

Our new feature SMS will be released very soon and we are excited to share some details on how it will work with you.

1. When is the SMS feature going to be released?

The BETA version of the SMS feature has been released on 27 January and currently available only for customers in the USA and Canada.

2. How much will the SMS feature cost?

Our customers will not have to pay for the SMS feature itself. The payment for the sending messages will be billed by Telnyx and resellers will be fully responsible for billing of their customers.

3. How will the integration of the SMS feature work with gloCOM?

SMS feature is seamlessly integrated into the interface of gloCOM and gloCOM GO.

4. Would the SMS feature be available for both gloCOM and gloCOM GO?

For BETA phase, SMS feature will be available on desktop client (Windows & macOS) and mobile client (Android & IOS).

5. Will the SMS feature be available worldwide?

BETA version of SMS feature will be available in the US and Canada.

6. When will it be available for the rest of the world?

Bicom Systems will provide more details about the support of the SMS function in the near future.

7. Can customers choose a new number and/or port our existing ones?

Three options are available for the customers:

- Input entire number

- Buy new number from Telnyx
- Port only SMS part from customer's existing number from current service provider

8. Who is the carrier you are working with?

Currently, Bicom Systems is working with Telnyx. In the future more carriers will be added.

9. How is the agreement with Telnyx going to work with Bicom Systems?

Bicom Systems will be the owner of the master account. Since Telnyx has fully functional sub accounts with all the features master account has, we decided to go into that direction.

So when customers want to enable SMS, then a reseller/ITSP goes to our shopping cart wanting to enable SMS for the first time and then they need to enable licenses for PBXware. After that, the customer is able to create trunks for Telnyx from PBXware. We will create a Telnyx sub account (through API from licencing server), and the reseller will be invited by email from Telnyx. Upon registration, resellers will have the ability to fully use all account options, add funds, buy numbers, create messaging profiles, etc. Bicom Systems will not do anything with billing, creating end user accounts, messaging profiles.

10. How will resellers bill the customers?

To be able to bill customers properly, resellers/ITSPs must be able to get MDRs per customer. This can be achieved by using Messaging Profiles, which are nothing more than a way to group SMS numbers, with the ability to get MDRs per Messaging Profile. This requires having the Messaging Profile per customer (tenant). Other than sent SMSes, Telnyx has a fee for initial number purchase and monthly fee per number.

11. How Resellers/ITSPs have to manage available funds?

Since Telnyx offers only prepaid service, resellers/ITSPs will be responsible for setting up payment methods, set recurring billing and do whatever it takes to always have available funds. On the other side, they must offer postpaid service to their customers because there will be no way to restrict customers to a certain number of messages (no limitations available on Messaging Profile level). They can sell packages stating price per SMS above the limit.

12. Will support be covered by Telnyx or by Bicom Systems?

Bicom Systems will delegate the support to Telnyx and partners. However, we are providing some training support.

13. What about usability? Any other features will be available in addition to the sending & receiving of SMS?

Some features can be highlighted

- SMS number can be seen in the personal info screen of users.
- SMS counting will be available. It works like in the gloCOM chat. Users will see how many messages and from whom were not seen yet.
- Draft of SMS messages will be saved automatically.
- Text search in SMS messages. Users can search for messages by letters or words.
- SMS multiple profiles support
- Option to send SMS to extension in extension view
- Extension screen in SMS contact picker

14. What is the maximum length of the SMS message?

Users can send up to 4 messages at once. The maximum length of an SMS message depends on what kind of characters will be inputted into the message; special symbols, such as &, #, ^, !, etc. consume more. Counter of characters will be included. Thus, users will be aware of how many characters you can add if you need it.

15. Will the user get any notification if the message delivery fails?

Yes, failed SMS messages notification will be added. In addition, retry option of SMS sending will be provided.

16. Is Messaging Profile equal to tenant?

That is correct, messaging profile is a customer. It is a tenant or multi-tenant system.

17. Can users utilize 1 number for all extensions on PBXWare or Tenant, or is it 1 number per extension?

It is 1 number per extension.

18. Will there be a notification if SMS gets enabled to manually create an account for Telnyx since it's not automated?

Yes, for now, we have to think about this.

19. Who will create the account.

Currently, Dalibor is doing that, but it is temporary. The further information will be provided in the near future.

20. Did Bicom Systems negotiate some special pricing with Telnyx for its resellers?

Resellers will get the same pricing if they create an account without Bicom Systems. There is no special price. The prices can be seen on the Telnyx account.

21. When will MMS be added?

MMS is still in the discussion.

22. Is there a different interface for sending messages via SMS rather than normal I.M.

Yes, there is a different module in the desktop gloCOM.

23. If there is no special pricing for Bicom systems users, what is stopping a reseller from going directly to Telnyx, opening a master account on their own, and creating sub-accounts for their customers?

The license. If the customers do not have the license, they cannot create a trunk into PBX.

24. Who will bill the customers?

Resellers.

25. If the U.K. numbers have to be assigned for SMS for our internal use - how should it be started?

Currently, you have to contact Dalibor; in the future, this will be automated in the shopping cart.

26. If there are issues with a customer's account in Telnyx, for example, funds are low, does a notification go to the reseller or Bicom?

Notification goes to the reseller, because the reseller is responsible for paying bills.

27. Are these recurring prices or start-up prices? Prices per message?

Recurring prices per number (per month) + set up fee (will be charged once). Prices per message can be seen in the Telnyx account.

28. When does Bicom Systems expect to add other providers than Telnyx?

The research is still in process.

29. Is Bicom Systems going to charge for the SMS feature on PBXWare?

No.

30. How much growth do Bicom Systems expects on gloCOM in 2021 with this SMS integration? (in new extensions).

No specific information is currently available.

31. Who is managing the master account?

Dalibor and Senad, for now, it will be delegated in the future.

32. When will the launch date be?

We have to see how the BETA phase will perform first.

33. Will Bicom Systems take on customers who already have a Telnyx account, or will they have to create a new account under Bicom Systems?

The customer with a Telnyx account can use this integration without being under Bicom Systems. There are no restrictions like that. However, the customers have to enable the SMS feature in licences.

34. If customers enable SMS in the PBXware licence, and Bicom Systems creates them the sub account, then can they just ignore that account and go to Telnyx to get a master account themselves, is that correct?

Yes, that is correct.

35. Is any delay in sending/receiving SMS? For example, If I send an SMS from Brazil number to the U.S. number, will the receiver get it immediately?

In a single country, SMS goes in a few seconds. Internationally, it depends on providers. There is an uncertainty that SMS can be received from a different country. Tests showed that the delay of sending SMS from the U.S. to Germany and Bosnia is not big. It was confirmed that some employees faced the difficulty of answering on an SMS due to a lack of information about the number of the sender. It is an issue that should be fixed. For the majority (in BETA), the traffic will be in the U.S./Canada.

36. Does the state 'sent' means delivered?

No.

37. Do customers have phone book integration (outlook, google..)?

Yes, there is an option "Send SMS" if you right-click a contact from the contacts tab as well, and also if you receive an SMS from your Google/Outlook contact, it will recognize that person and show their name.

38. If a user decides to send SMS to a number without '+', will Telnyx accept it?

No, the number should be in a specific format. That is why the example is generated, and the user has to follow this.

39. Can this Telnyx sub account link to my existing Telnyx accounts?

Yes, if you have an existing account with Telnyx, Telnyx can help to facilitate the transition to Bicom Systems.

40. Do customers have to use Telnyx if the customers already have their own SMS provider linked to our current phone numbers?

If the customer is already using a different voice provider, the customer can continue to use this provider and move only messaging to Telnyx. The additional explanation is provided in the configuration document.

Generally speaking, the customer can choose one of the ways: to buy a number from Telnyx to port number to Telnyx (SMS and voice) and to use hosted service that Telnyx offers (which means that only the SMS

part can be moved to Telnyx).

41. Are there any plans to be able to send/receive SMS with other carriers?

Bicom System is considering other providers for the future.

42. Is there any planned support for other big providers like VoIPInnovations?

Currently, no.

43. Is it possible to share a number with multiple extensions (to use it with a communicator)

1 DID can be assigned only to 1 extension. However, multiple extensions will get the possibility to receive SMS from the same number in the future.

44. DIDs can be SMS or VOICE? not both?

Can be both.

45. Will SMS be supported in the Call Center Version?

Yes, the feature will be available for all versions – in Multi-Tenant, Business and Contact Center editions.

46. Is it compatible with Communicator Mobile? (Many business users want this option to not use their own numbers to send SMS on the road)

Yes, gloCOM GO and communicator are already released on the Google and Apple platforms (as Beta versions).

47. Will customers get reports on the number of SMS sent/received?

There are a few ways to get reports from the Telnyx interface to document, similar to how the call details record looks, a message detail record there every transaction logged with a unique ID.

48. Maximum recipients?

The application provides the opportunity to send only 1 to 1, no bulk messages.

49. There is an MDRs reports page similar to CDRs. Is it correct?

Yes. It is correct.

50. Is there any plan to link this with CRM features?

Not for now. However, this possibility might be provided in the future.

51. If a customer wants to use their main number as the text number, can multiple people receive and send texts using this number?

This option might be delivered in the future.

52. How can a customer use my numbers in VoIP Innovations as SMS numbers?

Customers can port numbers from VoIP Innovations to Telnyx (SMS and voice), or the customer can use hosted SMS service to port only SMS part of the number and continue to use VoIP Innovations as a voice provider.

53. Do customers need to go under the main Bicom Telnyx account for this testing, or can customers freely configure it on our account with Telnyx?

It is recommended to use a Bicom Telnyx account.

54. Is the SMS API open for customers to integrate the solution?

Not for the beta stage. It will be open in the future.

55. Will partners see CDRs in the reports section? Partners need some way of billing this on to the end customer.

Yes, it is possible. In PBXware interface and in Telnyx as well.

56. What is a “clean” Telnyx local number?

The idea of the ‘clean’ number is to provide customers with the numbers without ‘dirty’ history.

57. Glocom GO notifications for inbound SMS is PUSH?

No, the PUSH function is not integrated into SMS service in the beta phase.

58. Is Telnyx on-net with any major US carriers (L3, cogent, att)?

Telnyx is the carrier, and Telnyx has direct integration.

59. The MDR will be available through Bicom's API. Is it correct?

Yes, it is correct.

60. Is the company going to have an SMS billing push in TELCOware? So, can partners charge for SMS usage?

This might be implemented in future releases.

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to find out more about our services

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