

# HELLO!!!

## CONNECTED WORLD.

**MAKE THAT CALL, WORK FROM HOME!**  
**(UCC & CONTACT CENTRE PLATFORM)**





# gloCOM 6 DATASHEET

The gloCOM 6 datasheet contains a comprehensive list of features and their detailed description.

**bicom**  
SYSTEMS

**VOIMAR™**  
New World Connected



# UNIFIED COMMUNICATIONS

software that simplifies and accelerates your daily tasks



**bicom**  
SYSTEMS

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A powerful desktop and mobile application specifically designed to take your business communications to a whole new level. Its main purpose is to simplify and enhance your day-to-day communications experience.

It packs everything you need for a successful collaboration with your staff including Messaging, Conferencing, CRM access, Faxing, File Sharing functionalities, and all of that within a single and comprehensive desktop application interface.

## SUPPORTED OS

Desktop OS platforms that support the installation of the gloCOM client.

	Office	Business	Agent	Supervisor
<b>MS Windows</b> gloCOM can be installed and used on MS Windows 32/64-bit platforms (Windows Vista and above).	✓	✓	✓	✓
<b>MAC OS X</b> gloCOM can be installed and used on MAC OS X platforms (10.10 and above).	✓	✓	✓	✓
<b>Linux</b> gloCOM can be installed and used on Linux Ubuntu 64-bit platforms (12.04 and above).	✓	✓	✓	✓
<b>Windows Server</b> gloCOM can be installed and used on Windows Server (2012 and above).	✓	✓	✓	✓





















## MINIMUM REQUIREMENTS

Although gloCOM should work on any computer able to run supported operating systems there are minimum requirements that should be met in order to install it and to prevent call quality issues.

	Office	Business	Agent	Supervisor
<b>PBXware 6</b> gloCOM requires PBXware 6.x to operate. Third party PBXs are not supported.	✓	✓	✓	✓
<b>HDD Space</b> gloCOM requires up to 70 MB of free HDD space for the installation.	✓	✓	✓	✓
<b>Broadband Internet Connection</b> Stable broadband internet connection is an important factor in VoIP call quality as VoIP traffic is highly susceptible to latency and packet loss.	✓	✓	✓	✓

# PHONE MODULE

The gloCOM phone module is one of the main features of this product. Having the option to use it as a softphone or integrated with a desk phone or even mobile phones, it provides you with an indispensable tool to boost your productivity and speed up your workflow. When not used in softphone mode, the phone module has full functionality regardless of the SIP device type it is used with.

	Office	Business	Agent	Supervisor
<b>Personal Dialer</b> This feature enables users to load a CSV file inside gloCOM and to dial numbers from that file one after another.				
<b>SoftPhone</b> gloCOM Softphone mode allows you to make calls from your PC without the need to use the desk phone. You can enter the numbers you would like to dial through the application's dial pad or simply select contacts from one of several contact lists that are synchronized with your gloCOM. When paired with a supported wireless headset, gloCOM gives you incredible freedom and even allows you to accept calls without being at your PC.				
<b>Office Phone</b> gloCOM Office phone mode allows you to use gloCOM in integration with your desk phone, enabling you to use gloCOM to make, transfer and park calls from the app itself while you are talking on your desk phone. In addition to the basic call features, all the advanced gloCOM features are available as well which allows you to manipulate calls through the application as if you were using it in softphone mode.				
<b>Polycom Integration</b> gloCOM allows users to exercise office phone control features remotely without physically touching the phone. Polycom IP phone series are fully supported devices. This feature ensures that Polycom desk phone will work seamlessly with the gloCOM software.				
<b>Callback to GSM/PSTN Numbers</b> Besides your desk phone, gloCOM can also be used to call back any phone number, mobile or landline. Once you answer the call on your mobile phone (for example), you will still be able to use all the features available in gloCOM in order to control the call through the desktop application.				

	Office	Business	Agent	Supervisor
<b>gloCOM GO Mobile App</b> While on a phone call with the gloCOM GO mobile app, you can still benefit from all of the advanced features/call control of the desktop app. For example, if you are using the mobile app, you are able to use the call transfer, add another user to the conference, park a call... at the same time from the desktop app. This enables you to continue your conversation on the mobile app while browsing the call options in the gloCOM desktop app.	✓	✓	✓	✓

## BASIC PHONE OPERATIONS AND CALL CONTROL

	Office	Business	Agent	Supervisor
<b>Video Calling</b> gloCOM enables you to place, receive and control video calls on any desk phone or softphone that supports video calls.	✗	✓	✓	✓
<b>Voicemail</b> When using gloCOM you will be able to play, rewind, pause, delete and move Voicemail messages to a different folder on your PC. Additionally, gloCOM allows you to save your voicemail messages to your drive.	✓	✓	✓	✓
<b>Answer a Call</b> You can answer the call straight from your desktop application. Once you accept the call, it will be automatically answered on the speakerphone of your desk phone.	✓	✓	✓	✓
<b>Hangup / Reject the Call</b> You can hang up an ongoing or reject an incoming call on your desk phone from the gloCOM desktop app.	✓	✓	✓	✓
<b>Concurrent Sessions</b> You are able to see information about multiple calls and switch between them easily using the gloCOM desktop app. The number of concurrent sessions is equal to the number of lines for a specific extension. Office edition cannot show more than one call at a time.	✗	✓	✓	✓
<b>Hold / Resume call</b> Hold/Resume option allows you to place a call on hold or to resume it by simply clicking the button in your gloCOM app.	✓	✓	✓	✓

	Office	Business	Agent	Supervisor
<b>Transfer a Call</b> gloCOM allows you to do a call transfer (blind / supervised / transfer / device transfer) while on an active call by simply dragging the call icon and dropping it to any PBXware user in your gloCOM list. Alternatively, to transfer calls to an external number you can press the Transfer button and enter any number you would like to transfer the call to.	✓	✓	✓	✓
<b>Redial</b> The Redial option allows you to dial the last dialed number with a single click.	✓	✓	✓	✓
<b>Mute</b> gloCOM allows you to mute your speaker or mic with a single click if needed.	✓	✓	✓	✓
<b>Speakerphone Paging</b> The Speakerphone paging option allows you to place your call on the desk phone speakerphone by clicking the button in your gloCOM app.	✓	✓	✓	✓
<b>Call Recording</b> gloCOM allows you to start, stop, pause and resume a Call Recording while on an active call. When this feature is in use you will be able to see the call recording status indicator in your gloCOM interface. In order for this feature to work, an extension must have the Instant recording enabled in the Enhanced Services.	✓	✓	✓	✓

## UNIFIED COMMUNICATIONS FEATURES









*Unified Communications Features are an essential set of tools which is integrating organizations, users and services into much more productive business units.*

	Office	Business	Agent	Supervisor
<b>PBXware Directory</b> The gloCOM main window will display PBXware contacts directory with the option to hide and block contacts as well as to set an alias for any of your contacts.	✓	✓	✓	✓
<b>Instant Messaging by Chat</b> Chat with one or more users (single & group chat) at the same time, and keep a searchable history of every IM conversation. gloCOM also allows you to see the chat message delivery status (delivered, seen).	✓	✓	✓	✓























	Office	Business	Agent	Supervisor
<b>Real-Time Messages Sync</b> gloCOM makes sure that any sent/received message is available in real-time on all of your logged-in devices. You will also receive push notifications for incoming messages on your mobile device.	✓	✓	✓	✓
<b>Chat Full History Sync</b> gloCOM makes sure that when you log in, your chat history is always synced and that you have all messages available on your device.	✓	✓	✓	✓
<b>File Sharing</b> gloCOM allows you to Send and Receive files. You can either click send file icon and then navigate to the file you would like to send, or you can simply drag-and-drop the file in your chat window. Files are stored permanently and can be downloaded until expiration time is reached. Expiration time can be modified on PBXware. For image and video files there is a thumbnail which is automatically downloaded. Files can be sent in single conversations and as well as in group conversations. For any conversation you can see all sent/received files in the Files overview screen.	✓	✓	✓	✓
<b>Drag and Drop</b> You can use simple drag and drop actions to add users to a call/chat/conference/group chat, make blind or attended transfers, drop files to the Chat for transfer, join two active calls by simply dragging the call icon of one call and dropping it to the call window of the second call.	✓	✓	✓	✓
<b>Start Chat from Call and Vice - Versa</b> gloCOM allows you to initiate a call from the chat window by clicking the call icon, but it also allows you to start a chat from the call window in the same manner.	✓	✓	✓	✓
<b>Adding user(s) to an Existing Chat Conversation</b> When a user is already in a chat there is one more button in the top bar now: "Add users into this chat". Another window with a search bar will open that can be used for searching users by name or number, and an option to select multiple users to add into the chat.	✓	✓	✓	✓
<b>Faxing</b> You are able to send any document as a fax directly from its native application (Word, Excel etc...), or send faxes directly from gloCOM (PDF files only). In addition, you can also receive faxes and view them on your computer. The fax history feature will give you an option to check all incoming and outgoing faxes and filter them by date.	✗	✓	✓	✓

	<i>Office</i>	<i>Business</i>	<i>Agent</i>	<i>Supervisor</i>
<b>Presence</b> gloCOM brings a unified presence that is synced across all of your devices (Desktop and Mobile). For a currently online user you can see if they are connected via Desktop, via Mobile or even both. For users who are not currently connected, you can see when was their last activity, in order to have a better understanding of their availability. Also, when there is no user activity on your computer for a certain period of time gloCOM can inform other users that you are away from your desk.	✓	✓	✓	✓
<b>MS Outlook</b> You can sync Outlook contacts with your gloCOM contact list. This will allow you to call any of them either from gloCOM or Outlook using the integrated Outlook plugin. This will allow you to see the name of your contact whenever you initiate or receive a call from the number associated with one of your Outlook contacts. (MS Outlook must be installed)	✓	✓	✓	✓
<b>MS Exchange</b> You are able to sync Exchange contacts with gloCOM which will allow you to call them either from gloCOM or Outlook using the integrated Outlook plugin. Whenever you initiate or receive a call, you will be able to see the Exchange contact name of who is calling you. (MS Exchange and Outlook must be installed).	✓	✓	✓	✓
<b>Apple Address Book</b> You are able to sync your Address book contacts with gloCOM which will allow you to call them from gloCOM. Whenever you initiate or receive a call, you will be able to see the Address book contact name of who is calling you.	✓	✓	✓	✓
<b>Google Contacts</b> You are able to import your Google contacts into gloCOM which will allow you to call them from gloCOM. Whenever you initiate or receive a call, you will be able to see the Google contact name of who is calling you.	✓	✓	✓	✓
<b>Central Phone Book</b> Central Phone Book is a centralized list of contacts managed by the PBXware administrator. It is shared across all gloCOM users, and synced together with the rest of your contacts. Besides contacts managed by the administrator, each user can manage his own personal list of contacts. This personal list is private and visible only to you, and can be managed through Online Self Care.	✓	✓	✓	✓
<b>Send vCard (contact sharing)</b> You can share contact details with another gloCOM user by sending a vCard of the contact you would like to share. This can be shared via gloCOM or via email.	✓	✓	✓	✓

<b>Switch Phone</b> gloCOM allows you to switch from device you have taken call on, and continue the call any other registered device. For example, if you received the call on your deskphone but need to leave the office, you can press Switch button in your gloCOM, call will be placed on hold shortly and all your devices will ring (deskphone and gloCOM GO mobile app for example) and you will be able to continue the call on your gloCOM GO even after you leave the office.				
<b>Browser Integration</b> gloCOM's Click to Dial plugin supports all major web browsers: Firefox, Chrome, MS Internet Explorer/Edge and Safari. This plugin allows you to initiate calls from a web browser.				

## CONFERENCING FEATURES

	<i>Office</i>	<i>Business</i>	<i>Agent</i>	<i>Supervisor</i>
<b>Instant Conferencing</b> You can create and control instant conference calls on any SIP phone or SoftPhone. In addition, you are able to convert two-way calls into a dynamic conference call and add as many participants as you want.				
<b>Convert 2 Party Call to Conference</b> gloCOM enables you to do a seamless transition from a regular call to a dynamic conference by simply dragging one or more contacts from your contact lists into a live call window.				
<b>Invite External Phone Numbers</b> In addition to the drag and drop of gloCOM contacts to a live call option, you can also invite any external phone number to a conference by clicking the + icon and entering the number you would like to join the conference.				
<b>Defined Conferencing</b> gloCOM provides you with an overview and control of static conference rooms, as well as the use of any SIP phone or SoftPhone, and allows you to add participants by using the drag and drop feature or by instructing PBXware to call out the external numbers you wish to add to the conference call.				
<b>Start Conference from Group Chat and Vice - Versa</b> gloCOM allows you to initiate the conference from the group chat window by clicking the call icon, but it also allows you to start the group chat from the conference window in the same manner.				

# ADVANCED UNIFIED COMMUNICATIONS FEATURES

	Office	Business	Agent	Supervisor
<b>Easy Caller ID Selection</b> When a list of Caller IDs is created in the Extensions' Enhanced Services feature, users are able to select a Caller ID they would like to use from the drop-down list. Once a selection is made, the selected Caller ID will be used for outbound calls.	✓	✓	✓	✓
<b>Softphone &amp; Deskphone mode Display for DTMF Digits</b> Improved dialer module to display entered DTMF on the screen. (when user dial voicemail and press 2351 on the keyboard, no audio notification will be played but users can see it on screen).	✓	✓	✓	✓
<b>Call Parking</b> The Call Parking feature enables you to park an incoming call by clicking the park button. gloCOM gives you an option to view the list of parked calls and pick up calls parked by other extensions.	✓	✓	✓	✓
<b>Notifications</b> gloCOM provides a number of different pop-up notifications in order to inform you about an event that occurred. A list of notifications includes: incoming call, new IM message, contact joined the conference, contact online/offline status. These notifications are available on every supported OS while Windows also includes an in-popup call control (Accept/Reject).	✓	✓	✓	✓
<b>Multilingual Support</b> gloCOM desktop is translated to several world languages. In case your language is not available, it is possible to obtain translation files from Bicom Systems and once you return the translation back to us we will gladly create a customized version in your language for you.	✓	✓	✓	✓
<b>OSC - Online Self Care</b> gloCOM offers access to the Online self-care platform through the integrated Dashboard extension in the OSC window.	✓	✓	✗	✓
<b>Quick Configuration</b> gloCOM configuration procedure is fast and with minimal number of steps and data entry needed.	✓	✓	✓	✓
<b>QoS for Windows and Mac</b> gloCOM voice packets that have QoS support have a higher priority through the routers.	✓	✓	✓	✓

	Office	Business	Agent	Supervisor
<b>Automatic Updates through the Bicom Release Manager</b> Automatic updates for gloCOM version 4.2.0 and later will be managed through the Bicom Release Manager (BRM) platform. This platform and its management capabilities allow users the full control over new gloCOM versions released across all or only specific PBXware systems our partners have control of. Along with the system-specific update control, the BRM allows you to manage gloCOM updates even on the Tenant level.	✓	✓	✓	✓
<b>Submit Feedback option</b> Users can send feedback via the feedback form	✓	✓	✓	✓
<b>Default Ringtones</b> Default ringtones are now different for inbound and outbound calls when using a softphone. Previously it was the same ringtone and it was hard to distinguish whether a call was an inbound or outbound call.	✓	✓	✓	✓
<b>Block Caller ID Enhanced Service in gloCOM</b> Users are able to block a caller ID directly from gloCOM. Two options are available: "Hide Caller ID" and "Hide Caller ID for next call only".	✓	✓	✓	✓

## CRM INTEGRATION

*gloCOM integration will use URL pop-up events in order to integrate with any 3rd party CRM systems. Depending on preferred settings, pop-ups will be used for inbound and outbound calls once a call is answered or while a call is still ringing on a user's extension. Call logs will be uploaded to the CRM.*

	Office	Business	Agent	Supervisor
<b>SugarCRM</b> gloCOM offers full support for the SugarCRM, including Click-to-Dial and Call Recordings upload.	Optional	Optional	Optional	Optional
<b>Zoho</b> Integration with the Zoho CRM does not support Click-to-Dial nor Call Recordings uploads to the CRM.	Optional	Optional	Optional	Optional
<b>Salesforce</b> Integration with the Salesforce CRM supports the Click-to-dial and Call Recordings upload feature, however, while the Click-to-Dial works with the Classic interface, it is not supported in Lightning.	Optional	Optional	Optional	Optional



	<i>Office</i>	<i>Business</i>	<i>Agent</i>	<i>Supervisor</i>
<b>Microsoft Dynamics</b> Integration with the Microsoft Dynamics CRM does not support the Click-to-Dial feature. Additionally, in case a customer is not added in the CRM, the call recording will not be uploaded unless the agent creates a contact before the call is finished.	<i>Optional</i>	<i>Optional</i>	<i>Optional</i>	<i>Optional</i>
<b>Bullhorn</b> Integration with the Bullhorn CRM supports Call Recordings upload but does not support the Click-to-Dial feature.	<i>Optional</i>	<i>Optional</i>	<i>Optional</i>	<i>Optional</i>
<b>Zendesk</b> Integration with the Zendesk CRM supports Call Recordings upload but does not support the Click-to-Dial feature.	<i>Optional</i>	<i>Optional</i>	<i>Optional</i>	<i>Optional</i>
<b>Vtiger</b> Integration with the Vtiger CRM supports Call Recordings upload but does not support the Call log when the call starts feature.	<i>Optional</i>	<i>Optional</i>	<i>Optional</i>	<i>Optional</i>
<b>Pipedrive</b> Integration with the Pipedrive CRM supports Call Recordings upload but does not support the Call log when the call starts feature.	<i>Optional</i>	<i>Optional</i>	<i>Optional</i>	<i>Optional</i>
<b>SuiteCRM</b> Integration with the Suite CRM supports Call Recordings upload but does not support the Call log when the call starts feature.	<i>Optional</i>	<i>Optional</i>	<i>Optional</i>	<i>Optional</i>

# CRM FEATURE COMPARISON

	SugarCRM	Zoho	Salesforce	MS Dynamics
Fetch Customers and search by Caller ID	✓	✓	✓	✓
Create a Call log	✓	✓	✓	✓
Create a Call log when a call starts (v5)	✗	✗	✓	✗
Upload Call Recordings	✓	✓	✓	✓
Open the Customer Detail Page if a customer is found (Call popup)	✓	✓	✓	✓
Open the “Create New Lead” page if a customer isn’t found	✓	✓	✓	✓
Option to enter a default URL to open on queues	✓	✓	✓	✓
Fill a Phone Number with a Caller ID when opening a page in situation above	✗	✗	✓	✗
Direct Contact Dial (gloCOM)	✓	✓	✓	✓
Click-to-Dial (browser)	✓	✗	Salesforce Classic Only	✗

# CRM FEATURE COMPARISON

	Zendesk	Bullhorn	Vtiger	Pipedrive	SuiteCRM
Fetch Customers and search by Caller ID	✓	✓	✓	✓	✓
Create a Call log	✓	✓	✓	✓	✓
Create a Call log when a call starts (v5)	✗	✗	✗	✗	✗
Upload Call Recordings	✓	✓	✓	✓	✓
Open the Customer Detail Page if a customer is found (Call popup)	✓	✓	✓	✓	✓
Open the “Create New Lead” page if a customer isn’t found	✓	✓	✓	✗	✓
Option to enter a default URL to open on queues	✓	✓	✓	✓	✓
Fill a Phone Number with a Caller ID when opening a page in situation above	✗	✓	✓	✗	✓
Direct Contact Dial (gloCOM)	✓	✓	✓	✓	✓
Click-to-Dial (browser)	✗	✗	✓	✓	✓

## MODULES

	Office	Business	Agent	Supervisor
<b>Generic Call Popup Module</b> Generic Call Popup module allows a customer to use gloCOM's Push call info to integrate with other browser-driven third-party CRM solutions. Custom modification on the CRM part is necessary. Users can specify the URL or EXE file, APP in MacOS, that will be executed in the Call Popup module.	Optional	Optional	Optional	Optional
<b>Skype for Business Module</b> Integration between the Skype for Business client and a user's phone system (PBXware).	Optional	Optional	Optional	Optional

## INTEGRATIONS

	Office	Business	Agent	Supervisor
<b>iTunes Integration</b> When a user places/receives a call on MacOSX, iTunes is paused automatically. When the call is finished, iTunes will resume playing music.	✓	✓	✓	✓
<b>Telephony URI Handling</b> It is possible to set gloCOM as the default app to open "tel://", "sip://", "callto://" and "glocom://" URIs allowing you to use them to initiate calls with gloCOM.	✓	✓	✓	✓
<b>Outlook Click2Dial</b> The Outlook Click-to-Dial plugin allows the user to dial contacts directly from the Outlook contact list with a single click.	✓	✓	✓	✓
<b>Outlook Contact Popup</b> There is a configurable option when the "Add a new Outlook contact" pop-up shows up. Users can now choose when the pop-up will be displayed. The options are: Never (default), when a call is started, when a call is answered and when the answered call is finished.	✓	✓	✓	✓
<b>Browser Click2Dial</b> gloCOM's Click-to-Dial plugin supports all major web browsers: Firefox, Chrome, MS Internet Explorer/Edge and Safari. This plugin allows you to initiate calls to the detected phone numbers from a web browser with a single click.	✓	✓	✓	✓





























	Office	Business	Agent	Supervisor
<b>E-mail Client Integration</b> The e-mail client integration allows you to send e-mails from gloCOM to any of your contacts by using your default e-mail client.	✓	✓	✓	✓
<b>IP Camera Support</b> gloCOM enables you to connect to any web capable IP camera.	✓	✓	✓	✓

## CALL CENTER FEATURES





























*gloCOM integration will use URL pop-up events in order to integrate with any 3rd party CRM systems. Depending on preferred settings, pop-ups will be used for inbound and outbound calls. Once a call is answered or while a call is still ringing on a user's extension, the call logs will be uploaded to the CRM.*

	Office	Business	Agent	Supervisor
<b>Filter the Queue Calls Tab</b> Filter for the selected queues in the queue calls tab. This is important for clients with multiple locations and multiple queues per location, where each location has a supervisor who only wants to see the calls for that location's queues.	✗	✗	✗	✓
<b>Resize Columns in the Supervisor Panel</b> Added the option to resize columns in the Supervisor panel.	✗	✗	✗	✓
<b>Supervisor as an Agent</b> Supervisor Edition is extended with Agent edition functionalities. A Supervisor can also be an Agent and use all Agent Edition features.	✗	✗	✗	✓
<b>Supervisor Queues Module</b> Inside of the Queues module supervisor can monitor real-time information for all queues he selects to be visible through Preferences dialog. Queues module displays queue statistics for the current day. For each queue the following information is shown: total calls, answered calls, unanswered calls, waiting calls , idle agents, busy agents, avg. wait time, max. wait time and service level.	✗	✗	✗	✓
<b>Supervisor Graphs Module</b> The Graphs module shows real-time call statistics in the form of graphs. Also, it is possible to choose whether you want to display graphs until the current server time, or to display graphs from the specified server time.	✗	✗	✗	✓



	Office	Business	Agent	Supervisor
<b>Supervisor Wallboard Module</b> Inside of the Wallboard module supervisor can monitor real-time information for all queues he selects to be visible through Preferences dialog. The Wallboard is displayed in a large format intended for use with televisions or other large screens. Wallboard module displays queue statistics for the current day. For each queue the following information is shown: total calls, answered calls, unanswered calls, waiting calls , idle agents, busy agents, avg. wait time, max. wait time and service level.				
<b>Supervisor Queues/Wallboard module - “All queues” statistics</b> The supervisor can see total queue statistics for selected queues, which means that he can monitor the performance of the entire call centre, not just per queue.				
<b>Supervisor Agents Module</b> Inside of the Agents module, the supervisor can monitor information for all logged-in agents he selects to be visible through Preferences dialog. All types of agents are shown (static, dynamic and callback). It is possible to see agent direction and blending option in a real-time. The supervisor can change the direction of any agent by clicking on the direction buttons. Also, he can see which project code each agent is using for their current calls. It is also possible to monitor dialer calls and campaigns.				
<b>Supervisor Agent Statistics module</b> Agent Statistics module displays agent inbound and outbound statistics that include all agent calls (inbound, outbound, direct (in/out) ) into calculations. Calculations are reset every day starting from midnight. It is possible to set refresh time to the desired value to keep statistics updated.				
<b>Supervisor Queue Calls Module</b> Inside of the Queue Calls module, the supervisor can monitor information for calls from all the queues he selects to be visible through Preferences dialog. The supervisor can perform the following operations for each call if he has the permissions: Transfer Call, Take Call and Monitor Call.				
<b>Supervisor Inbound Calls Module</b> Inside of the Inbound Calls module, the supervisor can monitor information for all calls coming into the system. The supervisor can perform the Transfer Call operation for each call if he has the permissions.				
<b>Supervisor Outbound Calls Module</b> Inside of the Outbound Calls module, the supervisor can monitor information for all calls going out from the system. The supervisor can perform the following operations for each call if he has the permissions: Transfer Call, Take Call, Monitor Call and Hangup Call.				

	Office	Business	Agent	Supervisor
<b>Supervisor Alerts Module</b> Inside of the Alerts module, the supervisor can monitor alerts he selects to be visible through Preferences dialog. For each alert the following information is shown: Date/Time and Alert. Also, it is possible to see the total number of all alerts displayed in the list above.	✗	✗	✗	✓
<b>Supervisor Campaigns Module</b> Campaigns module displays campaign statistics for the current day.	✗	✗	✗	✓
<b>Supervisor Panel Colours of Different Statuses</b> Changed the colors for different agent states inside Supervisor Panel (Agents tab).	✗	✗	✗	✓
<b>Search Agents in Agents view Tab</b> In the Supervisor panel (Agents tab) button “Search agents” will enable supervisors to quickly search and find agents.	✗	✗	✗	✓
<b>Agent Panel</b> All agent related features are located in one window (Agent Panel), making it easier for an agent to handle multiple calls, feedback forms, CRM popup, callbacks, other agents and queues.	✗	✗	✓	✓
<b>Agent Panel Queues Overview</b> Queues tab displays all queues that you choose to be visible in Queues Settings, and the total number of those queues. For each queue, the following information is shown: Queue name, Calls, Busy, Idle, Paused and MWT.	✗	✗	✓	✓
<b>Agent Panel Agents Overview</b> Agents tab displays all agents that you choose to be visible in Agent Settings, and the total number of those agents. For each agent the following information is shown: Agent name, Agent ID and Agent Type.	✗	✗	✓	✓
<b>Inbound Contact Center</b> Inbound mode means an agent works only in queues. Agent can be member of multiple queues.	✗	✗	✓	✓
<b>Outbound Contact Center (Dialer)</b> Outbound mode means an agent works only in campaigns. An agent can be a member of multiple campaigns, but can be active in only one campaign during the login session. Agent can not work in a campaign and a queue at the same time.	✗	✗	✓	✓

	Office	Business	Agent	Supervisor
<b>Outbound Contact Center Strategies</b> gloCOM supports the following: Power, Preview and Progressive strategy. In power strategy, the agent is waiting to receive the next call from the campaign in which he is currently logged. Preview strategy allows the agent to have a preview of lead details so he can decide whether to dial lead or not. The progressive strategy works the same as a preview, except that the agent has a timeout in which he must perform dial, and there is no possibility to manually fetch the next lead.				
<b>Outbound Contact Center Dispositions</b> Each campaign can have various options that the agent should submit when the call is finished. These options are called dispositions. Dispositions need to be set on PBXware. There are several types of dispositions: Retry, Callback, Personal Callback, DNC etc. To quickly submit a disposition an agent can use hotkeys.				
<b>Outbound Contact Center Feedback Form</b> Feedback form is displayed whenever there is a new call from the campaign. In order to show feedback form, it has to be loaded on PBXware and the option Send Feedback Forms per campaign must be set on Yes. Otherwise, a feedback form is not available. In preview/progressive strategy there is feedback form visible before the call is started, but in that case is possible only to read information, not to edit.				
<b>Blended Contact Center</b> Blended mode means the system will automatically move the agent from inbound to outbound strategy if a queue is not busy, or system will move the agent from outbound to inbound strategy if there are people waiting in the queue. Blending can be automatic or manual. It is based on minimum idle agents parameter per Queue, that can be found and updated on PBXware. Manual blending means that agent can choose manually direction at login time or during the operation he can switch between inbound, outbound and blended mode.				
<b>Agent panel Screen Pop</b> In order to use this feature CRM or CallPopup Module needs to be enabled. If this feature is enabled the Screen Pop will happen within the application inside the Agent Panel window, otherwise it will use your Default Browser. Also, it is possible to do screen pop based on the URL set per Queue.				
<b>Project codes</b> An agent can view and select project codes for his outgoing calls.They are defined in PBXware.				
<b>Callback/Dynamic Agent</b> Callback agent/Dynamic agent: You can choose whether you want to log in as the callback or dynamic agent.				

	<i>Office</i>	<i>Business</i>	<i>Agent</i>	<i>Supervisor</i>
<b>Agent Pause Reason Codes</b> When an Agent would like to put himself on pause he will be prompted to select a reason from the dropdown list. This reason will be reported for both live and historic reports for the agent.	⊗	⊗	✓	✓
<b>Other Agents Pause Reason</b> Tooltip over each agent name that shows their current status (i.e. on call, busy, paused etc...).	⊗	⊗	✓	✓
<b>Agent Alerts</b> Setup for alerts in agent panel (Max wait time, Threshold time, Alert interval)	⊗	⊗	✓	✓
<b>Alert for Login from Another Extension</b> In a scenario where an agent is logged in but on a different extension, gloCOM will shown an alert, users could get confused.	⊗	⊗	✓	✓
<b>Alerts for Callers Waiting in a Queue</b> Turn off by default alerts in agent edition for callers waiting more than 7 minutes in a queue	⊗	⊗	✓	✓





















# AUDIO DEVICE INTEGRATION

	Office	Business	Agent	Supervisor
<b>Any Audio Device Supported by the OS</b> gloCOM will use any audio device installed on the OS.	✓	✓	✓	✓
<b>Advanced Headset Integration with Jabra</b> gloCOM supports full integration with selected <a href="#">Jabra headsets</a> - users can Answer/Reject/Hold/Resume gloCOM calls by using their headset controls.	✓	✓	✓	✓
<b>Advanced Headset Integration with Plantronics</b> gloCOM supports full integration with selected <a href="#">Plantronics headsets</a> - users can Answer/Reject/Hold/Resume gloCOM calls by using their headset controls	✓	✓	✓	✓
<b>Sennheiser Integration</b> Supported features on the headset (HS): <ul style="list-style-type: none"> <li>• Incoming call accepted by HS (tap call button while there is an incoming unanswered call)</li> <li>• End active call from HS (tap call button while there is an active call)</li> <li>• Incoming call rejected by HS (LONG press call button) (not supported for DECT devices)</li> <li>• Hold active call on HS (double tap call button while an active call is not held)</li> <li>• Resume held call on HS (double tap call button while an active call is held)</li> <li>• Redial call (double tap call button while there are no calls)</li> <li>• Off-hook (tap call button while there are no calls)</li> <li>• On-hook (tap call button after off-hook event)</li> <li>• Mute from HS (tap the mute button while on active call)</li> <li>• Unmute from HS (tap the mute button while muted on active call)</li> </ul>	✓	✓	✓	✓



# PERSONALIZATION

	Office	Business	Agent	Supervisor
<b>Different View Modes</b> Use the List or Grid (Thumbnail) view modes to view your contacts. Choose the size of the contact details in the List mode. Show/hide contact personal message and name in the Grid View.	✓	✓	✓	✓
<b>Avatar</b> Set your avatar image so other contacts are able to see it.	✓	✓	✓	✓
<b>Status and Status Message</b> gloCOM allows you to set your status (Available, Busy, DND, Away) and optionally provide a custom status message to describe your current availability. Aside from these 4 default statuses PBXware administrator can also add statuses through PBXware GUI and those will appear as an option in gloCOM for all users. When selecting your status you also have to specify status expiration. This allows you to let gloCOM revert your status back to Available after a certain period of time.	✓	✓	✓	✓
<b>Hide Contacts in List</b> Users are able to hide contacts from the list of contacts directly from gloCOM application.	✓	✓	✓	✓
<b>Favorites</b> Users can make the Favorites list from the list of available contacts, directly in the gloCOM application.	✓	✓	✓	✓
<b>Choose a CallerID when Sending a Fax</b> gloCOM users can choose caller IDs for sending a fax from a predefined list in the PBXware GUI.	✓	✓	✓	✓
<b>Choose Preferred Module Icons</b> Organize icons option is used to personalize the module icons available in the main window. Note that the first icon has to be the Phone module, but you can rearrange the 5 other icons as it suits your needs.	✓	✓	✓	✓
<b>Multiple Profiles</b> Multiple profiles (user accounts ) can be created. For example, you might want to create a profile for work and a separate profile for personal use, keeping them separate.	✗	✓	✓	✓
<b>Six module icons</b> There are 6 module icons in the main window for quick access. They can be rearranged as it suits your needs.	✓	✓	✓	✓

	<i>Office</i>	<i>Business</i>	<i>Agent</i>	<i>Supervisor</i>
<b>Warning icon in “Contacts” tab</b> If loading of contacts has failed for whatever reason, we currently display a warning icon which is fine. But the user should be able to click on it and the application will ask the user if they want to retry instead of opening the three-dot menu in the modules bar, and finding the option “refresh contacts”.				
<b>Department Filtering</b> Added the “My departments” option in the main window departments dropdown list. This way a user can choose to display only users from his department. Also, login notifications are now shown only for users that are visible in contacts view (users from the selected department).				
<b>Padlock for Module Windows to Stay Open</b> Phone, Conference, Group chat and Call Parking modules now have a “padlock” icon in the upper left corner. If it is locked the window is not closed automatically when a call is initiated (the conference is joined / group chat joined / call picked from call parking dialog). In older versions, these modules were automatically closed.				
<b>PCI Compliance</b> An option in GloCOM 5.3 that will detect the DTMF from the caller, and enter them into a text field by “simulating keypress” with the DTMF digit.				
<b>Custom Parking Lots</b> When a user presses “Park” inside the call window in GloCOM 5.3, they are presented with a drop-down so they can choose a lot to park.				

# DEPLOYMENT FEATURES

	Office	Business	Agent	Supervisor
<b>Windows Installation with EXE or MSI</b> Available in two different packages. A custom, third-party installation system in an EXE file. A Windows Installer installation in an MSI file. EXEs are just executables that help add value or data to the system but they may not help in maintaining the integrity of the system. Whereas MSIs are executables which help with a clean installation/uninstallation of any application, thereby restoring the stability of the OS.	✓	✓	✓	✓
<b>Silent Installation of an MSI Package / Windows GPO</b> For auto configuration to work: the “Orca” application (by Microsoft) should be used to generate the glocom.msi transformation file with modified properties values. This file is then specified in the GPO on Windows Server. Silent install: msixec /quiet.	✓	✓	✓	✓
<b>Silent Installation of an EXE Package</b> A special “/silent” flag should be used while performing the installation in order for it to be successfully completed.	✓	✓	✓	✓
<b>Shared Configuration</b> Share login configuration between multiple Windows/Mac users on a single computer.	✓	✓	✓	✓
<b>Configurable Features Permissions</b> Separate permissions are available for Chat, Voicemail, OSC, Agent Pause, Access Codes, QoS, Directory and phone DND. Permissions are set per tenant and Edition in PBXware.	✓	✓	✓	✓
<b>White Label Documentation Available</b> White label documentation is available for our products. The source of the documentation is available in “asciidoc” for easy transfer and editing. This way customers can change images, screenshots and branding information.	✓	✓	✓	✓
<b>System Information in the About Screen</b> All information regarding application version, revision, PBX information, libraries and more can be found in the gloCOM ‘About’ dialog. This way users can easily access/copy and paste info to email or send to support if needed.	✓	✓	✓	✓

# MEETING

	Office	Business	Agent	Supervisor
<b>Audio/Video Conferencing</b> Join a meeting with audio and/or video.	✓	✓	✓	✓
<b>Screen Sharing</b> Basic screen sharing of the current screen.	✓	✓	✓	✓
<b>Application Sharing</b> Share screen of a specific application.	✓	✓	✓	✓
<b>Group Chat</b> Group chat during the meeting between internal and external participants.	✓	✓	✓	✓
<b>Webcam Sharing</b> Share webcams from all meeting participants.	✓	✓	✓	✓
<b>Call in Using Computer/Device</b> Enable joining audio conference with device microphone.	✓	✓	✓	✓
<b>Call in Using Phone (PIN based)</b> Enable participants to call certain phone number to join the audio conference Toll free for certain countries and international numbers. Participants would dial the number and they would enter meeting number and PIN into IVR which would connect them to meeting audio conference.	✓	✓	✓	✓
<b>Mouse and Keyboard Control</b> Give participants mouse and keyboard control over a shared screen.	✓	✓	✓	✓
<b>Role Passing to Participants</b> Pass host or screen sharing role to participant.	✓	✓	✓	✓
<b>Who is speaking</b> Focuses video of the current speaker and identifies all current speakers in the participants list.	✓	✓	✓	✓
<b>Instant Chat or Group-Chat to Meeting</b> Ability to start a meeting by clicking on a meeting button inside chat or group chat in gloCOM.	✓	✓	✓	✓

<b>Instant Turn Voice-Call or Audio Conference to Meeting</b> Convert voice call to meeting by clicking on meeting button inside call or conference dialog on gloCOM.	✓	✓	✓	✓
<b>Switch Audio Device</b> Ability to switch between softphone or deskphone while inside meeting on gloCOM.	✓	✓	✓	✓
<b>Invite Participants</b> Invite more participants during the meeting by dragging and dropping them from the main application windows to the participants list or by choosing them from the contact list.	✓	✓	✓	✓
<b>Invite External Participants</b> Invite external participants during the by adding their phone or email.	✓	✓	✓	✓
<b>Schedule an Upcoming Meeting</b>	✓	✓	✓	✓
<b>Recurring Meetings Support</b> Allow support for setting up a recurring meeting (daily, weekly, monthly with some other options).	✓	✓	✓	✓
<b>Calendar Integration</b> View all scheduled meetings in callendar (Google Calendar, Apple Calendar ...).	✓	✓	✓	✓



# CONNECT, COMMUNICATE & COLLABORATE

Dive into Unified Communications universe through gloCOM



# THANK YOU



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