

Q & A

QUESTIONS & ANSWERS

We're All Ears

Q3 2022

bicom
SYSTEMS

Thank you for joining us on Sep 28th, 2022 for our We Are All Ears Webinar. Please find below the Q&As discussed during the session:

Customer Service

- 1. Can we have the Credit limit function enhanced where we can enable an 'Auto Renewal' at the end of the month, similar to Inclusive minutes. We use the credit limit as a safeguard as to how much credit to allow a customer who is post billed. We have lost a customer recently when we forgot to add credit and they could not dial out. Therefore a tick box for auto renewal for some customers would be useful.**

Please specify which product you are referring to. Credit limit options can be found in: PBXware and TELCOware. TELCOware is EOL. It would be best to seek the answer with the PBXware team.

Head of Products

- 1. Are you going to be reviving the Product Board? If so, when?**

We are still working on this.

PBXware

- 1. I am not sure if it was mentioned or not. Is SMS to groups coming?**

All SMS features are currently in the brainstorming phase and we hope to fully redesign SMS implementation in the future. It will not be in 6.7, but likely in one of the versions after.

- 2. We have several Service Customers that have requested a way to escalate service calls after hours. It would work like this: If a voicemail is left and the person does not retrieve it within a period of time, say 30 minutes, it would then alert or transfer that voicemail to another voicemail box. This would ensure the message is responded to.**

Although this sounds like a useful feature, we do not have plans to implement it in the near future. However, you can use Voicemail Groups to share voicemail to multiple recipients.

3. **Will there be an easier way to add SMS contacts? Currently we have added them using self-care.**

I do not know your full user story, but currently there are two ways to add contacts in PBXware:

- a. Using the PBXware GUI, the administrator can enter any shared company contacts which will be visible by all extensions.
- b. The extension owner can add private contacts through OSC.

4. **I have been hearing for a while now that better CDR/CLIRs were coming. Any update on that? Context: Very difficult to tell “What happened to this call?”. A ticket we get quite often. Something that concisely says “Caller X came in on DID > hit IVR > Key Press 3 > Queue Y > Rang Agent 1 (no answer) > Rang Agent 2 (Answered) > Transferred to Queue Z > Rang Agent 3 > and so on.**

I believe we promised better call statistics, which was delivered in PBXware 6.6. We have plans to develop an event based report, but we are still in a research phase, so I can not provide any ETA at this moment.

5. **Any thought towards developing Voice Response (Voice Activated) IVRs?**

Although it would be very useful, it is hard to develop such a feature for multiple languages. We have it in a backlog, but it is not on our list of priorities.

6. **We need a way to consolidate, inventory, move and stop support on our unused PBXware licensing. Agent, Business and Callback Modules for example.**

Please provide me with more information on this topic to be able to give you an answer. Please contact me at dalibor@bicomsystems.com.

7. **Is there going to be an option for Auto response for customers texting?**

This is something we can do. We can include it as a part of our SMS redesign plan. Please submit a feature request so we have it in our backlog.

Contact Center

1. **Does Bicom Systems have any regrets or lessons learned stemming from their Enhanced Ring Group rollout (no SIP Members in queues) in v6.5.1.2? Huge change. No warning. No transition phase. No ability to complete the Queue to ERG migration pre-upgrade. Supervisors lost the ability to monitor their SIP Members through the Supervisor Panel and Queues/Monitor Queues. The reports available for ERGs are not as good as the ones available for queues. The icing on the cake was that the Max Wait Destination rollover on ERGs was broken leading to dropped calls.**

The changes that were introduced were unfortunately necessary in order to solve the problems that customers, and therefore we, had.

The use of SIP Agents within Queues was not something that we planned for use by customers. We understood that at some point it started to be used by customers, but this was essentially a misuse of the CC edition, which caused problems and bugs. Therefore we had to consider disabling that possibility in the future. Also, SIP Agents were removed from Queues because they caused less efficient operation of the contact center. Since we never know when a given extension user is actually by their desk, that can sometimes cause end customers to wait a bit longer for an Agent to answer.

When we introduced ERG, we didn't effectively communicate these changes which was a mistake. Now that several months have passed since the changes were introduced we have explained all of the reasons and benefits behind this decision.

When it comes to the ability to complete the Queue to ERG migration pre-upgrade, we agree that it would be useful if we could add an option for ERG auto creation from existing queues. We will consider that option, but we cannot promise anything right now due to other priorities.

For now, ERG statistics has 6 reports, and we don't have real time statistics for ERG, so we suggest your customers use Agent members with a Supervisor role as a rollover option if they want to have all of the information in one report. Also, we are happy to inform you that we have plans to add an ERG monitor page in the future as we now have a page for queues monitoring, and the introduction of new statistics will be considered.

When it comes to the broken feature you mentioned, we are sorry that you had to experience that issue, but on the other hand we are happy to inform you that the bug has been resolved.

2. **Is there any plans to have omnichannel in the call center features, specially chat and WhatsApp? Should we expect this for 6.7?**

Yes, and we are currently working on it. Much of the work is already done, but omnichannel is a big project and is not yet ready to be released. Unfortunately it will not be ready for the 6.7 release.

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1. **When will multiple extensions be able to receive inbound texts?**

All SMS features are currently in the brainstorming phase and we plan to fully redesign SMS implementation in the future. It will not be in Version 6.7, but probably in one of the versions after.

2. **Will there be an easier way to send bulk texts?**

All SMS features are currently in the brainstorming phase and we plan to fully redesign SMS implementation in the future. It will not be in Version 6.7 but probably in one of the versions after.

SERVERware & Cloud Services

1. **Did the Serverware Product Owner explain what the upcoming Geo IP service and the Enhanced sipPROT features will do?**

Regarding sipPROT - GeoIP will basically enable users to handle situations where it is necessary to block a specific IP range corresponding to specific country

Regarding other sipPROT improvements, there is a list, but among one of those is :

- Allow/deny list export to CSV
- Allow/deny list to have a note (description field)
- Bulk import
- Etc.

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=/

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