

gloCOM 5.1 DATASHEET

gloCOM datasheet contains comprehensive list of features and their detailed description.

UNIFIED COMMUNICATIONS

software that simplifies and accelerates your daily tasks



gloCOM

A powerful desktop and mobile application specifically designed to take your business communications to a whole new level. Its main purpose is to simplify and enhance your day-to-day communications experience.

Packs everything you need for a successful collaboration with your staff including Messaging, Conferencing, CRM access, Faxing, File transfer functionalities, and all of that within a single and comprehensive desktop application interface.

SUPPORTED OS

Desktop OS platforms that support installation of gloCOM client.

| | Office | Business | Agent | Supervisor |
|--|--------|----------|-------|------------|
| MS Windows gloCOM can be installed and used on MS Windows 32/64-bit platforms (Windows Vista and above). | ✓ | ✓ | ✓ | ✓ |
| MAC OS X gloCOM can be installed and used on MAC OS X platforms (10.10 and above). | ✓ | ✓ | ✓ | ✓ |
| Linux gloCOM can be installed and used on Linux Ubuntu 64-bit platforms (12.04 and above). | ✓ | ✓ | ✓ | ✓ |
| Windows Server gloCOM can be installed and used on Windows Server (2012 and above). | ✓ | ✓ | ✓ | ✓ |





















MINIMUM REQUIREMENTS

Although gloCOM should work on any computer able to run supported operating systems there are minimum requirements that should be met in order to install it and to prevent call quality issues.

| | Office | Business | Agent | Supervisor |
|--|--------|----------|-------|------------|
| PBXware 5 gloCOM requires PBXware 5.x to operate. Third party PBXs are not supported. | ✓ | ✓ | ✓ | ✓ |
| HDD Space gloCOM requires up to 70 MB of free HDD space for the installation. | ✓ | ✓ | ✓ | ✓ |
| Broadband Internet Connection Stable broadband internet connection is an important factor in VoIP call quality as VoIP traffic is highly susceptible to latency and packet loss. | ✓ | ✓ | ✓ | ✓ |

PHONE MODULE

gloCOM phone module is one of the main features of this product. Having the option to use it as a softphone or integrated with deskphone and even mobile phones is providing you with an indispensable tool to boost your productivity and speed up your workflow. When not used in softphone mode, the phone module has full functionality regardless of the SIP device type it is used with.

| | Office | Business | Agent | Supervisor |
|---|---|---|---|---|
| <p>SoftPhone</p> <p>gloCOM Softphone mode allows you to make calls from your PC without the need to use the deskphone. You can enter the numbers you would like to dial through the application's dialpad or simply select contacts from one of several contact lists that are synchronised with your gloCOM. When paired with supported wireless headset, gloCOM gives you incredible freedom and even allows you to accept calls without being at your PC.</p> |  |  |  |  |
| <p>Office Phone</p> <p>gloCOM Office phone mode allows you to use gloCOM in integration with your deskphone, enabling you to use gloCOM to make, transfer and park calls from the app itself while you are talking on your deskphone. In addition to basic call features, all the advanced gloCOM features are available as well which allow you to manipulate calls through the application as if you were using it in softphone mode.</p> |  |  |  |  |
| <p>Polycom Integration</p> <p>gloCOM allows users to exercise office phone control features remotely without physically touching the phone. Polycom IP phone series are fully supported devices. This feature ensures that Polycom deskphone will work seamlessly with the gloCOM software.</p> |  |  |  |  |
| <p>Callback to GSM/PSTN Numbers</p> <p>Besides your deskphone, gloCOM can also be used to call back any phone number, mobile or landline. Once you answer the call on your mobile phone (for example), you will still be able to use all the features available in gloCOM in order to control the call through the desktop application.</p> |  |  |  |  |
| <p>SMS</p> <p>The SMS module allows gloCOM users to send/receive SMS messages.</p> |  |  |  |  |

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|--|--------|----------|-------|------------|
| <p>gloCOM GO Mobile App</p> <p>While on a phone call with the gloCOM GO mobile app, you can still benefit from all of the advanced features/call control of the desktop app. For example, if you are using the mobile app, you are able to use the call transfer, add another user to the conference, park a call... at the same time from the desktop app. This enables you to continue your conversation on a mobile app while browsing the call options in the gloCOM desktop app.</p> | ✓ | ✓ | ✓ | ✓ |

BASIC PHONE OPERATIONS AND CALL CONTROL

































| | Office | Business | Agent | Supervisor |
|---|--------|----------|-------|------------|
| <p>Video Calling</p> <p>gloCOM enables you to place, receive and control video calls on any deskphone or softphone that supports video calls.</p> | ✗ | ✓ | ✓ | ✓ |
| <p>Voicemail</p> <p>When using gloCOM you will be able to play, rewind, pause, delete and move Voicemail messages to a different folder on your PC. Additionally, gloCOM allows you to save your voicemail messages to your drive.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Answer a Call</p> <p>You can answer the call straight from your desktop application. Once you accept the call, it will be automatically answered on the speakerphone of your deskphone.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Hangup / Reject the Call</p> <p>You can hang up an ongoing or reject an incoming call on your deskphone from the gloCOM desktop app.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Concurrent Sessions</p> <p>You are able to see information about multiple calls and switch between them easily using the gloCOM desktop app. The number of concurrent sessions is equal to the number of lines for a specific extension. Office edition cannot show more than one call at a time.</p> | ✗ | ✓ | ✓ | ✓ |
| <p>Hold / Resume call</p> <p>Hold/Resume option allows you to place a call on hold or to resume it by simply clicking the button in your gloCOM app.</p> | ✓ | ✓ | ✓ | ✓ |

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|--|--------|----------|-------|------------|
| <p>Transfer a Call</p> <p>gloCOM allows you to do a call transfer (blind / supervised / xfer / device transfer) while on an active call by simply dragging the call icon and dropping it to any PBXware user in your gloCOM list. Alternatively, to transfer calls to an external number you can press the Transfer button and enter any number you would like to transfer the call to.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Redial</p> <p>The Redial option allows you to dial the last dialled number with a single click.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Mute</p> <p>gloCOM allows you to mute your speaker or mic with a single click if needed.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Speakerphone Paging</p> <p>The Speakerphone paging option allows you to place your call on the deskphone speakerphone by clicking the button in your gloCOM app.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Call Recording</p> <p>gloCOM allows you to start, stop, pause and resume a Call Recording while on an active call. When this feature is in use you will be able to see the call recording status indicator in your gloCOM interface. In order for this feature to work, an extension must have the Instant recording enabled in the Enhanced Services.</p> | ✓ | ✓ | ✓ | ✓ |

UNIFIED COMMUNICATIONS FEATURES

Unified Communications Features are an essential set of tools which is integrating organisations, users and services into much more productive business units.

| | Office | Business | Agent | Supervisor |
|--|--------|----------|-------|------------|
| <p>PBXware Directory</p> <p>gloCOM main window will display PBXware contacts directory with the option to hide and block contacts as well as to set an alias for any of your contacts.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Instant Messaging by Chat</p> <p>Chat with one or more users (single & group chat) at the same time, and keep a searchable History of every IM conversation. gloCOM also allows you to see the chat message delivery status (delivered, seen).</p> | ✓ | ✓ | ✓ | ✓ |

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|--|---|---|---|---|
| <p>File Transfer</p> <p>gloCOM allows you to Send and Receive files through its IM client. You can either click the Send File icon and then navigate to the file you would like to send, or you can simply drag-and-drop the file in your chat window.</p> |  |  |  |  |
| <p>Drag and Drop</p> <p>You can use simple drag and drop actions to add users to a call/chat/conference/group chat, make blind or attended transfers, drop files to the Chat for transfer, join two active calls by simply dragging the call icon of one call and dropping it to the call window of the second call.</p> |  |  |  |  |
| <p>Start Chat from Call and Vice - Versa</p> <p>gloCOM allows you to initiate a call from the chat window by clicking the call icon, but it also allows you to start a chat from the call window in the same manner.</p> |  |  |  |  |
| <p>Adding user(s) to an Existing Chat Conversation</p> <p>When a user is already in a chat there is one more button in the top bar now: "Add users into this chat". Another window with a search bar will open that can be used for searching users by name or number, and an option to select multiple users to add into the chat.</p> |  |  |  |  |
| <p>Department Group Messaging</p> <p>You can broadcast IM messages to all members of a specific Department inside your company by clicking on the Channels icon and selecting your desired department.</p> |  |  |  |  |
| <p>Faxing</p> <p>You are able to send any document as a fax directly from its native application (Word, Excel etc...), or send faxes directly from gloCOM (PDF files only). In addition, you can also receive faxes and view them on your computer. The fax history feature will give you an option to check all incoming and outgoing faxes and filter them by date.</p> |  |  |  |  |
| <p>Presence</p> <p>gloCOM allows you to set your presence status and availability to inform other users when you are available or away. This feature also allows you to see the presence and availability of other users.</p> |  |  |  |  |
| <p>MS Outlook</p> <p>You can sync Outlook contacts with your gloCOM contact list. This will allow you to call any of them either from gloCOM or Outlook using the integrated Outlook plugin. This will allow you to see the name of your contact whenever you initiate or receive a call from the number associated with one of your Outlook contacts. (MS Outlook must be installed)</p> |  |  |  |  |

| | <i>Office</i> | <i>Business</i> | <i>Agent</i> | <i>Supervisor</i> |
|---|---------------|-----------------|--------------|-------------------|
| <p>MS Exchange</p> <p>You are able to sync Exchange contacts with gloCOM which will allow you to call them either from gloCOM or Outlook using the integrated Outlook plugin. Whenever you initiate or receive a call, you will be able to see the Exchange contact name who is calling you. (MS Exchange and Outlook must be installed).</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Apple Address Book</p> <p>You are able to sync your Addressbook contacts with gloCOM which will allow you to call them from gloCOM. Whenever you initiate or receive a call, you will be able to see the Address book contact name who is calling you.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Google Contacts</p> <p>You are able to import your Google contacts into gloCOM which will allow you to call them from gloCOM. Whenever you initiate or receive a call, you will be able to see the Google contact name who is calling you.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Send vCard (contact sharing)</p> <p>You can share contact details with another gloCOM user by sending a vCard for the contact you would like to share. This can be shared via gloCOM or via email.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Switch Phone</p> <p>gloCOM allows you to switch from the device you have taken the call on and continue the call on any other registered device. For example, if you received the call on your deskphone but need to leave the office, you can press the Switch button on your gloCOM, and the call will be placed on hold shortly and all your devices will ring (deskphone and gloCOM GO mobile app for example) and you will be able to continue the call on your gloCOM GO even after you leave the office.</p> | ✗ | ✓ | ✓ | ✓ |
| <p>Browser Integration</p> <p>gloCOM's Click to Dial plugin supports all major web browsers: Firefox, Chrome, MS Internet Explorer/Edge and Safari. This plugin allow you to initiate calls from a web browser.</p> | ✓ | ✓ | ✓ | ✓ |

CONFERENCEING FEATURES

| | Office | Business | Agent | Supervisor |
|--|--------|----------|-------|------------|
| <p>Dynamic Conferencing</p> <p>You can create and control dynamic conference calls on any SIP phone or SoftPhone. In addition, you are able to convert two way calls into a dynamic conference call and add as many participants as you want.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Convert 2 Party Call to Conference</p> <p>gloCOM enables you to do a seamless transition from a regular call to a dynamic conference by simply dragging one or more contacts from your contact lists into a live call window.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Invite External Phone Numbers</p> <p>In addition to the drag and drop gloCOM contacts to a live call option, you can also invite any external phone number to a conference by clicking the + icon and entering the number you would like to join the conference.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Static Conferencing</p> <p>gloCOM provides you with an overview and control of static conference rooms, as well as the use of any SIP phone or SoftPhone, and allows you to add participants by using the drag and drop feature or by instructing PBXware to call out the external numbers you wish to add to the conference call.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Start Conference from Group Chat and Vice - Versa</p> <p>The SMS module allows gloCOM users to send/receive SMS messages.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Changed Terminology “Dynamic/Static Conferences” to Instant/Defined</p> <p>When creating a conference from a drop-down list, an Instant conference (it was Dynamic before) and Predefined conferences (it was Static before) can be selected.</p> | ✓ | ✓ | ✓ | ✓ |

ADVANCED UNIFIED COMMUNICATIONS FEATURES

| | Office | Business | Agent | Supervisor |
|--|--------|----------|-------|------------|
| <p>Call Parking</p> <p>The Call Parking feature enables you to park an incoming call by clicking the park button. gloCOM gives you an option to view the list of parked calls and pick up calls parked by other extensions.</p> | ✓ | ✓ | ✓ | ✓ |

| | Office | Business | Agent | Supervisor |
|--|--------|----------|-------|------------|
| <p>Easy Caller ID Selection</p> <p>When a list of Caller IDs is created in the Extensions' Enhanced Services feature, users are able to select a Caller ID they would like to use from the drop-down list. Once a selection is made, the selected Caller ID will be used for outbound calls.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Notifications</p> <p>gloCOM provides a number of different pop-up notifications in order to inform you about an event that occurred. A list of notifications includes: incoming call, new IM message, contact joined the conference, contact online/offline status. These notifications are available on every supported OS while Windows also includes an in-popup call control (Accept/Reject).</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Multilingual Support</p> <p>gloCOM desktop is translated to several world languages. In case your language is not available, it is possible to obtain translation files from Bicom Systems and once you return the translation back to us we will gladly create a customized version in your language for you.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>OSC - Online Self Care</p> <p>gloCOM offers access to the Online self care platform through the integrated Dashboard extension in the OSC window.</p> | ✓ | ✓ | ✗ | ✓ |
| <p>Automatic Updates</p> <p>Users are notified when there are updates for gloCOM and they can choose whether to download/ install them. In case a user does not want to proceed with an update, it is possible to postpone notification for a week, month or until the next version.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Automatic Updates through the Bicom Release Manager</p> <p>Automatic updates for gloCOM version 4.2.0 and later will be managed through the Bicom Release Manager (BRM) platform. This platform and its management capabilities allows users the full control over new gloCOM versions releases across all or only specific PBXware systems our partners have control of. Along with the system specific update control, the BRM allows you to manage gloCOM updates even on the Tenant level.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>QoS for Windows and Mac</p> <p>gloCOM voice packets that have QoS support have a higher priority through the routers.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Submit Feedback option</p> <p>Users can send feedback via the feedback form</p> | ✓ | ✓ | ✓ | ✓ |

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|--|--------|----------|-------|------------|
| <p>Default Ringtones</p> <p>Default ringtones are now different for inbound and outbound calls when using a softphone. Previously it was the same ringtone and it was hard to distinguish whether a call was an inbound or outbound call.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Block Caller ID Enhanced Service in gloCOM</p> <p>Users are able to block caller ID directly from gloCOM. Two options are available: “Hide Caller ID” and “Hide Caller ID for next call only”.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>About Screen</p> <p>In the gloCOM “About” dialog all information regarding application version, revision, PBX information, libraries and other important info are shown. This way users can easily access/copy and paste info to email or send to support if needed.</p> | ✓ | ✓ | ✓ | ✓ |

CRM INTEGRATION

gloCOM integration will use URL pop-up events in order to integrate with any 3rd party CRM systems. Depending on preferred settings, pop-ups will be used for inbound and outbound calls once a call is answered or while a call is still ringing on a user’s extension. Call logs will be uploaded to CRM.

| | Office | Business | Agent | Supervisor |
|---|----------|----------|----------|------------|
| <p>SugarCRM</p> <p>gloCOM offers full support for the SugarCRM, including Click-to-Dial and Call Recordings upload.</p> | Optional | Optional | Optional | Optional |
| <p>Zoho</p> <p>Integration with the Zoho CRM does not support Click-to-Dial nor Call Recordings uploads to the CRM.</p> | Optional | Optional | Optional | Optional |
| <p>Salesforce</p> <p>Integration with the Salesforce CRM supports the Click-to-dial and Call Recordings upload feature, however, while the Click-to-Dial works with the Classic interface, it is not supported in Lightning.</p> | Optional | Optional | Optional | Optional |
| <p>Microsoft Dynamics</p> <p>Integration with the Microsoft Dynamics does not support the Click-to-Dial feature. Additionally, in case a customer is not added in the CRM, the call recording will not be uploaded unless the agent creates a contact before the call is finished.</p> | Optional | Optional | Optional | Optional |

| | <i>Office</i> | <i>Business</i> | <i>Agent</i> | <i>Supervisor</i> |
|--|-----------------|-----------------|-----------------|-------------------|
| Bullhorn Integration with the Bullhorn CRM supports Call Recordings upload but does not support the Click-to-Dial feature. | <i>Optional</i> | <i>Optional</i> | <i>Optional</i> | <i>Optional</i> |
| Zendesk Integration with the Zendesk CRM supports Call Recordings upload but does not support the Click-to-Dial feature. | <i>Optional</i> | <i>Optional</i> | <i>Optional</i> | <i>Optional</i> |
| Vtiger Integration with the Vtiger CRM supports Call Recordings upload but does not support the Call log when call starts feature. | <i>Optional</i> | <i>Optional</i> | <i>Optional</i> | <i>Optional</i> |
| Pipedrive Integration with the Pipedrive CRM supports Call Recordings upload but does not support the Call log when call starts feature. | <i>Optional</i> | <i>Optional</i> | <i>Optional</i> | <i>Optional</i> |
| SuiteCRM Integration with the Suite CRM supports Call Recordings upload but does not support the Call log when call starts feature. | <i>Optional</i> | <i>Optional</i> | <i>Optional</i> | <i>Optional</i> |

CRM FEATURE COMPARISON

| | SugarCRM | Zoho | Salesforce | MS Dynamics |
|---|----------|------|-------------------------|-------------|
| Fetch Customers and search by Caller ID | ✓ | ✓ | ✓ | ✓ |
| Create a Call log | ✓ | ✓ | ✓ | ✓ |
| Create a Call log when call starts (v5) | ✗ | ✗ | ✓ | ✗ |
| Upload Call Recordings | ✓ | ✓ | ✓ | ✓ |
| Open the Customer Detail Page if a customer is found (Call popup) | ✓ | ✓ | ✓ | ✓ |
| Open the “Create New Lead” page if a customer isn’t found | ✓ | ✓ | ✓ | ✓ |
| Option to enter a default URL to open on queues | ✓ | ✓ | ✓ | ✓ |
| Fill a Phone Number with a Caller ID when opening a page in situation above | ✗ | ✗ | ✓ | ✗ |
| Direct Contact Dial (gloCOM) | ✓ | ✓ | ✓ | ✓ |
| Click-to-Dial (browser) | ✓ | ✗ | Salesforce Classic Only | ✗ |

CRM FEATURE COMPARISON

| | Zendesk | Bullhorn | Vtiger | Pipedrive | SuiteCRM |
|---|---------|----------|--------|-----------|----------|
| Fetch Customers and search by Caller ID | ✓ | ✓ | ✓ | ✓ | ✓ |
| Create a Call log | ✓ | ✓ | ✓ | ✓ | ✓ |
| Create a Call log when call starts (v5) | ✗ | ✗ | ✗ | ✗ | ✗ |
| Upload Call Recordings | ✓ | ✓ | ✓ | ✓ | ✓ |
| Open the Customer Detail Page if a customer is found (Call popup) | ✓ | ✓ | ✓ | ✓ | ✓ |
| Open the “Create New Lead” page if a customer isn’t found | ✓ | ✓ | ✓ | ✗ | ✓ |
| Option to enter a default URL to open on queues | ✓ | ✓ | ✓ | ✓ | ✓ |
| Fill a Phone Number with a Caller ID when opening a page in situation above | ✗ | ✓ | ✓ | ✗ | ✓ |
| Direct Contact Dial (gloCOM) | ✓ | ✓ | ✓ | ✓ | ✓ |
| Click-to-Dial (browser) | ✗ | ✗ | ✓ | ✓ | ✓ |

MODULES

| | Office | Business | Agent | Supervisor |
|---|----------|----------|----------|------------|
| <p>Generic Call Popup Module</p> <p>The generic Call Popup module allows customers to use gloCOM's Push call info to integrate with other browser-driven third-party CRM solutions. In order for this to work, custom CRM modification is necessary.</p> | Optional | Optional | Optional | Optional |
| <p>Skype for Business Module</p> <p>Integration between the Skype for Business client and a user's phone system (PBXware).</p> | Optional | Optional | Optional | Optional |

INTEGRATIONS

| | Office | Business | Agent | Supervisor |
|--|--------|----------|-------|------------|
| <p>iTunes Integration</p> <p>When a user places/receives a call on MacOSX, iTunes is paused automatically. When the call is finished, iTunes will continue to play music.</p> | ✔ | ✔ | ✔ | ✔ |
| <p>Telephony URI Handling</p> <p>It is possible to set gloCOM as the default app to open "tel://", "sip://", "callto://" and "glocom://" URIs allowing you to use them to initiate calls with gloCOM.</p> | ✔ | ✔ | ✔ | ✔ |
| <p>Outlook Click2Dial</p> <p>The Outlook Click-to-Dial plugin allows the user to dial contacts directly from the Outlook contact list with a single click.</p> | ✔ | ✔ | ✔ | ✔ |
| <p>Add a new Outlook Contact Popup</p> <p>Configurable option when the "Add a new Outlook contact" pop-up will show up. Users can now choose when the pop-up will be displayed. Options are: Never (default), when a call is started, when a call is answered and when the answered call is finished.</p> | ✔ | ✔ | ✔ | ✔ |
| <p>Browser Click2Dial</p> <p>gloCOM's Click-to-Dial plugin supports all major web browsers: Firefox, Chrome, MS Internet Explorer/Edge and Safari. This plugin allows you to initiate calls to detected phone numbers from a web browser with a single click.</p> | ✔ | ✔ | ✔ | ✔ |

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|---|--------|----------|-------|------------|
| E-mail Client Integration The e-mail client integration allows you to send e-mails from gloCOM to any of your contacts by using your default e-mail client. | ✓ | ✓ | ✓ | ✓ |
| IP Camera Support gloCOM enables you to connect any web capable IP camera. | ✓ | ✓ | ✓ | ✓ |

CALL CENTRE FEATURES

gloCOM integration will use URL pop-up events in order to integrate with any 3rd party CRM systems. Depending on preferred settings, pop-ups will be used for inbound and outbound calls once a call is answered or while a call is still ringing on a user's extension. Call logs will be uploaded to CRM.

| | Office | Business | Agent | Supervisor |
|---|--------|----------|-------|------------|
| Filter the 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 that location's queues. | ✗ | ✗ | ✗ | ✓ |
| Resize Columns in the Supervisor Panel Added the option to resize columns in the Supervisor panel. | ✗ | ✗ | ✗ | ✓ |
| Supervisor Queues Panel gloCOM enables you to monitor queues in real time. Users will be able to see the number of answered calls, service level, which agents are paused, calls waiting in a queue, logged in agents, busy agents. In advanced preferences users are able to choose which agents and fields to display in the panel. | ✗ | ✗ | ✗ | ✓ |
| Supervisor Wallboard Wallboard feature allows you to present relevant call center statistics on a large screen so it can be prominently displayed and visible to other call center personnel. | ✗ | ✗ | ✗ | ✓ |
| Supervisor Agents Panel The agent status and efficiency feature allows you to see information on agents' status (online/offline/paused) and agents' efficiency during the time they were logged in. (advanced preferences available to show/hide agents and static members). | ✗ | ✗ | ✗ | ✓ |

| | Office | Business | Agent | Supervisor |
|---|--------|----------|-------|------------|
| <p>Supervisor Graphs</p> <p>Supervisor is able to see graphs and check call statistics in real time. Available graphs for: answered calls, unanswered calls and max/average wait time.</p> | ⊗ | ⊗ | ⊗ | ⊙ |
| <p>Supervisor Agent Inbound Stats Panel</p> <p>The agent inbound stats panel allows you to see information regarding agents' inbound calls in real time. (Number of calls, Talk time, logged in time...)</p> | ⊗ | ⊗ | ⊗ | ⊙ |
| <p>Supervisor Queue Calls Panel</p> <p>The queue calls panel displays real time information for active queues. (Queue name, Caller ID, Position in a queue, etc.) Available supervisor options are: Take a call, Spy a call and Transfer a call - available as a quick menu and buttons in the panel.</p> | ⊗ | ⊗ | ⊗ | ⊙ |
| <p>Supervisor Inbound Calls Panel</p> <p>The queue calls panel displays real time information for active queues. (Queue name, Caller ID, Position in a queue, etc.) Available supervisor options are: Take a call, Spy a call and Transfer a call - available as a quick menu and buttons in the panel.</p> | ⊗ | ⊗ | ⊗ | ⊙ |
| <p>Supervisor Alerts Panel</p> <p>The alerts panel displays alerts predefined in preferences (Agent not ready in "n" seconds, Agent talking for "n" seconds, More than a specific number of agents not ready, etc.)</p> | ⊗ | ⊗ | ⊗ | ⊙ |
| <p>Agent Panel Queues Overview</p> <p>Agents will be able to see the number of answered calls, which agents are paused, calls waiting in a queue, agents logged in, busy agents for the queues agents are operating. In advanced preferences users are able to choose which agents and fields to display in the panel.</p> | ⊗ | ⊗ | ⊙ | ⊗ |
| <p>Agent Panel Agents Overview</p> <p>The agents panel allows you to see information on agents' status (online/offline/paused). An agent is able to show/hide agents from a queue, all agents and custom agents (in preferences).</p> | ⊗ | ⊗ | ⊙ | ⊗ |
| <p>Callback Dynamic Agent</p> <p>Callback agent/Dynamic agent: Choose if you want to log in as a callback or dynamic agent.</p> | ⊗ | ⊗ | ⊙ | ⊗ |
| <p>Agent Pause Reason Codes</p> <p>When an Agent would like to pause himself/herself, he/she will be prompted to select a reason from the drop-down list. This reason will be reported for both live and historic reports for that agent.</p> | ⊗ | ⊗ | ⊙ | ⊗ |

| | Office | Business | Agent | Supervisor |
|---|--------|----------|-------|------------|
| Other Agents Pause Reason There is a tooltip now over each agent name that shows their current status (i.e., on call, busy, paused, etc.). | ✗ | ✗ | ✓ | ✗ |
| Agent Alerts Setup for alerts in the agent panel (Max wait time, Threshold time, Alert interval). | ✗ | ✗ | ✓ | ✗ |
| Alert for Login from Another Extension gloCOM will show an alert when an agent is logged in but on a different extension in order to remove any confusion on the users' part. | ✗ | ✗ | ✓ | ✗ |
| Alerts for Callers Waiting in a Queue Turn off the alerts in the Agent Edition for callers waiting more than 7 minutes in a queue by default. | ✗ | ✗ | ✓ | ✗ |

AUDIO DEVICE INTEGRATION

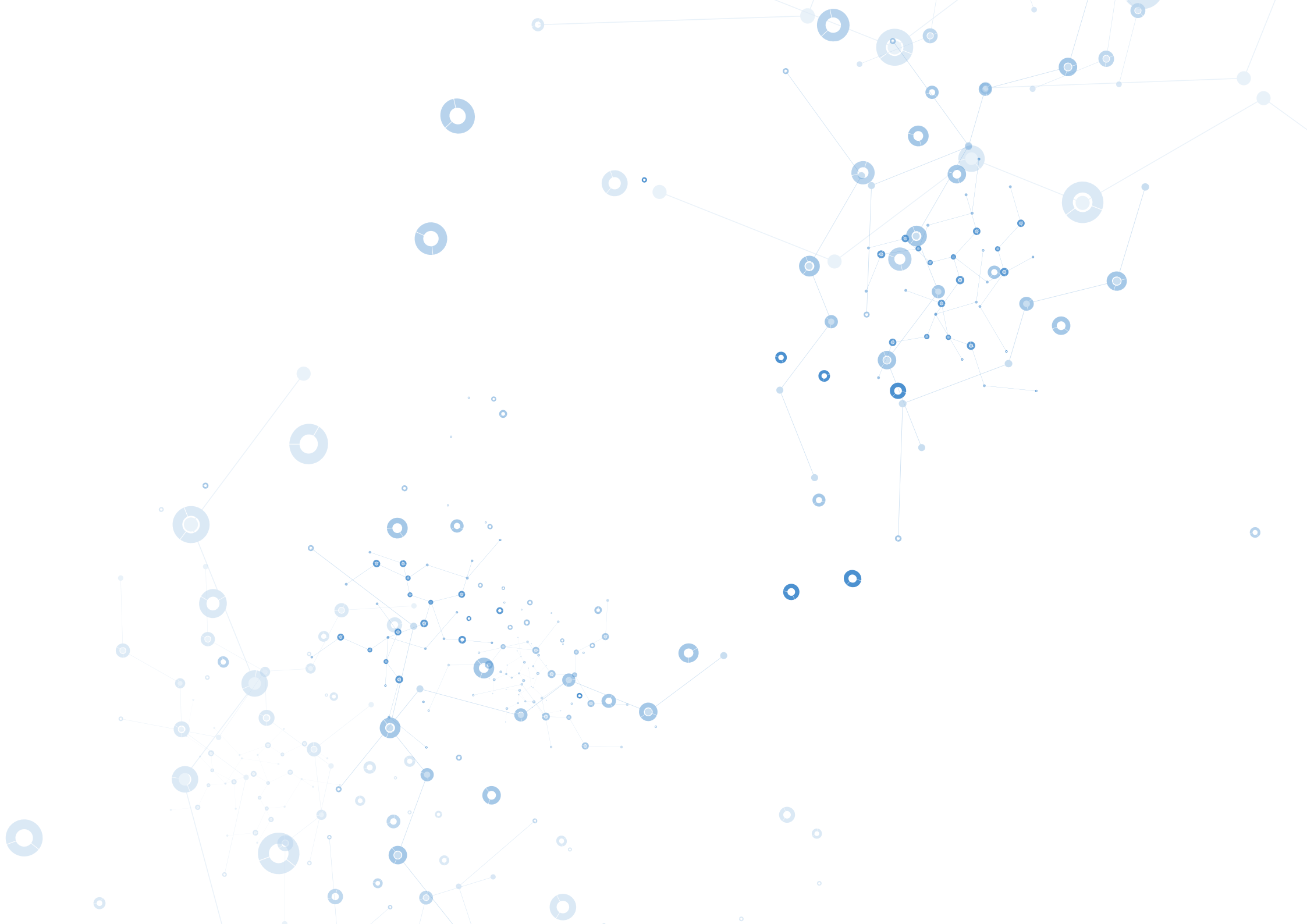
| | Office | Business | Agent | Supervisor |
|---|--------|----------|-------|------------|
| Any Audio Device Supported by the OS gloCOM will use any audio device installed on the OS. | ✓ | ✓ | ✓ | ✓ |
| Advanced Headset Integration with Jabra gloCOM supports full integration with Jabra headsets - users can Answer/Reject/Hold/Resume gloCOM calls by using their headset controls. | ✓ | ✓ | ✓ | ✓ |
| Advanced Headset Integration with Plantronics gloCOM supports full integration with Plantronics headsets - users can Answer/Reject/Hold/Resume gloCOM calls by using their headset controls | ✓ | ✓ | ✓ | ✓ |

PERSONALIZATION

| | Office | Business | Agent | Supervisor |
|---|--------|----------|-------|------------|
| <p>Different View Modes</p> <p>Use the List or Grid (Thumbnail) view modes to view your contacts. Choose the size of the contact details in the List mode. Show/hide contact personal message and name in the Grid View.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Avatar</p> <p>Set your avatar image so other contacts are able to see it.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Personal Message</p> <p>gloCOM allows you to enter your personal message so other contacts are able to see it.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Block and Hide Lontacts in List</p> <p>Users are able to Block or Hide contacts from the Contacts list directly from the gloCOM application.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Favorites</p> <p>Users can make the Favorites list from the list of available contacts, directly in the gloCOM application.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Choose a CallerID when Sending a Fax</p> <p>gloCOM users can choose caller IDs for sending a fax from a predefined list in the PBXware GUI.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Choose Preferred Module Icons</p> <p>Modules icons inside gloCOM can now be personalized. The phone icon must be there in the first place, and the next three can be defined by users in the Organize Icons dialog.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Multiple Profiles</p> <p>Multiple profiles (user accounts) can be created. For example, you might want to create a profile for work and a separate profile for personal use, keeping them separate.</p> | ✗ | ✓ | ✓ | ✓ |

DEPLOYMENT FEATURES

| | Office | Business | Agent | Supervisor |
|--|--------|----------|-------|------------|
| <p>Windows Installation with EXE or MSI</p> <p>Available in two different packages. A custom, third-party installation system in an EXE file. A Windows Installer installation in an MSI file. EXEs are just executables that help add value or data to the system but they may not help in maintaining the integrity of the system as such whereas MSIs are executables which help with a clean installation/uninstallation of any application, thereby restoring the stability of the OS.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Silent Installation of an MSI Package / Windows GPO</p> <p>For auto configuration to work: the “Orca” application (by Microsoft) should be used to generate the glocom.mst transformation file with modified properties values. This file is then specified in the GPO on Windows Server. Silent install: msiexec /quiet.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Silent Installation of an EXE Package</p> <p>A special “/silent” flag should be used while performing the installation in order for it to be successfully completed.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Shared Configuration</p> <p>Share login configuration between multiple Windows/Mac users on a single computer.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>Configurable Features Permissions</p> <p>Separate permissions are available for Chat, Voicemail, OSC, Agent Pause, Access Codes, QoS, Directory and phone DND. Permissions are set per tenant and Edition in PBXware.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>White Label Documentation Available</p> <p>White label documentation is available for our products. The source of the documentation is available in “asciidoc” for easy transfer and editing. This way customers can change images, screenshots and branding information.</p> | ✓ | ✓ | ✓ | ✓ |
| <p>System Information in the About Screen</p> <p>In the gloCOM About dialog all information regarding application version, revision, PBX information, libraries and other important info are exposed. This way users can easily access/copy and paste info to email or send to support if needed.</p> | ✓ | ✓ | ✓ | ✓ |



CONNECT, COMMUNICATE & COLLABORATE

Dive into Unified Communications universe through gloCOM



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to find out more about our services

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