

Communicate Trust

through dependable and professional call service provided by gloCOM

Benefits

- **Control costs**

of your Call Center operations with gloCOM. Now less agents can manage more work ... quality work!

- **Rise quality**

of service your agents are able to provide. gloCOM gives the edge that agent needs to perform on a top level.

- **Manage connections**

in gloCOM interface, make calls with a single click, monitor other agents status and much more.

- **Reduce overloading**

chances of all your Agents. gloCOM is capable to manage huge amount of calls and distribute workload equally.

- **Improve productivity**

of your entire staff thanks to a most complete set of features implemented in a most comprehensive way.

- **Organize data**

with the help of gloCOM interface through CRM integration, notes and other relevant tools.

- **Minimize idle states**

by optimizing workload. gloCOM gives you a way to control your agents states and keep them in the game.

- **Maximize profit**

your Call Center generates without making significant investments or increasing a number of agents.

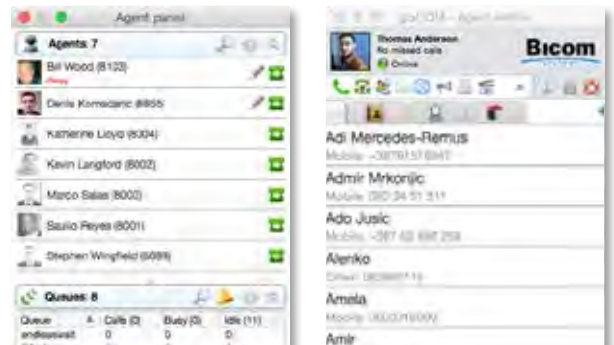
- **Distribute work**

to the details including incoming calls, queues, agent tasks, pause, etc. with gloCOM Agent and Supervisor.

General info

gloCOM CC Agent edition is designed to optimize agents productivity. Productivity is equally dependant on agent and supervisor skills and equipment they're using. If your phone system is capable to deliver a thrust agents performance will follow.

gloCOM CC is offered in Agent and Supervisor editions.



Key features

- Agent panel
- Real time statistics
- Instant text messaging
- Dynamic Agent login
- Alerts / Threshold
- SoftPhone client
- Agent status
- Quality of Service
- Outlook integration
- CRM integration
- Browser integration
- Agent assistance



Content

- *Devices & Platforms*
- *Agent Operations*
- *Agent Panel*
- *Unified Comms Mode*
- *Voice & Video Calls*
- *Conferencing*
- *Faxing (FoIP)*
- *Instant Messaging*
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- *Productivity*
- *Simplicity*
- *Features*

Devices & Platforms

gloCOM is designed as a simple and efficient business assistant, making it even more still than a feature packed consumer SIP client application. It is only application on the market capable to bring PBXware to its full potential.

gloCOM operates on all major desktop and mobile systems:

- *Microsoft Windows (XP and above)*
- *Apple MAC OS X (10.6 and above)*
- *Linux Ubuntu (11.4 and above)*





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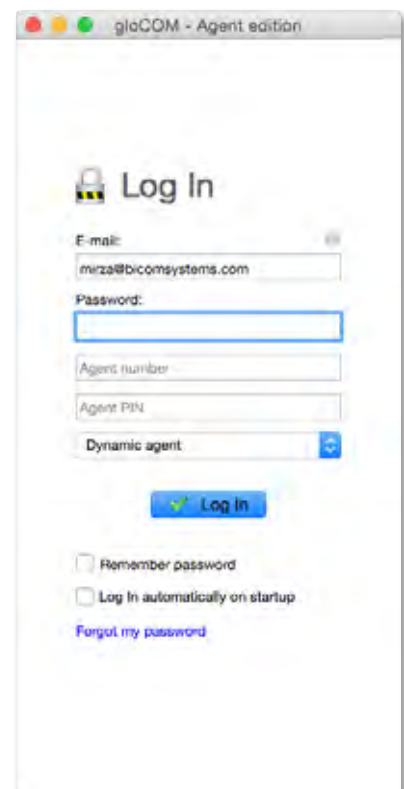
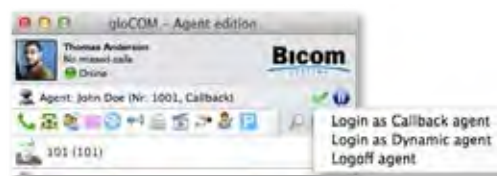
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Features

- *Easy login*
- *Login as Callback Agent*
- *Login as Dynamic Agent*
- *Agent status indication*
- *Agent pause / resume*
- *Pause time duration indication*
- *Inbound queue calls display*
- *Caller info (if in database)*
- *CRM integration*
- *Not ready code reasons*

Agent operations

gloCOM CC Agent edition is designed to enhance and simplify Call Center Agents work environment. Starting with the login screen through queues and agents display, alerts, notifications all the way to the CRM integration ... everything is designed with Call Center Agents in mind.





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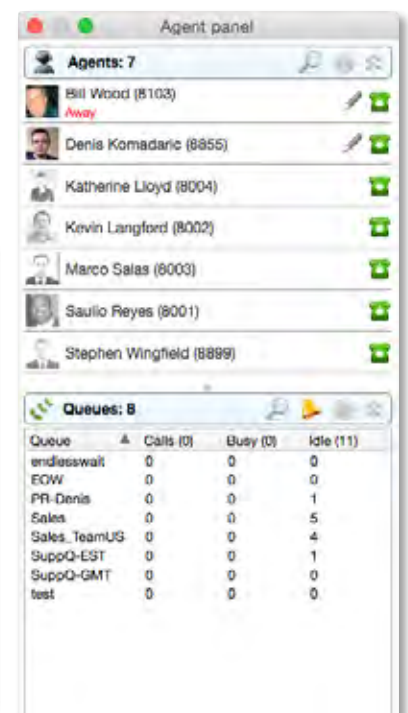
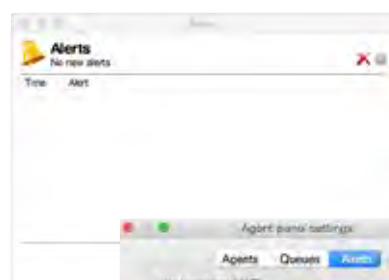
- *Display all agents on system*
- *Display agent status & presence*
- *Send Instant Messages to agents*
- *Call agents*
- *Queue status display*
- *Call waiting display*
- *Agent busy / idle status*
- *Agent & Queue filters*
- *Alerts display*
- *Caller info display (if in database)*

Agent panel

Agent panel enables agent to easily handle incoming calls and manipulate queues. Agents may also see current status of other agents on system (phone and presence), send instant messages and make calls straight from the panel.

Agent panel has filters that allow agents to display only specific information (i.e. only agents working in same queues as my agent, custom selected agents, etc.).

Agent may configure system to alert him if some of the call parameters in a specific queue is over the specified value, eg. caller is waiting longer than specified time.





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CRM integration

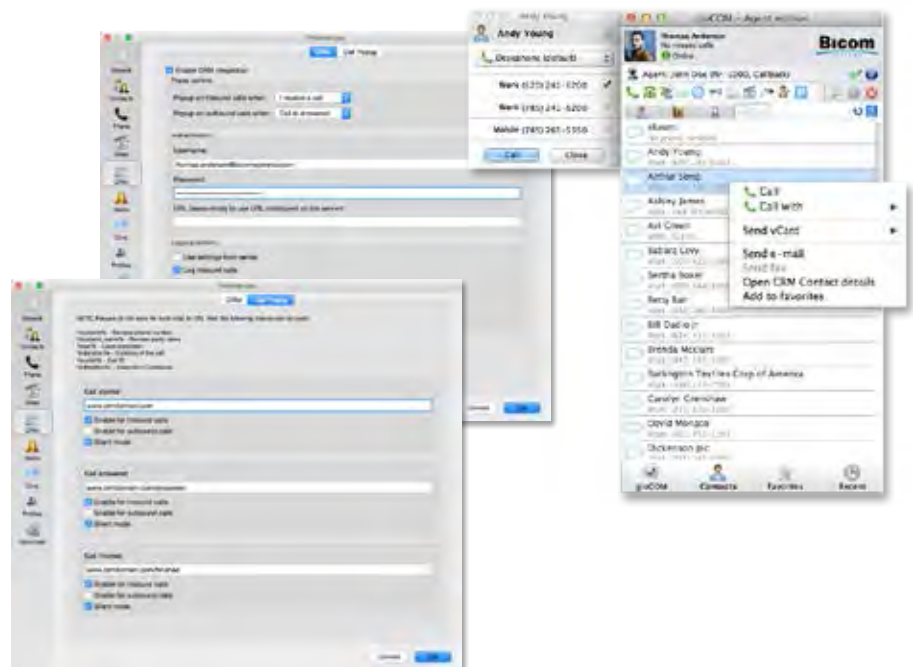
gloCOM Agent Edition is compatible with several Customer Relationship Management solutions like Salesforce, SugarCRM, Zoho, and Zendesk. Other CRM systems can easily be plugged in.

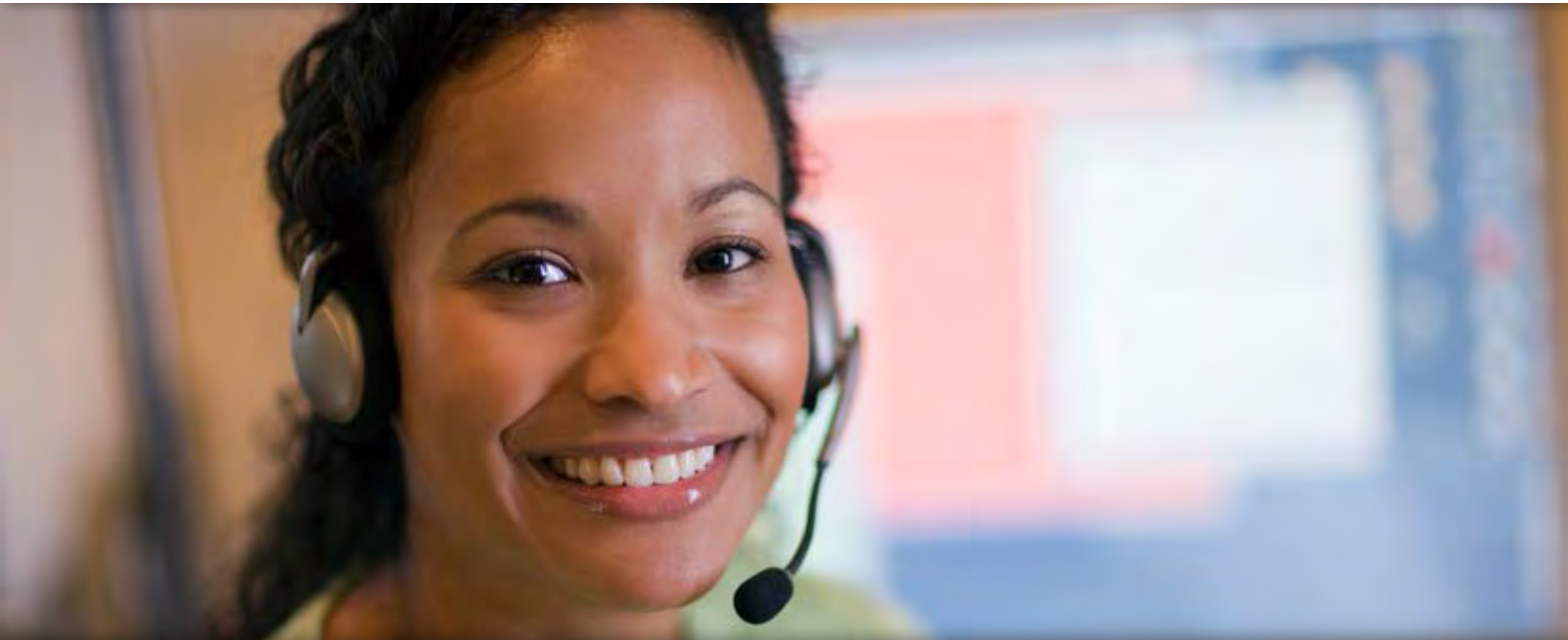
CRM contacts are displayed in gloCOM, allowing user to quickly search for a contact, call him, and view contact details directly from gloCOM. If enabled, application will automatically push call information to the CRM system, including callerid, call recording, call status, etc.

Inbound call popup has lots of different options. User can select to display CRM contact details, open custom URL with all the call details, silently send http requests, choose events of interest (call answered, finished, started), etc.

Features

- *Display CRM contacts*
- *Inbound Calls popup*
- *Outbound Calls popup*
- *Logging*
- *Web page popup on Call started*
- *Web page popup on Call answered*
- *Web page popup on Call finished*





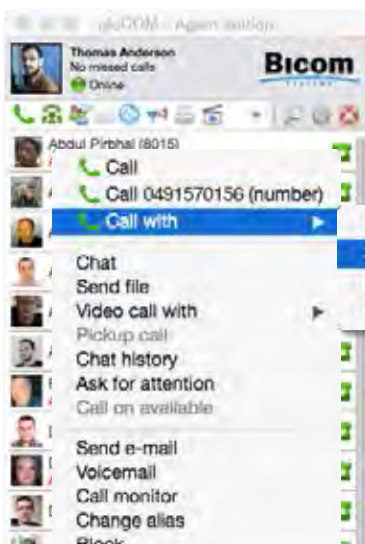
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Unified Comms Mode

Unified comms mode allows gloCOM users to use multiple phones simultaneously. Switch from one phone to another without hanging up the call.

Use soft phone, desk phone and mobile phone in the same (unified) way through gloCOM to do: conferencing, drag & drop, call transfer, call parking, call pickup, voicemail and much more.





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Features

- *Phone accounts*
- *Multiple phone lines*
- *Caller ID display*
- *Notifications display*
- *Redial button*
- *Speed dial keys*
- *In-text number dialing*
- *On hold button*
- *DND button*
- *Call history*
- *Presence panel*
- *Call on Available*
- *Drag to Call action*
- *Call parking*
- *Parking lots*
- *Call from IM*
- *Voicemail module*
- *Speaker & MIC volume control*
- *Network appearance status*
- *Advanced Echo cancelation*
- *Adaptive jitter buffer*

Voice & Video Calls

gloCOM SoftPhone enables users to establish High Quality Audio and Video Calls to any extension or PSTN number anywhere in the world. All phone calls made to your co-workers extensions are free (other calls are cheaper than usual).

SoftPhone mimics the actions and layout of a standard desk phone which makes it easy to use and accomodate. The wide variety of features and actions provided by SoftPhone are perfectly suited to modern, computerized communication.





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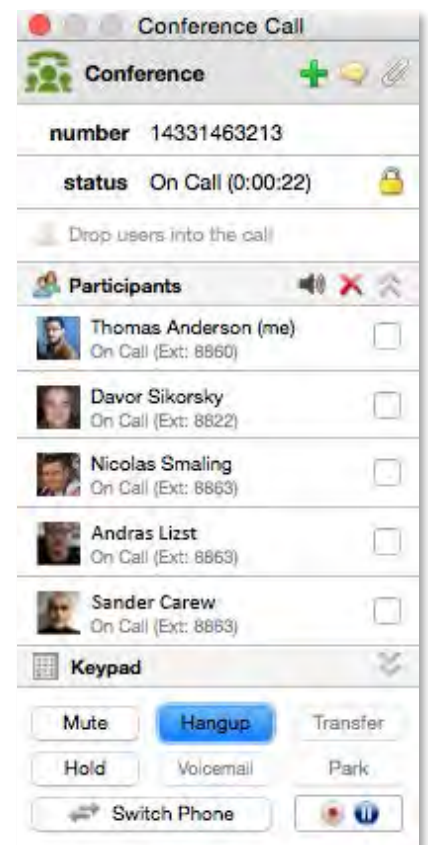
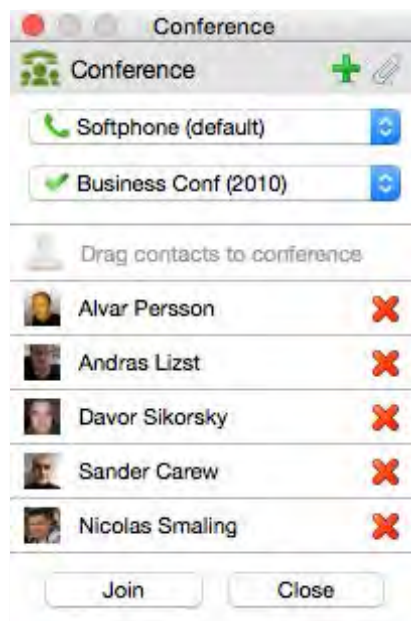
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Features

- *Voice Conferencing*
- *Dynamic conferencing*
- *3-way SIP conference calls*
- *Polycom integration*
- *Conference rooms*
- *System conferences status*
- *View conference participants*
- *Conference Invite (local/PSTN)*
- *Kick/Mute participants*
- *User status*

Conferencing

Organize meetings with your business associates and co-workers from the comfort of your office. Combined with File Transfer, and Instant Messaging you may achieve efficient collaboration and save significant amounts of your time and money.





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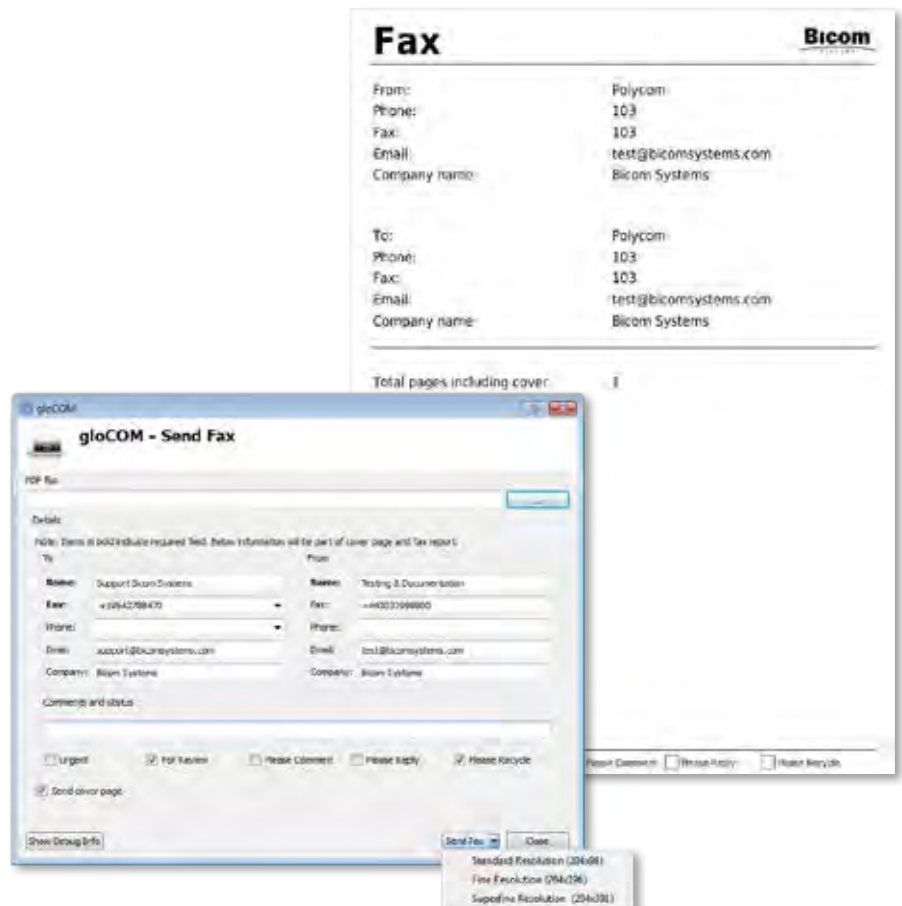
Faxing (FoIP)

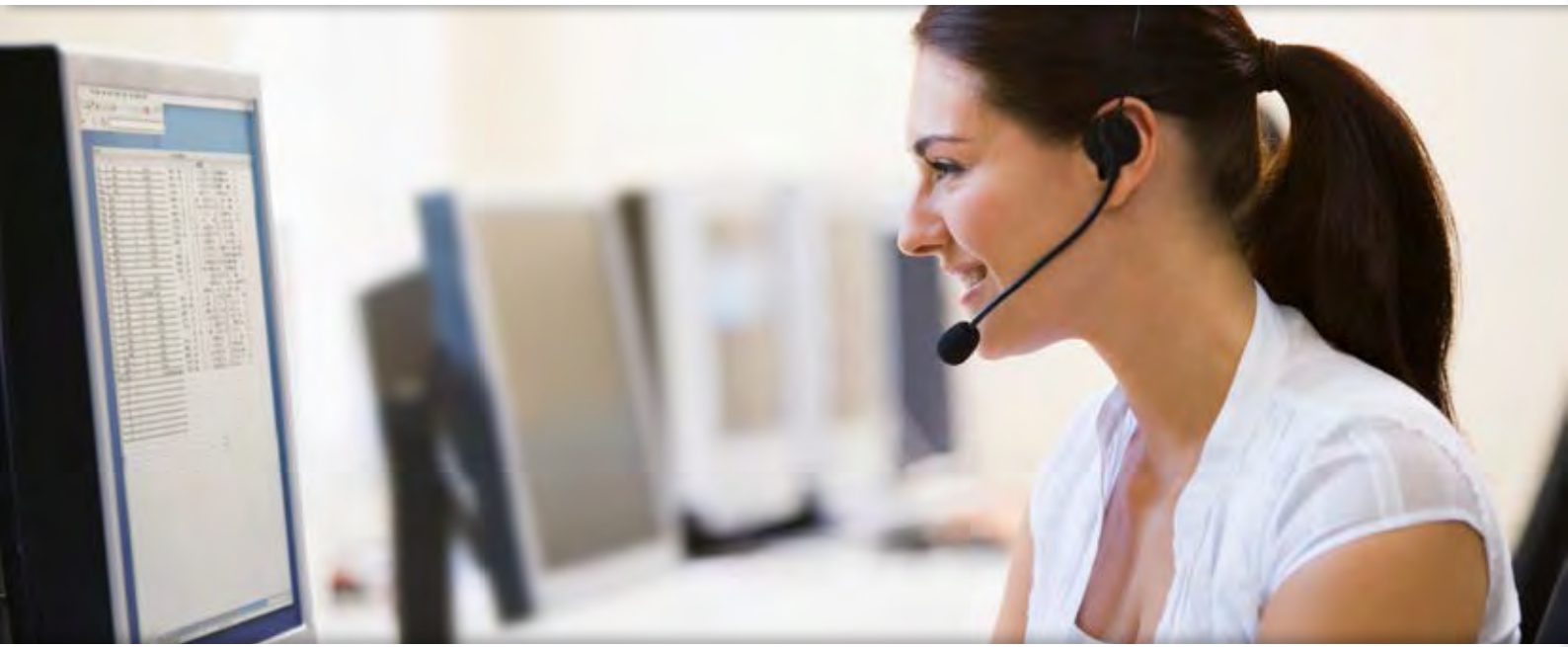
Users may send any document as fax directly from it's native application (MS Word, MS Excel, etc ...) or send faxes directly from gloCOM interface (PDF files only).

Receive faxes on gloCOM and read them directly from your computer. User also have access to Fax history of received files.

Features

- *Send fax from any application*
- *Send / Receive fax to gloCOM*
- *Fax history*
- *Fax cover page*
- *Dedicated fax interface*
- *Additional info fields*
- *Comments and status*
- *Request action from receiver*
- *Send fax in various quality*
- *Fax reporting*





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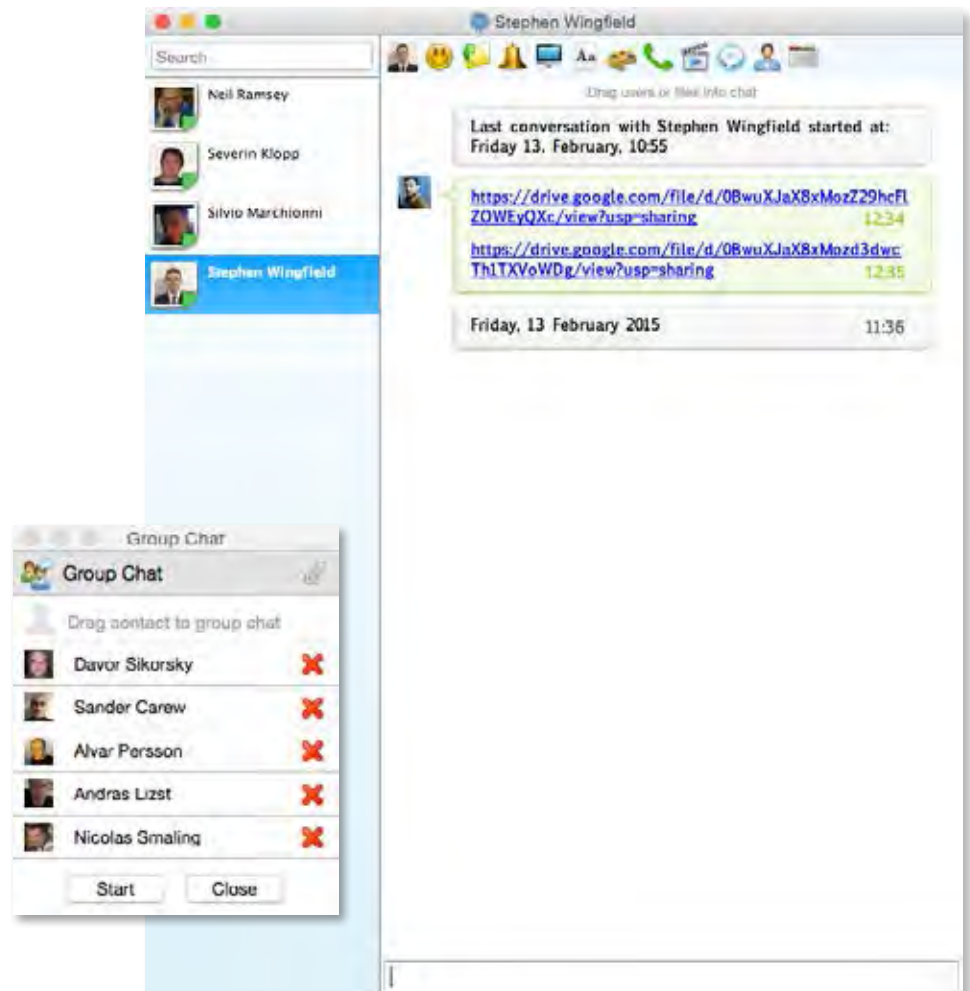
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Features

- *System instant messaging*
- *IM group chat*
- *File transfer*
- *Group announce message*
- *IM history*
- *Notifications*
- *Call from chat*
- *Contact info*
- *Drag & Drop actions*
- *Personal status messages*

Instant Messaging

gloCOM provides the Instant Messaging client that enables users to chat / group chat, share personal status messages, exchange files and much more. This makes gloCOM a useful collaboration tool.





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Features

- *MS Outlook integration*
- *Apple Address Book integration*
- *Google Contacts integration*
- *System extensions*
- *User avatars*
- *List and grid view*
- *Action buttons on contacts*
- *Contact informations*

Connections

gloCOM is all-in-one solution for faster and more efficient management of connections. gloCOM will automatically load and display the system extensions from your PBXware.

gloCOM gathers your connections from MS Outlook, Google and Apple Address Book into one place so you can make phone calls straight from the application.





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Features

- *Drag & Drop actions*
- *Easy file transfer*
- *Web browser integration*
- *E-mail client integration*
- *Online Self Care portal*
- *Fax over IP (FoIP)*
- *Call on available function*
- *Ask for attention action*
- *Speed dialing*
- *Display always on top*

Productivity

Designed as a unmatched productivity tool, gloCOM packs a wide variety of actions and features that make your daily business a pleasure instead of a nightmare.



Contacts management



Browser integration



Multilingual



File sharing



FoIP - Fax over IP



CRM integration



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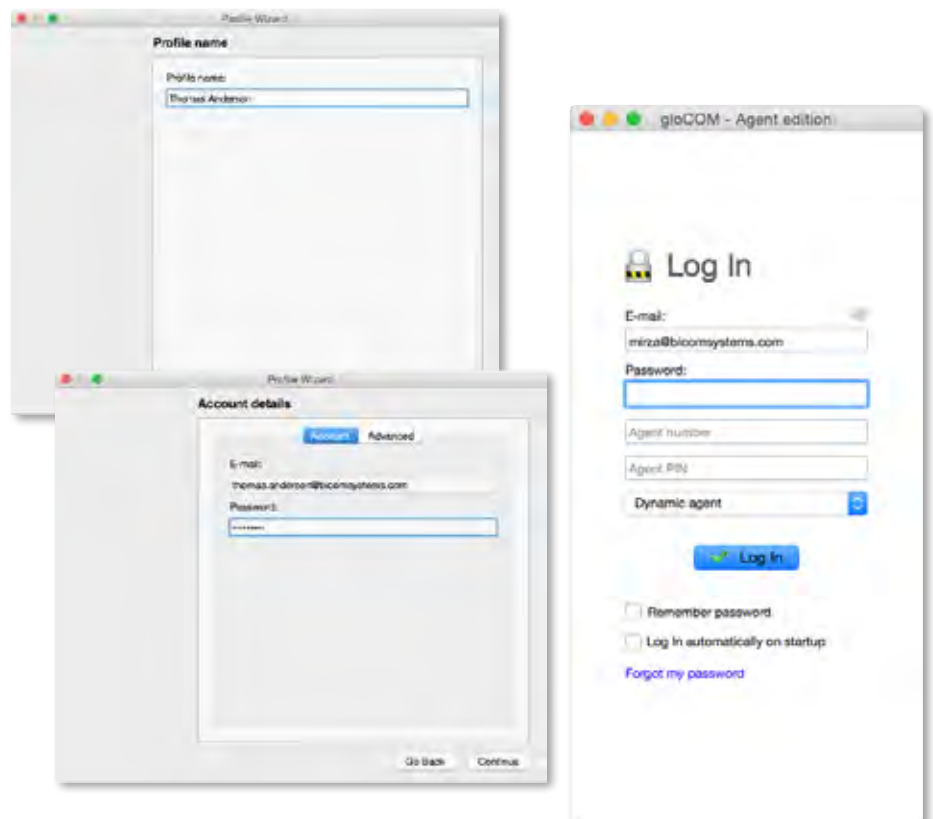
- *Under 5 minutes installation*
- *Automatic provisioning*
- *Email / Password registration*
- *Silent install capability*
- *MSI install capability*
- *Zero user training required*
- *Intuitive interface design*
- *User friendly SoftPhone design*
- *Image-based contacts display*
- *Drag & Drop actions*

Simplicity

User experience and benefits are gloCOM's core priority. gloCOM is designed to enable users quick and easy setup, streamlined work and pleasant experience.

gloCOM features easy and secure user provisioning/registration with email/password only, the remaining procedure is done automatically.

Download and setup gloCOM in less than 5 minutes.



Editions	Office Edition	Business Edition	Agent Edition	Supervisor Edition
Unified Comms Mode	Single	Multiple	Multiple	Multiple
PBX Accounts		•	•	•
Lines	1	Unlimited	Unlimited	Unlimited
SoftPhone	•	•	•	•
Mobile Phone		•	•	•
Office Phone		•	•	•
Any Phone		•	•	•
Office Phone Control				
Answer a Call		•	•	•
Hangup / Reject		•	•	•
Switch Between Calls		•	•	•
Transfer a Call		•	•	•
Hold / Resume		•	•	•
Redial		•	•	•
Click to Dial		•	•	•
Mute		•	•	•
Speakerphone		•	•	•
Unified Comms Features				
File Transfer	•	•	•	•
Drag & Drop	•	•	•	•
Instant Messaging by Chat	Unlimited	Unlimited	Unlimited	Unlimited
Department Group Messaging		Unlimited	Unlimited	Unlimited
Presence	•	•	•	•
MS Outlook Contacts	•	•	•	•
MS Exchange		•	•	•
Apple Address Book	•	•	•	•
Google Contacts	•	•	•	•
Send vCard	•	•	•	•
Switch Phone		•	•	•
Web Browser Integration	•	•	•	•
Email Client Integration	•	•	•	•
iTunes Integration	•	•	•	•

Editions	Office Edition	Business Edition	Agent Edition	Supervisor Edition
IP Camera / Alarm / Surveillance		•	•	•
Personal Message	•	•	•	•
Avatar Image	•	•	•	•
Standard Comms Features				
Voice Calling	•	•	•	•
Video Calling		•	•	•
Voicemail	•	•	•	•
Faxing (FoIP)		•	•	•
PBXware Directory	•	•	•	•
Conferencing Features				
Dynamic Conferencing		Unlimited	Unlimited	Unlimited
Static Conferencing		Unlimited	Unlimited	Unlimited
Standard Application Features				
Notifications	•	•	•	•
Multilingual Interface	•	•	•	•
Online Self Care (OSC)	•	•		•
Color Schemes	•	•	•	•
Different View Modes	•	•	•	•
Quick Configuration	•	•	•	•
Automatic Updates	•	•	•	•
Multi-Tenant Compatible	•	•		
Call Center Features				
Queues			•	•
Supervisor Panel				•
Real-Time Call Monitoring				•
Agent Status and Efficiency			•	•
Wallboard Facility				•
Agent Operations			•	
Agents Panel				•
Not Ready Reason Codes			•	



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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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