

The logo for Bicom Systems, featuring the word "bicom" in a bold, lowercase sans-serif font, with "SYSTEMS" in a smaller, uppercase sans-serif font directly below it.

bicom
SYSTEMS

The main title of the report, "We're all ears", written in a large, bold, white sans-serif font, centered within a large white circular outline.

We're all ears

The text indicating the time period of the report, "Q3 - 2021", written in a white sans-serif font, centered below the main title.

Q3 - 2021

Thanks for joining us on July 15th, 2021 for our We Are All Ears Webinar. Please find below Q&As discussed during the session:

Sales & Marketing

Q1. What are some of the most successful marketing strategies that have been effective in generating leads among your resellers?

Our marketing strategies aim to align with our company goals and partner needs in each product release. We allow our resellers to elaborate their own marketing strategies and we don't have metrics related to the number of leads they generate as a result of these. Also, we are not in contact with their end users. We provide white label materials, tools and documentation through the reseller resource center in order to support their marketing efforts.

Head of Products

Q1. Not seeing a lot of interaction with the Product Board. I submitted a list of feature requests 10 (business) days ago and didn't see any of them added to the "under consideration" section. What should our expectations for this board be going forward?

As we are receiving feature requests from our partners through our support@bicomsystems.com e-mail address, we are not using Productboard for that purpose. Therefore, at the moment, it is not possible for our partners to submit feature requests using Productboard. Did you possibly use another tool for submitting your feature requests, perhaps an email? We are using Productboard to collect more information, ideas and feedback for feature requests which we have put out there, and we greatly appreciate your contribution there because it helps us understand your needs better, prioritize what to build, and improve our products.

Q2. Are there going to be any new versions of TELCOware released?

We are re-evaluating our plans in regards to TELCOware. However, please note that this will take quite some time.

Customer Service

- Q1. **Will Support Chat be rolled into the new ticketing system?**
Examples: - Opening chats through <https://support.bicomsystems.com> - Tickets opened via support chat being accessible through <https://support.bicomsystems.com> and any continued commenting on that ticket through the new portal.

Support chat will be rolled into the new ticketing system.

Due to the complexity of the process of transferring to a new ticketing system, we had to divide this project into phases.

In the first phase, all partners were invited to try opening tickets and inform us about feedback. In the second phase, which is expected to take place in about 2 weeks, chats will be included. Meaning, when chat is finished, tickets will be generated in the new portal.

- Q2. **Any additional thought to having an interface for tracking bug reports that have been confirmed by Bicom Support/Developers? We still get the impression that these end up in a black hole, and are unsure when they get resolved. I know publicly seeing bug reports puts additional pressure on the developers, but we spend a good deal of time testing features, and sometimes we discover that it's a bug you already know about.**

The big news is that we all unanimously agree that a bug tracking interface is needed. Knowing how much a bug-fix roadmap would benefit our partners, all product owners and heads of departments agreed that it needs to be implemented as soon as possible.

We are aware of the fact that publishing such information might put pressure on developers, so we need more time to find the best way to deliver this project. In the first phase, we plan to include bugs and escalations that affect all partners. We are looking forward to introducing you to the first phase of this solution in Q4.

PBXware

Q1. When will bulk texting and MMS be released?

It will be released on September 22nd when we release PBXware 6.4.0.

Q2. Our sales are getting more detailed, in that we are charging customers more for a conference room phone/extension/account, than say for example a gloCOM only, or a desk phone account. In order for us to have this level of automated granularity in our billing, we need to be able to query (via API) the UAD type that is assigned to an individual extension when we run our billing script each month. Is this possible, and something you would consider adding?

We got this request recently. I understand the need, but I am not 100% sure I understand the request. The issue here is that multiple UADs can be registered to a single extension, some of them might not be registered when an API call is triggered, not to mention mobile clients who are not permanently registered. I suggest you contact me at dalibor@bicomsystems.com to organize a meeting to help me better understand this request.

Q3. Any update about the CDR reports revamping that was discussed in the last session?

Improved call statistics should be part of the next minor version of PBXware (v6.5). It will use our new call logs rather than asterisk CDRs, and that change should allow us to have much better call statistics than before.

Q4. Any update on country-based call blocking?

This sounds like an interesting request, and we have it in our backlog. Still, I would like to get more feedback about this request. Please contact me at dalibor@bicomsystems.com.

Q5. For MT: Daily, Weekly, Monthly is there a way to send automatic call logs to users or Managers?

Currently it is not possible, but we will take it into consideration while developing new call statistics.

Q6. It is very unprofessional and a very big security issue when we share a PBXware user account through email. One of our phone credentials got stolen which costs us \$850 in one week. How about if the whole PBXware account would get compromised? We will be looking at thousands of dollar losses in a single day. We could not understand how this issue is not number one priority? If someone gives services to medical offices and shares account passwords like this. The Business will be done within one audit from the health ministry.

The solution for this issue should be part of our 6.5 release.

Q7. Can we get a 2FA reset from login? Just like on the new service desk?

We have this issue in our backlog. I understand the need for the 2FA reset button, so this is something we will work on in the coming months.

Q8. How to add a new SMS provider? Is it possible to add post/get API call?

To add a new SMS provider, the user needs to configure the provider in the GUI, import numbers, assign them to the extensions, etc.

Q9. Reports on call transfers.

Please clarify what is needed here. Do you need a special report or do you need call transfers shown better in the current reports?

Q10. Since version 6 update SIP registrations on the dashboard page now show next to zero. Is this due to it not monitoring PJ? This was a great tool to watch for registrations. Now the counter seems off?

Please contact support to resolve your issue and be sure to mention which version you are using.

Q11. Will there be a replacement for sipMON or the ability to install VoIPmonitor on Bicom hosted PBXware?

We do not have plans to develop or offer monitoring software to our customers with rented services at the moment. Some alternative options include:

1. VoIPmonitor: <https://www.voipmonitor.org/>
2. Homer: <https://sipcapture.org/>
3. SIP3: <https://sip3.io/>

We will not be supporting or maintaining monitoring software. The above list is to help you find an alternative.

Q12. Callback feature in MT edition. I know the CC has it, but we must have a call-back in MT (even if we have to pay license fee). Not every customer can afford or need CC edition but definitely the callback feature will be a big win for the Sales team while selling it.

At the moment there are no plans to add this feature to the MT edition. We haven't received this request from any other customers, so it would not be heavily used.

Q13. When I delete an extension from PBXware, the DID still shows as being pointed to that deleted extension. This makes reusing unused DIDs difficult. Is there a way, once deleting extensions, to find DIDs assigned to that extension and clear the destination out automatically?

We are aware of this issue and we have it in our backlog. It will be fixed in one of the releases after 6.4.

Q14. In the new release are we able to label DID's? I have large clients that have multiple locations and they want to dial between sites, so I have to put them all on one tenant. When you have 200 extensions on one tenant and 75 DID's it gets very difficult. I have to do this because global presence doesn't work as you guys know.

We will be working on this in the coming sprints. It will probably be released in the version after V6.4.

Q15. Can we have prebuilt VoIP provider 'profiles' so we know a new VoIP SIP provider is set up correctly. I realize the SIP provider list is extensive but it takes the guesswork off if something is set up optimally.

There are many SIP providers worldwide. We could do this for the ones that most of our partners use. Which provider(s) are you using?

gloCOM & gloCOM GO

Q1. Ability for supervisors and agents to see how many queue callback callers are waiting on hold through gloCOM Agent/Supervisor Panels.

We have this task in our backlog. I am not sure about the timeline yet, but probably by the end of this year it will be available.

Q2. SMS doesn't update threads if using mobile and desktop. Messages sent from one doesn't show on the desktop. Chat seems to mirror on both apps, can SMS do that too?

Full sync of SMS and MMS between devices is still not implemented. It will probably be implemented in one of the next versions as we see MMS and SMS usage after the 6.4 release.

Q3. Can gloCOM mobile communicator have a feature when there is no internet or poor connection to notify users like WhatsApp, while reconnecting or something like that?

If you have no Internet connection, there is a notification on the top of the app that there is no network connection. However, we have plans to improve this by creating a network quality monitor during calls to indicate bad network connection and possible call issues.

Q4. Will the gloCOM web app have all features like the desktop app?

gloCOM web will have almost all of the same features as gloCOM desktop. The only difference is that gloCOM web will not support SMS/MMS in first releases.

Q5. How to participate in gloCOM web?

To apply to participate in beta testing, please get in touch with our Business Success Team at business-success@bicomsystems.com and tell them about your interest in becoming part of our program or contact your Account Manager. Be sure to specify which products you are most interested in testing. For more information, visit our website: <https://www.bicomsystems.com/bicom-systems-beta-testing-program/>

gloCOM Meeting

Q1. Meeting module for mobile app users.

A mobile COMMSware application has been in development for some time. This application allows viewer participation in meetings for any user. We plan to release a beta version soon. Please contact your Account Manager or send an email to business-success@bicomsystems.com if you want to be a part of beta testing. More information on beta testing here can be found here: <https://www.bicomsystems.com/bicom-systems-beta-testing-program/>

Q2. Any Improvements in the gloCOM meeting? So that we do not have to use Zoom anymore?

Our focus for the rest of the year is to improve Meeting to support more participants. Hopefully by the end of the year we can explore interest in the webinar mode and discuss how it would be implemented. If you are interested to be a part of that process, please contact me at hariss@bicomsystems.com.

SERVERware & Cloud Services

Q1. Country based sipPROT blocking.

We have it in our backlog. We will work on this after completing some more highly prioritized requests, probably in Q1 of 2022.

Q2. When will geo redundancy be available?

Geo-redundancy will be available with the release of SERVERware v4.1 on July 21st.

Q3. Encrypt Integration on SERVERware.

We have it in our backlog. We will work on this after completing some more highly prioritized requests, probably after country-based blocking.

Q4. SERVERware branding

At the moment we are considering different options for SERVERware branding. Development and implementation will come next.

Q5. sipPROT geo blocking

We have it in our backlog. We will work on this after completing some more highly prioritized requests, probably Q1 2022.

For future contact:

For technical support please contact: support@bicomsystems.com

For licensing enquiries please contact: sales@bicomsystems.com

Link to MIRO Board with all Q&As: [https://miro.com/app/board/o9J_IN_0aGM=/
IN_0aGM=](https://miro.com/app/board/o9J_IN_0aGM=/)

CONTACT BICOM SYSTEMS TODAY

to find out more about our services

Bicom Systems (USA)

2719 Hollywood Blvd
B-128
Hollywood, Florida
33020-4821
United States

Tel: +1 (954) 278 8470
Tel: +1 (619) 760 7777
Fax: +1 (954) 278 8471

Bicom Systems (CAN)

Hilyard Place
B-125
Saint John, New Brunswick
E2K 1J5
Canada

Tel: +1 (647) 313 1515
Tel: +1 (506) 635 1135

Bicom Systems (UK)

Unit 5 Rockware BC
5 Rockware Avenue
Greenford
UB6 0AA
United Kingdom

Tel: +44 (0) 20 33 99 88 00

Bicom Systems (FRA) **c/o FONIA**

Zac du Golf
15 Impasse Oihana
64200 BASSUSSARRY

Tel: +33 (0)5 64 115 115
Email: contact@fonia.fr

Bicom Systems (ITA)

Via Marie Curie 3
50051 Castelfiorentino
Firenze
Italy

Tel: +39 0571 1661119
Email: sales@bicomsystems.it

Bicom Systems (RSA)

12 Houtkapper Street
Magaliessig
2067
South Africa

Tel: +27 (10) 0011390

email: sales@bicomsystems.com

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