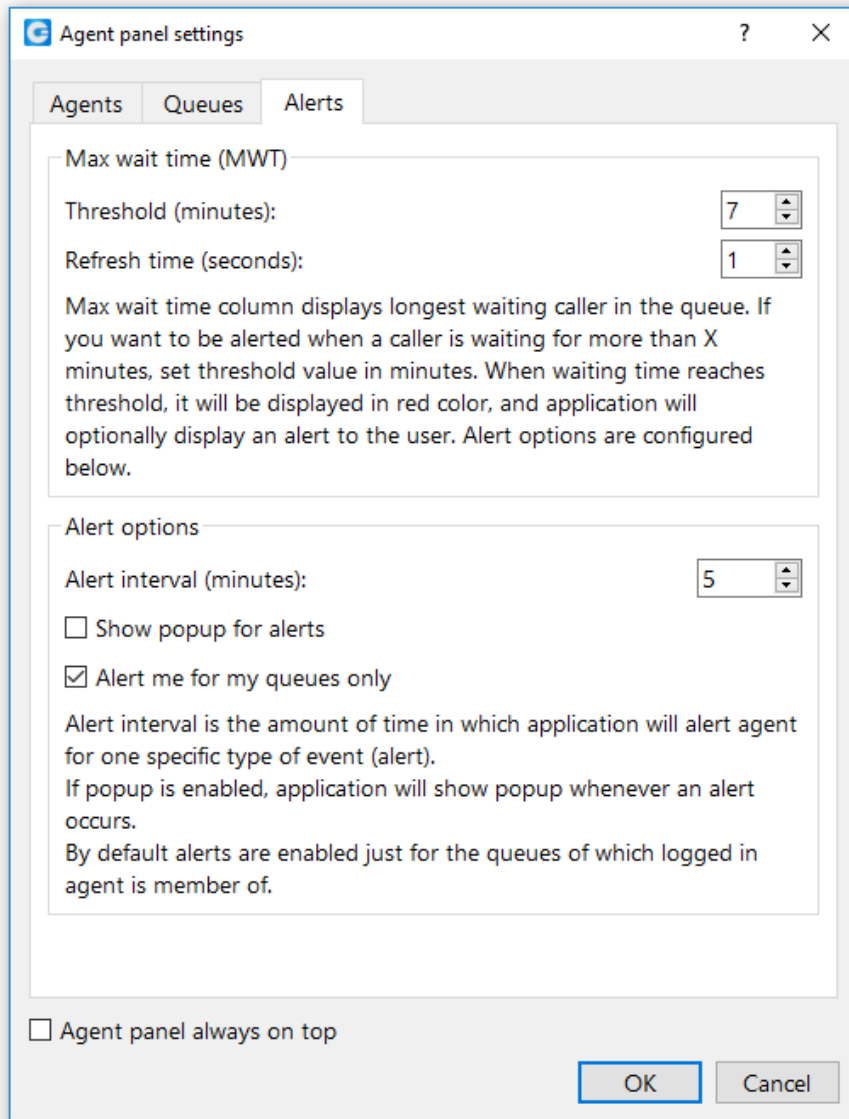


In gloCOM [5.2] FAX dialogue Caller id dropdown is available



Turn off alerts in agent edition for callers waiting more than 7 minutes in a queue

"Show popup for Alerts" changed to "off" by default

The image shows a screenshot of the 'Agent panel settings' dialog box. It has three tabs: 'Agents', 'Queues', and 'Alerts'. The 'Alerts' tab is selected. Under the 'Max wait time (MWT)' section, there are two spinners: 'Threshold (minutes):' set to 7 and 'Refresh time (seconds):' set to 1. Below these is a paragraph explaining the MWT column. The 'Alert options' section has a spinner for 'Alert interval (minutes):' set to 5, and two checkboxes: 'Show popup for alerts' (unchecked) and 'Alert me for my queues only' (checked). A paragraph explains the alert interval. At the bottom, there is a checkbox for 'Agent panel always on top' (unchecked) and 'OK' and 'Cancel' buttons.

Agent panel settings

Agents Queues Alerts

Max wait time (MWT)

Threshold (minutes): 7

Refresh time (seconds): 1

Max wait time column displays longest waiting caller in the queue. If you want to be alerted when a caller is waiting for more than X minutes, set threshold value in minutes. When waiting time reaches threshold, it will be displayed in red color, and application will optionally display an alert to the user. Alert options are configured below.

Alert options

Alert interval (minutes): 5

☐ Show popup for alerts

☒ Alert me for my queues only

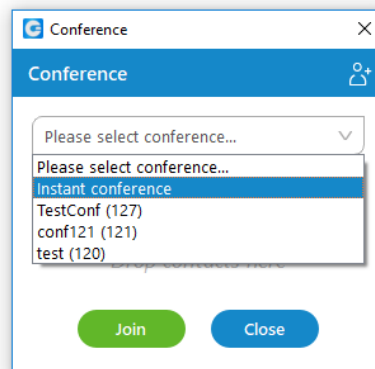
Alert interval is the amount of time in which application will alert agent for one specific type of event (alert).
If popup is enabled, application will show popup whenever an alert occurs.
By default alerts are enabled just for the queues of which logged in agent is member of.

☐ Agent panel always on top

OK Cancel

Changed "Dynamic/Static conferences" terminology to Instant/Defined

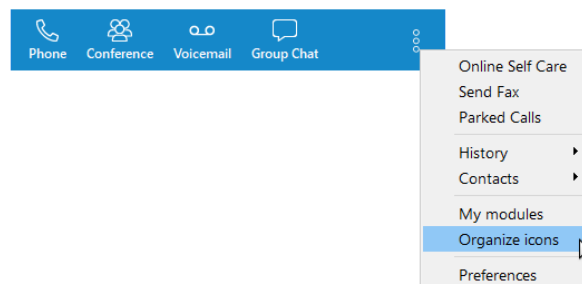
Creating a conference from a drop-down list: an instant conference can be selected (it was dynamic previously), and predefined conferences (it was static previously).



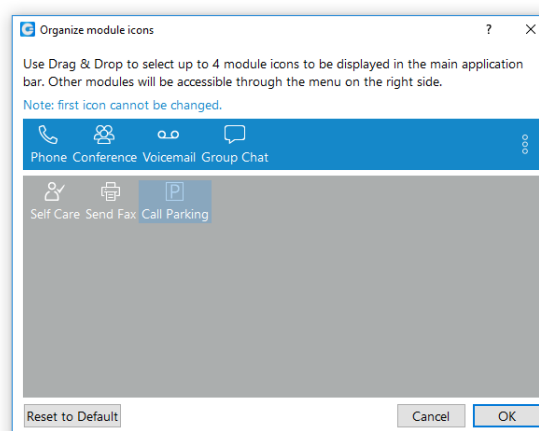
Choose preferred module icons (4 of them)

Icons for modules inside gloCOM [5.2] can be personalized. Phone icon must be there in the first place and the next 3 can be defined by the user.

To edit menu icons, press three dots menu on the right upper side of the gloCOM [5.2] and choose **Organize icons**.



Arrange icons as desired with simple drag and drop.



gloCOM [5.2] Ring tone

Default ringtones are different for inbound and outbound calls when using a softphone. Before it was the same ringtone and it was hard to distinguish whether it was an inbound or outbound call.

DTMF in deskphone mode

Dial DTMF tones, PIN code for voicemail and similar, directly from gloCOM [5.2] dialpad.

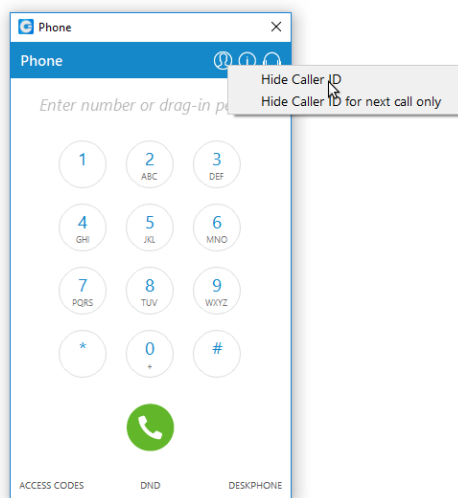


DTMF tones will not be played to speakers/headphones.

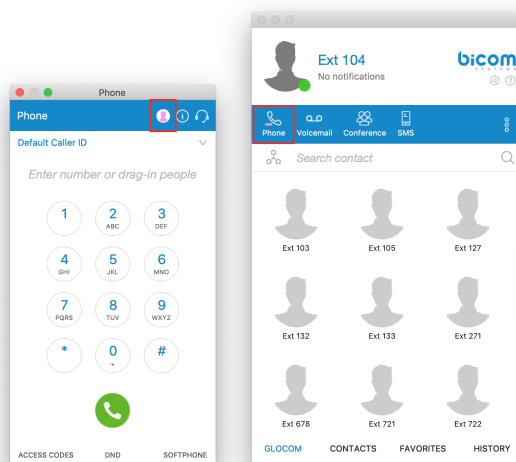
Block Caller ID enhanced service in gloCOM [5.2]

Users are able to block caller ID directly from gloCOM [5.2] now.

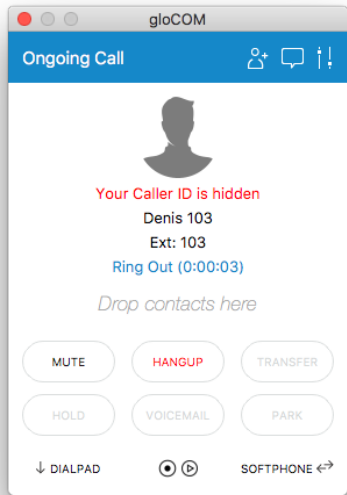
Two options are available: "Hide Caller ID" and "Hide Caller ID for next call only".



If an option is selected, the icon will change colors while the call is active (as seen in the screenshot below).

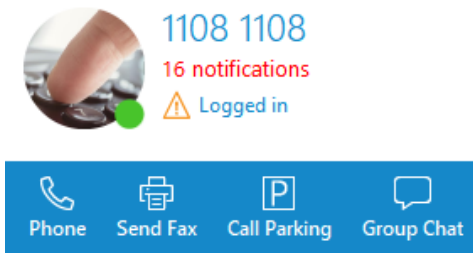


If the "Your Caller ID is hidden" option is enabled, a notification will be displayed while on a call.



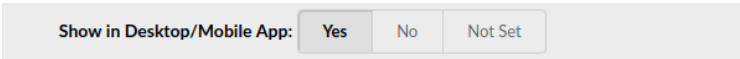
Agent Edition of gloCOM [5.2] added alert for login from another extension

In a scenario where an agent is logged in but on a different extension, gloCOM [5.2] will display an alert.



Hide non-gloCOM [5.2] users (extensions)

Enable/disable non-gloCOM [5.2] extensions from displaying in gloCOM [5.2] contacts. Managed from PBXware GUI, for every extension default is YES.

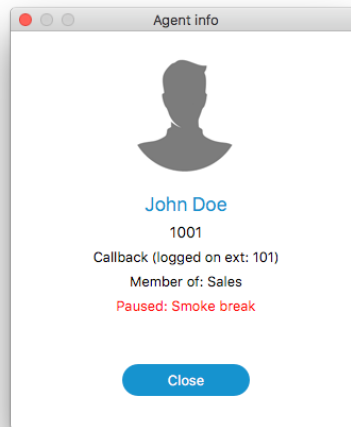


Agents are able to see other agents pause reason

There is a tooltip over each agent name that shows their current status (i.e. on call, busy, paused etc...).

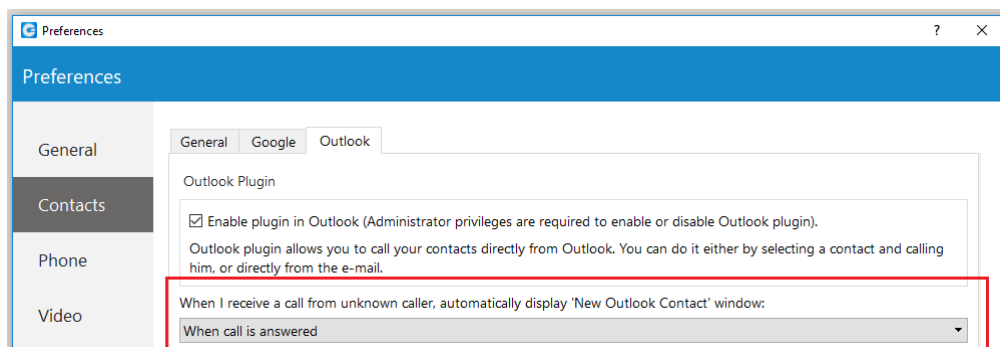
Agents: 4			
Search			
NAME	AGENT ID	AGENT TYPE	
1004	1003	Agent	
111111 22222	1004	Agent	
1004	1005	Agent	
John Doe	1001	Callback	Paused: Smoke break

The same info is available in the agent info dialog (right click - > agent info).



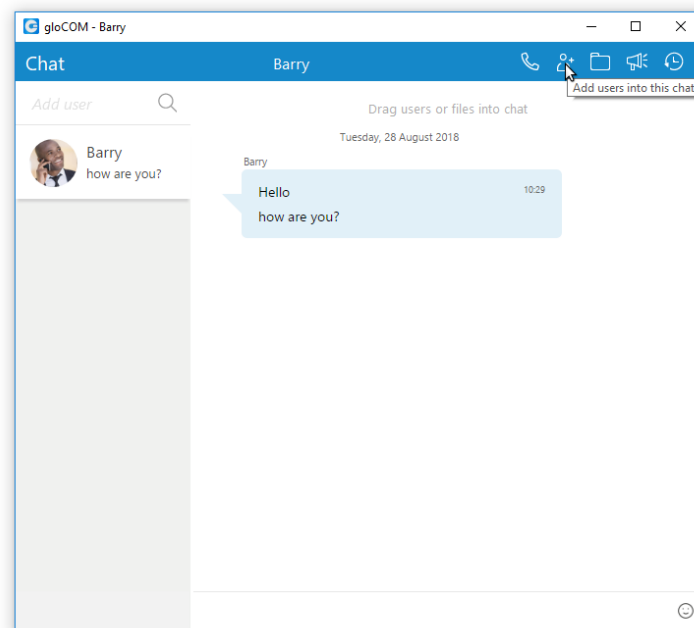
Configurable option when "Add new Outlook contact" popup will show up

Same as the Call popup module configuration. Control if Outlook's add new contact windows shows up on Call started, answered or finished.

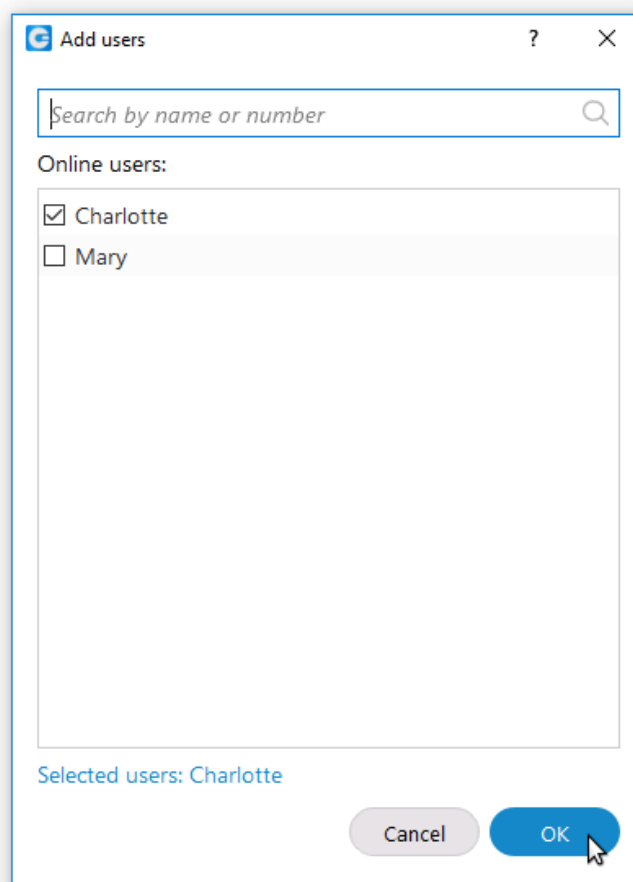


Add user(s) to an existing chat conversation

Users can now use the "Add users into this chat" button in the top bar of the chat module to add participants to an existing chat.



Another window with a search bar will open that can be used for searching users by name or number, an option to select multiple users to add into chat.



Filter Queue Calls tab

Filter for the selected queues in the queue calls tab.

This is important for clients with multiple locations and multiple queues per location, where each location has a supervisor who only wants to see the calls for a specific location.

General Alerts Queues Agents Threshold

Queues / Calls Tab Wallboard Tab

Queues

Show the following queues:

- ☐ Accounting
- ☐ Billing
- ☐ Development
- ☐ Marketing
- ☐ Sales
- ☐ Support
- ☐ Testing

Select All Clear All

☒ Show all queues

Fields

Show the following fields:

- ☒ Answered
- ☒ Answered (%)
- ☒ Avg Wait Time
- ☒ Busy
- ☒ Idle
- ☒ Max Wait Time
- ☒ Paused
- ☒ Service Level (%)
- ☒ Total Calls
- ☒ Unanswered
- ☒ Unanswered (%)
- ☒ Waiting

Select All Clear All

☒ Show all fields

☒ Show calls from all queues

When this option is enabled, application will display calls from all the queues regardless of the selected queues in the above list. Turn this option off, if you want to see only calls for the selected queues. This option applies for the calls displayed in the "Queue Calls" tab.

OK Cancel

EXE file in Call Popup module

Specify EXE file, APP in MacOS, or URL that will be executed in Call Popup module.

Preferences

General Contacts Phone Video Modules Alerts Chat Profiles Advanced

Available modules for your account: Call Popup, Skype, CRM, Browser Click2Dial

CRM Call Popup Skype Browser click to dial

NOTE: Popups do not work for local calls. In URL field or Command line arguments field, the following macros can be used: %callerid% (remote phone number), %callerid_name% (remote party name), %ext% (local extension), %duration% (duration of the call), %callid% (unique call id), %direction% (inbound or outbound), %queue_number% and %queue_name%.

If "Silent mode" is used, web browser will not be opened, application will open URL in the background.

☒ Use application executable instead of URL

Call started

URL ☐ Silent mode

Application executable path ☒ Enable for inbound calls

Command line arguments ☒ Enable for outbound calls

Call answered

URL ☐ Silent mode

Application executable path ☐ Enable for inbound calls

Command line arguments ☐ Enable for outbound calls

Call finished

URL ☐ Silent mode

Application executable path ☐ Enable for inbound calls

Command line arguments ☐ Enable for outbound calls

OK Cancel

PBX info and libraries versions in the About screen

gloCOM [5.2] About dialog contains information regarding application version, revision, PBX information, libraries, and other important information. Users can easily access/copy and paste info for support if needed.



Other improvements

1. Improved SIP provisioning for gloCOM [5.2].
2. Support for Zoho CRM API v2
3. Option in chat history to sort results by date.
4. Call duration in call history.
5. Wider columns in Supervisor panel.
6. A new phone icon in the chat side panel to show when a user is on a call - previously it was only a red circle.
7. Transfer to contacts by drag/drop (Google, CRM..).
8. gloCOM [5.2] to display the current conversation's name in the taskbar.
9. Display CNAME in Call History.

Other fixes

1. Google Contact sync issue.
2. App crash if after login "UP" key on the keyboard is pressed.
3. Click2Dial from the browser in Windows add a strange prefix.
4. Poo emoji changed the wording to display emoji.
5. Dial from Outlook if the contact does not have an email address.
6. Click2Dial to work from browser and Outlook on Windows Server.
7. UI bug in group chats audio conf call.
8. The first start of gloCOM [5.2] with multiple caller IDs, dial pad cut off bottom numbers.
9. The Outlook Plugin not being loaded (visible) in Outlook
10. The icon for offline users in group chat participants list.
11. When receiving a call if caller ID is wide (2 rows) some glitches appearing (Windows 10).
12. CRM popup 'on call start', was shown even if you start the conference.
13. Popup menu is grayed out (right click in phone module number field) - but all options are enabled actually.
14. If ES caller id is disabled, gloCOM [5.2] will still be able to select caller IDs from the list.
15. Can't start dialing numbers with + on the keyboard.
16. Skype crash bug.



About Bicom Systems

Vision Statement

We Unify Communications!

Mission Statement

We provide the Communication World with the most Complete Turnkey Communication Systems available by Creating, Unifying and Supporting the Most Advanced of Current Technologies.

Overview

Bicom Systems was the first company to deliver Open Source Communications Software as Professional Turnkey Solutions.

By combining the best of open source telephony and its own proprietary software, Bicom Systems can provide enterprises with turnkey solutions that take account of the clients' exact needs within a very cost-effective framework - giving CIOs the safest choice. This mix includes royalty-free software, vibrant open source communities, available custom development backed up by accountable, professional support services.

The company finds innovative open source communication projects and professionalizes the project by creating, unifying and supporting turnkey systems with its proprietary in-house software. Bicom Systems provides the resources, core development and support services to enable popular open source projects to scale into enterprise-class communications software.

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