



bicom
SYSTEMS

PBXware, gloCOM/gloCOM GO and Meeting – Q&A

We're all ears



Thanks for joining us today for the Products 1 session covering PBXware, gloCOM/gloCOM GO, and Meeting.

Please find below all the information discussed during the session. For any further comments or doubts, please contact:

dalibor@bicomsystems.com (PBXware)

semir@bicomsystems.com (gloCOM / gloCOM GO)

seudin@bicomsystems.com and hariss@bicomsystems.com (Meeting)

1. gloCOM Meeting is missing basic features, when are you planning on adding them. Example: recording.

We aim to have a beta version with a recording feature implemented in January.

Another exciting feature that will be coming to Meeting at that time is File Sharing within the meeting. File sharing will be supported on desktop, web, and mobile in its first version.

2. Can you please share what's coming for the next 12-18 months for PBXware and gloCOM desktop and mobile?

We are currently in the process of creating a roadmap for the next year that will be publicly available. For now, I can say we are investigating a few interesting features, but we need to decide what will be developed in the next year. What we can promise at this moment is an SMS feature in February.

3. When is gloCOM Meeting going to be available for mobile?

We are a few months away from releasing a beta version. We will get in touch with Patrice and the Business Success team when looking for potential beta testers.

4. How can we manage to get a self-guided demo of these products?

We understand the importance and high demand for a self-guided demo

option, and we have started to work on some ideas to develop this. We do not have a specific ETA for this yet.

5. Why is your new contact center solution so hard to get? (upgrade late, features late, etc.)?

Due to some internal delays, we had to slow down Contact Centre updates. Since this is a new version of CC with new outbound functionalities which are not thoroughly tested in production environments, here are two main reasons:

- We could not guarantee that we can achieve our development plans if being under pressure from support.
- We want to give the best possible support at the same time.

We understand how critical it is for Contact Centers to have no downtime, so we started with Contact Center upgrades slowly, one per week, with plans to double it next month.

6. When is the Enterprise edition going to be released?

It should be released in 2021, but we don't have an exact date yet. Our sales team will contact you when this is ready.

7. Do you have news on SMS?

The Alpha version of the SMS feature has been developed and is currently being tested. We will continue to improve it during the next couple of months and plan to release it officially in February. We will support conversational SMS enabling full end-to-end conversations over text. These conversations will take place through desktop and mobile applications.

8. Where can I find the status of features requests I've submitted in the past?

Our Customer Service department is your go-to contact for these inquiries. You can reach out to them via email at:

customerservice@bicomsystems.com

The current process is: After submitting a bug/feature request to the Support team through a ticket or your Account Manager, a description of the bug/feature is given to the Product Owners to prioritize it for development.

Having that in mind, we would still like to make the whole experience independent and allow you to check your ticket's progress. We are working on an interface for more accessible communication regarding requests. Our goal is to set up a platform where you can see the progress on requests, what has been requested by other partners, give your voice on what you think is essential, etc. There is no exact ETA on it, as we are still looking for our platform solution.

9. When is the next release of PBXware coming up? What new features will it include?

The next version, v6.1.2, should be released on November 24, 2020. Since we are busy with the development of SMS features, it will contain mostly bug fixes and small improvements. It will include some escalated issues and issues that frequently came to support in the first place. A full list will be available in the Changelog.

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to find out more about our services

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