



bicom
SYSTEMS

Sales & Marketing QA
We're all ears



Thanks for joining us today for the Sales & Marketing Session.

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

marketing@bicomsystems.com

- 1. As a reseller I would like to know why you have no feature request, development and bug tracking system that we have access to. It's common practice and without that, we have NO idea what you're working on or if our bug reports or feature requests are being addressed.**

We currently do not have a platform. How we have been handling both roadmap and fixes processes is by proactively sharing a Roadmap either per Q or per semester. Unfortunately, this year got complicated and we only did that at the beginning of the year when we announced the release of Version 6.0 which was later released in April, with Meeting coming out in September.

I would like to know if you do and or if you have any plans to actually have some meetings with your resellers to discuss our ideas & issues with the platform.

Yes, actually we are very far along with our work for this. The tool we will be using in the near future is called Productboard, specifically used for Roadmap visibility. You will receive some news on that soon!

Regarding bugs and fixes, we currently have made accessible to all internal staff the process for each of them, so feel free to ask your Account Manager about the ones you've submitted previously.

- 2. Do you offer white label materials? If so, where can we find them?**

Yes we do. In our website and under the Partners tab you will find the 'Resource Center' that offers a wide variety of materials like ebooks, webinars, case studies and more. Under the 'Sales Development' category you will find the link to the Whitelabel folder with all available materials.

- 3. Are white label materials free or do they have an extra cost?**

They are completely free!

4. Where can I find product information after every release?

There are several platforms to access all the materials we generate for you on every release:

- Blog- release information, product and feature dedicated posts
- Social Media - Facebook, Instagram, Linked In
- Videos - YouTube channel- How To, Tutorials, Features & Functions
- Resource Center - Ebooks, Webinars, etc.

5. Any news on SMS and MMS?

You should be receiving more details about our SMS integration with gloCOM in the upcoming weeks. Our internal testing phase is about to start and you should be expecting news for Beta testing by January 2021. Once Beta is in place, that means the official release is very close.

- November 2020 - Dev work
- December 2020 - Internal Alpha + more dev work
- January 2021 - Beta bugs and improvements
- February 2021- Release

Sneak peak about the release:

- The feature will only be available for USA partners during the first stage of the release.
- Customers can choose to get new numbers or port their existing numbers.

CONTACT BICOM SYSTEMS TODAY

to find out more about our services

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