



gloCOM 5.3 DATASHEET

The gloCOM 5.3 datasheet contains a comprehensive list of features and their detailed description.



UNIFIED COMMUNICATIONS

software that simplifies and accelerates your daily tasks



gloCOM

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 transfer 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
MS Windows gloCOM can be installed and used on MS Windows 32/64-bit platforms (Windows Vista and above).	✓	✓	✓	✓
MAC OS X gloCOM can be installed and used on MAC OS X platforms (10.10 and above).	✓	✓	✓	✓
Linux gloCOM can be installed and used on Linux Ubuntu 64-bit platforms (12.04 and above).	✓	✓	✓	✓
Windows Server 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
PBXware 5 gloCOM requires PBXware 5.x to operate. Third party PBXs are not supported.	✓	✓	✓	✓
HDD Space gloCOM requires up to 70 MB of free HDD space for the installation.	✓	✓	✓	✓
Broadband Internet Connection 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
<p>Personal Dialer</p> <p>This feature enables users to load a CSV file inside GloCOM 5.3 and to dial numbers from that file one after another.</p>	✗	✓	✓	✓
<p>SoftPhone</p> <p>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.</p>	✗	✓	✓	✓
<p>Office Phone</p> <p>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.</p>	✓	✓	✓	✓
<p>Polycom Integration</p> <p>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.</p>	✗	✓	✓	✓
<p>Callback to GSM/PSTN Numbers</p> <p>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.</p>	✗	✓	✓	✓

	Office	Business	Agent	Supervisor
<p>gloCOM GO Mobile App</p> <p>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.</p>	✓	✓	✓	✓

BASIC PHONE OPERATIONS AND CALL CONTROL

	Office	Business	Agent	Supervisor
<p>Video Calling</p> <p>gloCOM enables you to place, receive and control video calls on any desk phone or softphone that supports video calls.</p>	✗	✓	✓	✓
<p>Voicemail</p> <p>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.</p>	✓	✓	✓	✓
<p>Answer a Call</p> <p>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.</p>	✓	✓	✓	✓
<p>Hangup / Reject the Call</p> <p>You can hang up an ongoing or reject an incoming call on your desk phone from the gloCOM desktop app.</p>	✓	✓	✓	✓
<p>Concurrent Sessions</p> <p>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.</p>	✗	✓	✓	✓
<p>Hold / Resume call</p> <p>Hold/Resume option allows you to place a call on hold or to resume it by simply clicking the button in your gloCOM app.</p>	✓	✓	✓	✓

	Office	Business	Agent	Supervisor
<p>Transfer a Call</p> <p>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.</p>	✓	✓	✓	✓
<p>Redial</p> <p>The Redial option allows you to dial the last dialed number with a single click.</p>	✓	✓	✓	✓
<p>Mute</p> <p>gloCOM allows you to mute your speaker or mic with a single click if needed.</p>	✓	✓	✓	✓
<p>Speakerphone Paging</p> <p>The Speakerphone paging option allows you to place your call on the desk phone speakerphone by clicking the button in your gloCOM app.</p>	✓	✓	✓	✓
<p>Call Recording</p> <p>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.</p>	✓	✓	✓	✓

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
<p>PBXware Directory</p> <p>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.</p>	✓	✓	✓	✓
<p>Instant Messaging by Chat</p> <p>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).</p>	✓	✓	✓	✓

	Office	Business	Agent	Supervisor
<p>File Transfer</p> <p>gloCOM allows you to Send and Receive files through its IM client. You can either click the 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.</p>	✓	✓	✓	✓
<p>Drag and Drop</p> <p>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.</p>	✓	✓	✓	✓
<p>Start Chat from Call and Vice - Versa</p> <p>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.</p>	✓	✓	✓	✓
<p>Adding user(s) to an Existing Chat Conversation</p> <p>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.</p>	✓	✓	✓	✓
<p>Department Group Messaging</p> <p>You can broadcast IM messages to all members of a specific Department inside your company by clicking on the Channels icon and selecting your desired department.</p>	✓	✓	✓	✓
<p>Faxing</p> <p>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.</p>	✗	✓	✓	✓
<p>Presence</p> <p>gloCOM allows you to set your presence status and availability to inform other users when you are available or away. This feature also allows you to see the presence and availability of other users.</p>	✓	✓	✓	✓
<p>MS Outlook</p> <p>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)</p>	✓	✓	✓	✓

	Office	Business	Agent	Supervisor
<p>MS Exchange</p> <p>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).</p>	✓	✓	✓	✓
<p>Apple Address Book</p> <p>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.</p>	✓	✓	✓	✓
<p>Google Contacts</p> <p>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.</p>	✓	✓	✓	✓
<p>Send vCard (contact sharing)</p> <p>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.</p>	✓	✓	✓	✓
<p>Switch Phone</p> <p>gloCOM allows you to switch from the device you have taken the call on and continue the call on any other registered device. For example, if you received the call on your desk phone but need to leave the office, you can press the Switch button on your gloCOM, and the call will be placed on hold shortly and all your devices will ring (desk phone and gloCOM GO mobile app for example) and you will be able to continue the call on gloCOM GO even after you leave the office.</p>	✗	✓	✓	✓
<p>Browser Integration</p> <p>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.</p>	✓	✓	✓	✓

CONFERENCEING FEATURES

	Office	Business	Agent	Supervisor
<p>Instant Conferencing</p> <p>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.</p>	✓	✓	✓	✓
<p>Convert 2 Party Call to Conference</p> <p>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.</p>	✓	✓	✓	✓
<p>Invite External Phone Numbers</p> <p>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.</p>	✓	✓	✓	✓
<p>Defined Conferencing</p> <p>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.</p>	✓	✓	✓	✓
<p>Start Conference from Group Chat and Vice - Versa</p> <p>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.</p>	✓	✓	✓	✓

ADVANCED UNIFIED COMMUNICATIONS FEATURES

	Office	Business	Agent	Supervisor
<p>Call Parking</p> <p>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.</p>	✓	✓	✓	✓



	Office	Business	Agent	Supervisor
<p>Easy Caller ID Selection</p> <p>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.</p>	✓	✓	✓	✓
<p>Softphone & Deskphone mode Display for DTMF Digits</p> <p>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).</p>	✓	✓	✓	✓
<p>Notifications</p> <p>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).</p>	✓	✓	✓	✓
<p>Multilingual Support</p> <p>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.</p>	✓	✓	✓	✓
<p>OSC - Online Self Care</p> <p>gloCOM offers access to the Online self-care platform through the integrated Dashboard extension in the OSC window.</p>	✓	✓	✗	✓
<p>Automatic Updates</p> <p>Users are notified when there are updates for gloCOM and they can choose whether to download/install them. In case a user does not want to proceed with an update, it is possible to postpone the notification for a week, month or until the next version.</p>	✓	✓	✓	✓
<p>Automatic Updates through the Bicom Release Manager</p> <p>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.</p>	✓	✓	✓	✓
<p>QoS for Windows and Mac</p> <p>gloCOM voice packets that have QoS support have a higher priority through the routers.</p>	✓	✓	✓	✓

	Office	Business	Agent	Supervisor
<p>Submit Feedback option</p> <p>Users can send feedback via the feedback form</p>	✓	✓	✓	✓
<p>Default Ringtones</p> <p>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.</p>	✓	✓	✓	✓
<p>Block Caller ID Enhanced Service in gloCOM</p> <p>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”.</p>	✓	✓	✓	✓

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
<p>SugarCRM</p> <p>gloCOM offers full support for the SugarCRM, including Click-to-Dial and Call Recordings upload.</p>	Optional	Optional	Optional	Optional
<p>Zoho</p> <p>Integration with the Zoho CRM does not support Click-to-Dial nor Call Recordings uploads to the CRM.</p>	Optional	Optional	Optional	Optional
<p>Salesforce</p> <p>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.</p>	Optional	Optional	Optional	Optional
<p>Microsoft Dynamics</p> <p>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.</p>	Optional	Optional	Optional	Optional



	<i>Office</i>	<i>Business</i>	<i>Agent</i>	<i>Supervisor</i>
Bullhorn 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>
Zendesk 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>
Vtiger 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>
Pipedrive 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>
SuiteCRM 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
<p>Generic Call Popup Module</p> <p>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.</p>	Optional	Optional	Optional	Optional
<p>Skype for Business Module</p> <p>Integration between the Skype for Business client and a user's phone system (PBXware).</p>	Optional	Optional	Optional	Optional

INTEGRATIONS

	Office	Business	Agent	Supervisor
<p>iTunes Integration</p> <p>When a user places/receives a call on MacOSX, iTunes is paused automatically. When the call is finished, iTunes will resume playing music.</p>	✓	✓	✓	✓
<p>Telephony URI Handling</p> <p>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.</p>	✓	✓	✓	✓
<p>Outlook Click2Dial</p> <p>The Outlook Click-to-Dial plugin allows the user to dial contacts directly from the Outlook contact list with a single click.</p>	✓	✓	✓	✓
<p>Outlook Contact Popup</p> <p>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.</p>	✓	✓	✓	✓
<p>Browser Click2Dial</p> <p>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.</p>	✓	✓	✓	✓

	Office	Business	Agent	Supervisor
E-mail Client Integration 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.	✓	✓	✓	✓
IP Camera Support gloCOM enables you to connect to any web capable IP camera.	✓	✓	✓	✓

CALL CENTRE 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
Filter the Queue Calls Tab 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.	✗	✗	✗	✓
Resize Columns in the Supervisor Panel Added the option to resize columns in the Supervisor panel.	✗	✗	✗	✓
Supervisor Queues Panel gloCOM enables you to monitor queues in real time. Users will be able to see the number of answered calls, service level, which agents are paused, calls waiting in a queue, logged in agents and busy agents. In advanced preferences, users are able to choose which agents and fields to display in the panel.	✗	✗	✗	✓
Supervisor Wallboard The Wallboard feature allows you to present relevant call center statistics on a large screen so it can be prominently displayed and visible to other call center personnel.	✗	✗	✗	✓
Supervisor Agents Panel The agent status and efficiency feature allows you to see information on agents' status (online/offline/paused) and agents' efficiency during the time they were logged in. (advanced preferences are available to show/hide agents and static members).	✗	✗	✗	✓

	Office	Business	Agent	Supervisor
<p>Supervisor Graphs</p> <p>The Supervisor is able to see graphs and check call statistics in real time. Graphs are available for: answered calls, unanswered calls and max/average wait time.</p>	⊗	⊗	⊗	✔
<p>Supervisor Agent Inbound Stats Panel</p> <p>The agent inbound stats panel allows you to see information regarding an agents' inbound calls in real time. (Number of calls, Talk time, Logged in time...)</p>	⊗	⊗	⊗	✔
<p>Supervisor Queue Calls Panel</p> <p>The queue calls panel displays real-time information for active queues. (Queue name, Caller ID, Position in a queue, etc.) The available supervisor options are: Take a call, Spy on a call and Transfer a call. All of the supervisor options can be accessed through a quick menu and via buttons in the panel.</p>	⊗	⊗	⊗	✔
<p>Supervisor Inbound Calls Panel</p> <p>The Inbound Calls panel displays real-time information for active inbound calls. (location, DID of a call used, duration etc...). The available supervisor options are: Transfer a call. All of the supervisor options can be accessed through a quick menu and via buttons in the panel.</p>	⊗	⊗	⊗	✔
<p>Supervisor Outbound Calls Panel</p> <p>The Outbound calls panel displays real-time information for active outbound calls. (Call originator, Destination number, Duration, etc...). The available supervisor options are: Transfer a call, Take a call, Spy on a call, Hangup a call. All of the supervisor options can be accessed through a quick menu and via buttons in the panel.</p>	⊗	⊗	⊗	✔
<p>Supervisor Alerts Panel</p> <p>The alerts panel displays alerts that were predefined in preferences (Agent not ready in "n" seconds, Agent talking for "n" seconds, More than a specific number of agents not ready, etc.)</p>	⊗	⊗	⊗	✔
<p>Supervisor Panel Colours of Different Statuses</p> <p>Changed the colors for different agent states inside Supervisor Panel (Agents tab).</p>	⊗	⊗	⊗	✔
<p>Search Agents in Agents view Tab</p> <p>In the Supervisor panel (Agents tab) button "Search agents" will enable supervisors to quickly search and find agents.</p>	⊗	⊗	⊗	✔

	Office	Business	Agent	Supervisor
<p>Agent Panel Queues Overview</p> <p>Inside of the Agent Panel Queues Overview agents are able to see the number of answered calls, which agents are paused, calls waiting in a queue, agents logged in and busy agents. In advanced preferences, users are able to choose which agents and fields to display in the panel.</p>	⊗	⊗	✓	⊗
<p>Agent Panel Agents Overview</p> <p>The agents' panel allows you to see information on the agents' status (online/offline/paused). An agent is able to show/hide agents from a queue, all agents and custom agents (in preferences).</p>	⊗	⊗	✓	⊗
<p>Callback Dynamic Agent</p> <p>Callback agent/Dynamic agent: Choose if you want to log in as a callback or dynamic agent.</p>	⊗	⊗	✓	⊗
<p>Agent Pause Reason Codes</p> <p>When an Agent would like to pause themselves, they will be prompted to select a reason from the drop-down list. This reason will be reported for both live and historical reports for that agent.</p>	⊗	⊗	✓	⊗
<p>Other Agents Pause Reason</p> <p>There is a tooltip now over each agent name that shows their current status (i.e., on call, busy, paused, etc.).</p>	⊗	⊗	✓	⊗
<p>Agent Alerts</p> <p>Setup for alerts in the agent panel (Max wait time, Threshold time, Alert interval).</p>	⊗	⊗	✓	⊗
<p>Alert for Login from Another Extension</p> <p>gloCOM will show an alert when an agent is logged in but on a different extension in order to remove any confusion on the users' part.</p>	⊗	⊗	✓	⊗
<p>Alerts for Callers Waiting in a Queue</p> <p>Turn off the alerts in the Agent Edition for callers waiting more than 7 minutes in a queue by default.</p>	⊗	⊗	✓	⊗

AUDIO DEVICE INTEGRATION

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

PERSONALIZATION

	Office	Business	Agent	Supervisor
<p>Different View Modes</p> <p>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.</p>	✓	✓	✓	✓
<p>Avatar</p> <p>Set your avatar image so other contacts are able to see it.</p>	✓	✓	✓	✓
<p>Personal Message</p> <p>gloCOM allows you to enter your personal message so other contacts are able to see it.</p>	✓	✓	✓	✓
<p>Block and Hide Contacts in List</p> <p>Users are able to Block or Hide contacts from the Contacts list directly from the gloCOM application.</p>	✓	✓	✓	✓
<p>Favorites</p> <p>Users can make the Favorites list from the list of available contacts, directly in the gloCOM application.</p>	✓	✓	✓	✓
<p>Choose a CallerID when Sending a Fax</p> <p>gloCOM users can choose caller IDs for sending a fax from a predefined list in the PBXware GUI.</p>	✓	✓	✓	✓
<p>Choose Preferred Module Icons</p> <p>Modules icons inside gloCOM can now be personalized. The phone icon must be there in the first place, and the next three can be defined by the user in the Organize Icons dialog.</p>	✓	✓	✓	✓
<p>Multiple Profiles</p> <p>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.</p>	✗	✓	✓	✓
<p>Six module icons</p> <p>Increased the number of module icons displayed on the main screen to six. The Organizing icons are the same as before (Three-dot menu > Organize icons).</p>	✓	✓	✓	✓

	Office	Business	Agent	Supervisor
<p>Warning icon in “Contacts” tab</p> <p>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”.</p>	✓	✓	✓	✓
<p>Department Filtering</p> <p>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).</p>	✓	✓	✓	✓
<p>Padlock for Module Windows to Stay Open</p> <p>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.</p>	✓	✓	✓	✓
<p>PCI Compliance</p> <p>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.</p>	✓	✓	✓	✓
<p>Custom Parking Lots</p> <p>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.</p>	✓	✓	✓	✓

DEPLOYMENT FEATURES

	Office	Business	Agent	Supervisor
<p>Windows Installation with EXE or MSI</p> <p>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.</p>	✓	✓	✓	✓
<p>Silent Installation of an MSI Package / Windows GPO</p> <p>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: msiexec /quiet.</p>	✓	✓	✓	✓
<p>Silent Installation of an EXE Package</p> <p>A special “/silent” flag should be used while performing the installation in order for it to be successfully completed.</p>	✓	✓	✓	✓
<p>Shared Configuration</p> <p>Share login configuration between multiple Windows/Mac users on a single computer.</p>	✓	✓	✓	✓
<p>Configurable Features Permissions</p> <p>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.</p>	✓	✓	✓	✓
<p>White Label Documentation Available</p> <p>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.</p>	✓	✓	✓	✓
<p>System Information in the About Screen</p> <p>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.</p>	✓	✓	✓	✓



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Dive into Unified Communications universe through gloCOM



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to find out more about our services

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