



# gloCOM 6.0.1 CHANGELOG

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### Bug Fixes & Improvements

- › Added Portuguese translation
- › Added support to show all users in meeting invite list
- › Added support to auto reconnect to meeting on connector connection loss
- › Updated French and Italian translations
- › Fixed bug where a call cannot be transferred by using drag&drop inside of the Agent panel
- › Fixed bug where transfer button is disabled for all non-dialer calls when using Agent/Supervisor edition
- › Fixed bug where transfer, park and voicemail buttons always stay enabled after establishing one call in a campaign while logged in as a dynamic agent
- › Fixed bug where HOLD button is always enabled in Dialer (even when call is not yet connected)
- › Fixed bug where application would display wrong user name after a meeting is started
- › Fixed bugs in Wallboard in Supervisor panel when using French language
- › Fixed bug where headers in Agents tab weren't translated in various languages
- › Fixed bug where Queues were not sorted correctly in Supervisor panel
- › Fixed bug where Wallboard filtering affects Queues tab data
- › Fixed bug with blurry status icons in main window
- › Fixed flickering when shared screen is resized
- › Fixed join meeting automatically when waiting for the organizer
- › Fixed region sharing screenshot coordinates on high dpi displays
- › Fixed video resize when camera is changed
- › Fixed bug where the user interface is frozen for some time after the meeting is finished

### New Features

- › Unified chat
- › New chat history search
- › Persistent groups with option to change names
- › Mute group options
- › Added option to “Close All Chats” in global Chat options menu
- › Added option “Close All Except This Conversation” in the options menu for a chat conversation
- › File sharing across devices
- › Unified presence
- › Meeting module with audio/video conferencing, instant messaging and screen sharing
- › New Design for Agent Edition
- › Outbound Call Center (Dialer)
- › Personal Callback
- › Integrated Web Browser for CRM Popup, Call Popup and Queue URL Popup
- › Project codes
- › Blended Call Center
- › Extended Supervisor edition with Agent edition features
- › Statistics for the entire call center
- › Change agent direction as a Supervisor
- › Improved Agent Statistics
- › Campaign statistics
- › Central Phone Book
- › Scaling managed by the operating system

- › Additional macros for Call Popup
- › Added warning indicator for Skype module if application was not found
- › Increased call limit to 10 in softphone mode
- › Improved department filtering in main window
- › Added notifications badge for Microsoft Windows
- › Added option to open chat from the call history list

## Bug Fixes & Improvements

- › Fixed issue where agents could not be paused if there are no pause reasons defined on the server
- › Fixed issue where Google email is changed in Preferences but old email's contacts are synced
- › Fixed issue where switching app profile does not change user logged into OSC
- › Fixed issue where currently running release is presented as an available update
- › Fixed crash when trying to send fax from an extension marked as "Do not show in desktop/mobile app" on the server
- › Improved error message in case your account has no Edition Permissions granted
- › Improved Outlook contacts sync to include contacts from subfolders
- › Improved dialog for submitting feedback from the application
- › Improved application logo
- › Improved emojis rendering
- › Mask agent pin when logging in into Agent or Supervisor edition
- › Improved dialling to preserve plus prefix in order to prevent local calls being mistaken for an international call and vice-versa

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