

Q4

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S Y S T E M S

We're all ears

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Thank you for joining us on December 14th, 2021, for our We Are All Ears Webinar. Please find below the Q&As discussed during the session:

Sales & Marketing

- 1. When or will you guys start making actual brandable brochures (with the Bicom logo anywhere) for the MT edition?**

Hi Michael, we would be happy to work with you on something specific you may need. Please provide us with more details at business-success@bicomsystems.com.

Also, every time we release new product versions, we provide white-label options in pdf and InDesign formats (when possible). All of them are available in our “White Label Catalog” [here](#).

Head of Products

- 1. Bicom Systems ProductBoard does not seem to be used much. Feature requests submitted don't seem to make it to the product board.**

As per the [procedure](#), the feature requests are submitted to the Support team. Please share the request you submitted and how you submitted it so that we can follow up.

- 2. What is the status of the TELCOware replacement?**

Currently, there are no plans to provide a product that would replace TELCOware commercially.

PBXware

- 1. We need more than just the two companies that we are currently allowed to send SMS. Can we please add VoIP Innovations? Their customer service is far better.**

Good question, we do have plans to integrate with VoIP Innovations. It is in our six-month plan, but we don't have ETA defined yet.

2. Are you guys working on a “central” front-end for people like myself that have five different MT instances or more? It would be nice to have a central login. My fear is three years from now, I will have 8-9, and well, that’s not going to be fun for my guys trying to find a tenant.

This is a great idea, something we have been thinking about for a long time, but there are many obstacles from the technical side, and it will probably require rewriting the PBXware GUI from scratch.

3. Could we get more details on Ray Baum’s Act support? This has been a point of stress :)

Our biggest challenge was developing support for multiple devices registered to the same extension. With that in mind, we developed an option to add location per device, which is tracked by MAC address as a unique device identifier. Admin will have the ability to set short device descriptions like “home phone” or “office phone” and location per MAC address (which is already used for auto-provisioning). Extension users could update device addresses through Online Self Care when needed.

4. Will there be any work done on routing and rating?

There will be no changes in PBXware 6.5 related to routing and rating, apart from bug fixes. However, I would like to hear more from you on this topic. Please contact me at dalibor@bicomsystems.com to continue the discussion.

Contact Center

1. Will we be able to remove or edit the 64 Agent Group limit?

Due to historical reasons and former ways of working, we were forced to set this limit. We are happy to confirm that we have improved that part in the meantime so that we can safely remove the limit now. Limitless Agent Group will be released in PBXware 6.5.

2. In the last We’re All Ears, we were told that improved CDRs are coming in PBXware 6.5. Is that still accurate, and when will 6.5 be released?

Improved call statistics is definitely something we are thinking about and planning to implement. Unfortunately, due to the scope of the new features and improvements that we were working on (Enhanced ring groups - ERG, statistics for ERG and IVR, Supervisor improvements which are coming in PBXware 6.5.) as well as deadlines to prepare the new features for next release, we were forced to move the release of incoming call statistics to the PBXware 6.6, which is scheduled for early July.

gloCOM & gloCOM GO

1. Will gloCOM WEB ever have an Agent or Supervisor version?

Not planned right now, but gloCOM WEB is a new product. We will consider Agent or Supervisor version for future development. We are still exploring the market possibilities for gloCOM Web.

2. After going from PBXware v5 to v6, the immediate Communicator upgrade requirement for users is proving too difficult to coordinate for a good number of our customers. Many of our text-selection clients do not allow their end-users to install software on their workstations, so if we upgrade them from v5 to v6, their IT team will have to upgrade 250 communicator applications (for example) as quickly as possible, leading to lots of downtime for a company/department/end-user. We need transition versions of Communicator that are compatible with multiple PBXware revisions so we can give them more time to upgrade before PBXware is upgraded.

There is a silent install through the psi package. More info can be found [here](#). This way, they could upgrade everything during the night. Just note that when v6 is installed, v5 will be removed automatically, so they should be aware of that in case of a mass upgrade during the night.

This should be done alongside PBXware upgrade, so users will just get to work with new v6 PBXware and v6 gloCOM installed. And their old chat history will be in “Legacy chat history” in the gloCOM v6 app.

3. Is there an update for the SMS to be synced via the gloCOM Communicator desktop and gloCOM GO 6 mobile phone apps?

We will probably rethink and redesign the SMS server to have the full sync feature across all devices the following year. We will keep you posted on the timeline.

SERVERware & Cloud

1. Is Bicom closer to Country based sipPROT blocking?

We have this feature in our backlog. We will probably start working on it after version 4.2 is released if we do not get more highly prioritized requests in the meantime.

2. We have multiple clusters. It would be helpful to sync our sipPROT white/black lists between the two clusters instead of managing them individually.

This would require the whole sipPROT to be reorganized. We have this feature in our backlog. However, it is prioritized as very low, as a very small number of users would use it.

3. Will sipMON be available for Bicom hosted systems?

sipMON is available on Bicom hosting. However, it has reached the end of life and is not offered commercially.

4. Any update on the VoIP monitor?

Please contact VoIP Monitor for any updates you may need. (They are a different company.)

For technical support, please visit <https://support.bicomsystems.com>.

For licensing inquiries, please contact sales@bicomsystems.com.

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

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