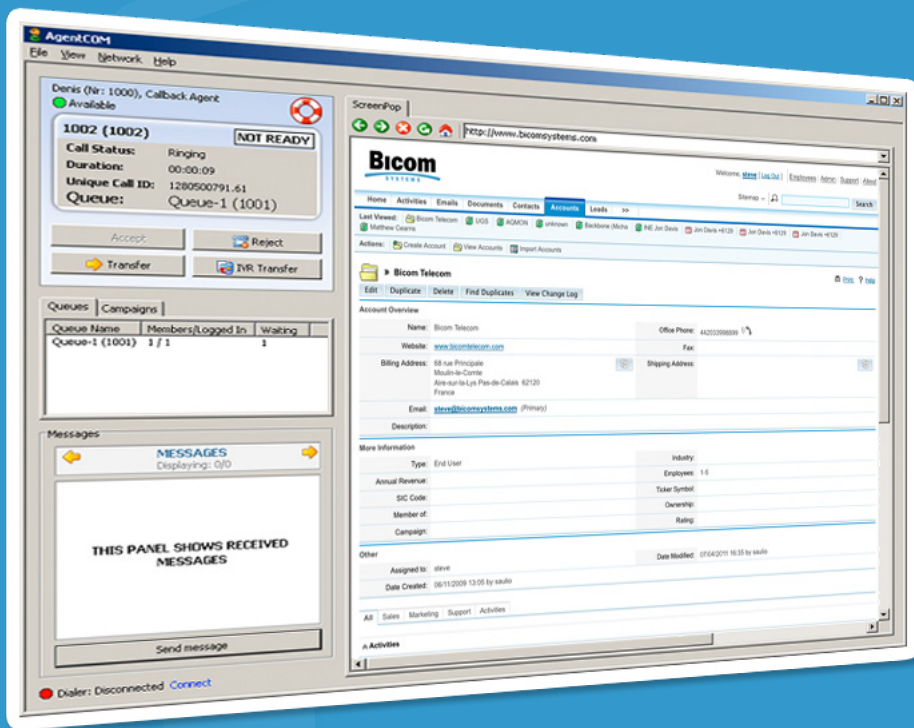


agentCOM

One app, one screen, less stress, more time



agentCOM is a desktop application that works on Windows operating system. The purpose of this application is to make easier the everyday work of Agents in Call Centers.

agentCOM brings together all that the Agent needs to work with to control calls and CRM in a single screen rather than scrambling around between different spaces.

agentCOM

Call Center Desktop Application

Full Screen View

Experience the work in full screen view which much more enjoyable.

Debug Info

Manager system out put is useful tool for troubleshooting and debugging. This option is designed espeicaly for administrators.

Display

Shows details about outgoing or incoming calls.

Supervisor Assistance

Supervisor Assistance request button. Allows Agent to request assistance at any time from supervisor using text message.

Not Ready Button and Status

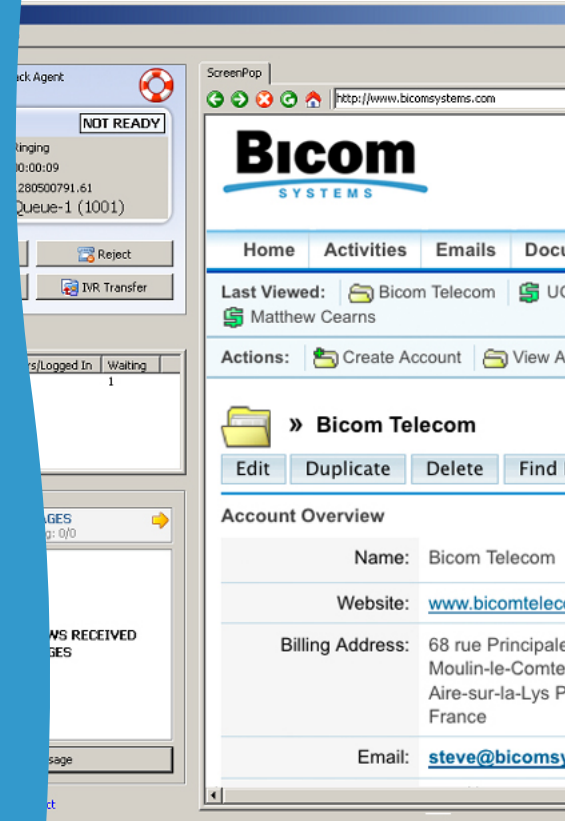
Allows the agent to be put on pause. While agent is not ready stopwatch will show how long agent is in not ready status.

Transfer

Allows agent to transfer a caller with a mouse click.

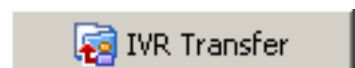
IVR Transfer

Allows agent to transfer a caller with a mouse click to the IVR which will play predefined sound file to the caller.



NOT READY

NR 0:00:28



Primary Application

Makes agentCOM application window on top of all other running applications.

Show URL

Allows agent to set agentCOM application to open specified URL in agentCOM or to use URL from PBXware for each queue.

Queue Member Status

Shows queues where agent is a member of. Shows number of present agent member in the queue. Shows number of callers waiting in a queue.

CRM System Integration

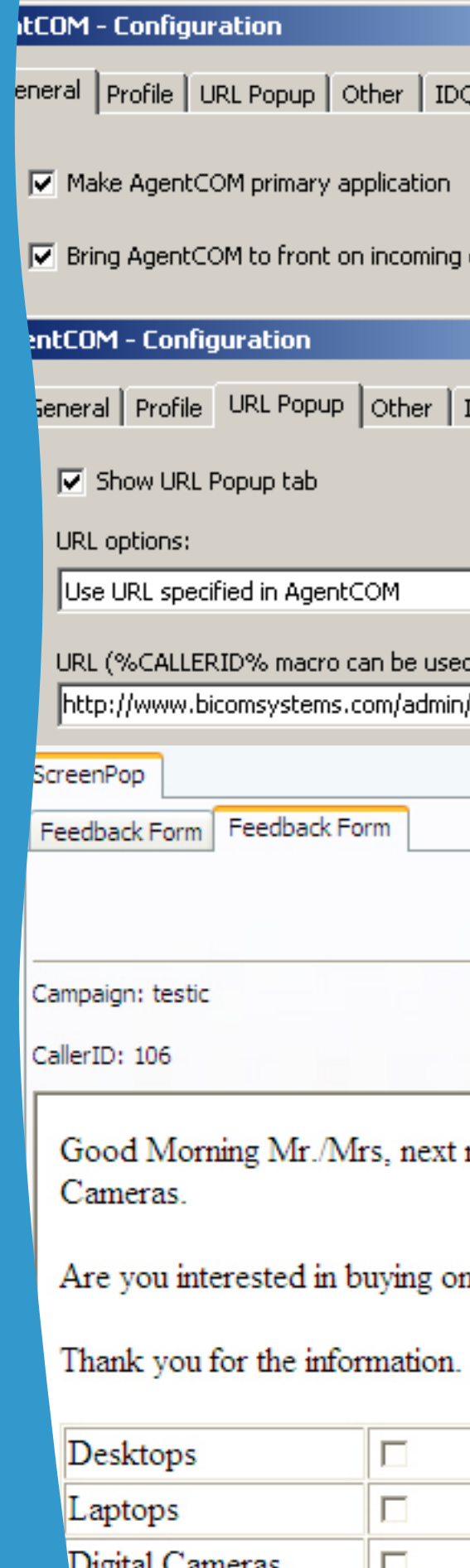
URL option allows integration with CRM systems passing incoming caller ID to CRM systems which in turn opens caller contact details or particular CRM page.

Call Dispositions

Works with both Inbound and Dialler calls. Agent is able to select a call disposition as well as to specify exact time and date for phone number to be called back.

Operating Systems

Windows XP / Vista / 7



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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