BICOM SYSTEMS
ADVANCED SIMPLICITY

CALL CENTER AGENT

software that simplifies and accelerates your daily tasks
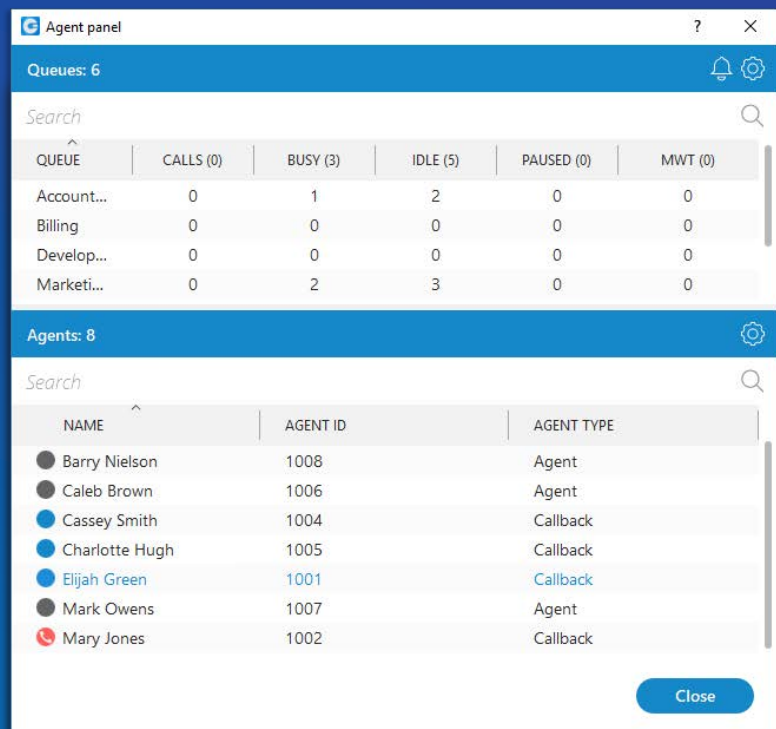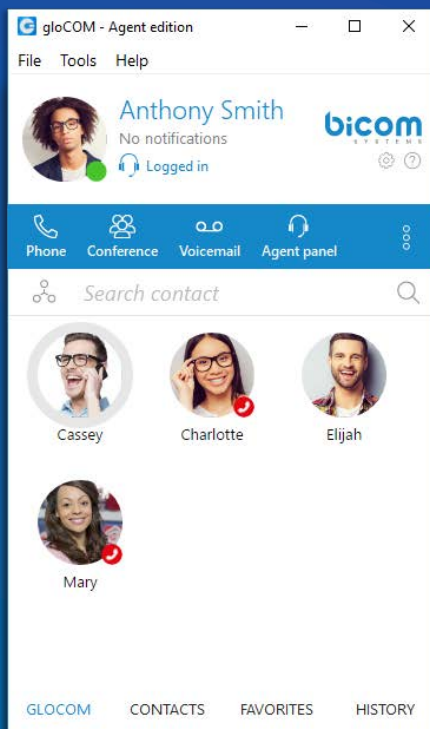
gloCOM Agent 5.2

bicom
SYSTEMS

the maynard group

COMMUNICATION EVOLVED

Dive into Unified Communications universe through gloCOM.

bicom
S Y S T E M S

the maynard group
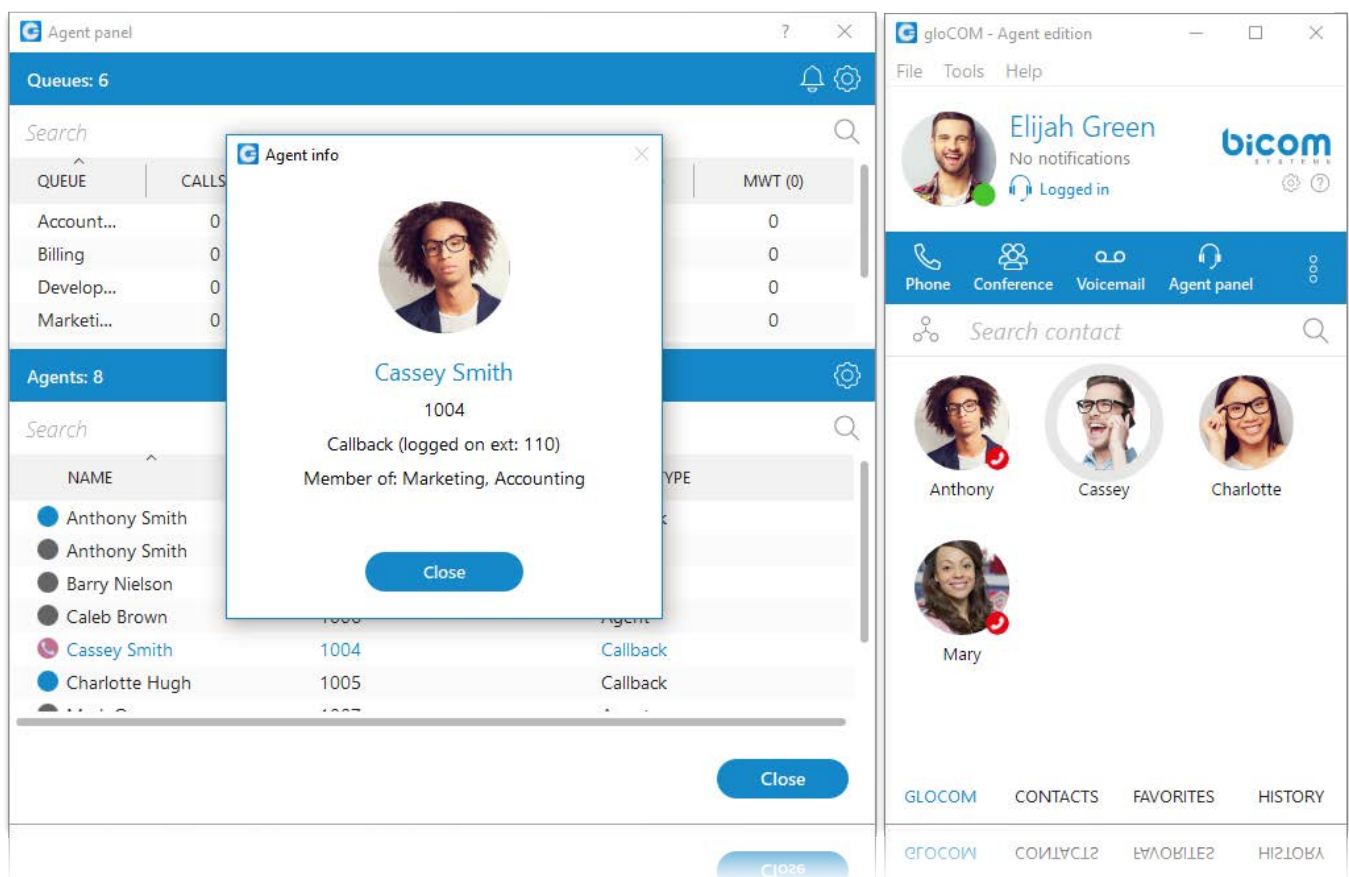
Contact us for more information or a consultation
TheMaynardGroup.com
800.377.3150

gloCOM Call Center Agent

The Call Center Agent edition of gloCOM is a desktop Call Center Unified Communications application dedicated to boosting Call Center Agents' day-to-day efficiency. Together with Office, Business and Call Center Supervisor editions it provides advanced Unified Communications capabilities with all the communication tools needed to drastically increase the productivity of your Call Center or Contact Center.

It provides an agent-optimized interface with features that will make their day a lot easier and more productive. See the status of other agents (phone and presence), send them messages or call them. See the status of queues, calls waiting, agents busy, agents idle etc...

Contact us for more information or a consultation
TheMaynardGroup.com
800.377.3150

Agent panel

With the agent panel, the agent can see if they are needed in another queue or if it's a good time to take their break based on call volumes.

Manage connections

Through the gloCOM interface, you can make calls with a single click, monitor other agents' status and much more to manage your connections.

Collaborate

Designed to enable fast & simple utilization of Calls, Conferencing, Instant Messaging, Faxing, Online Presence, Call Center functionalities, Outlook/MS Exchange Directory, CRM integration and so much more from a desktop or mobile device.

Organize data

Having everything in the right place will allow an agent to do their job without the need to open multiple tabs in their browsers, the CRM add-on will open the relevant tabs from their CRM system for them.
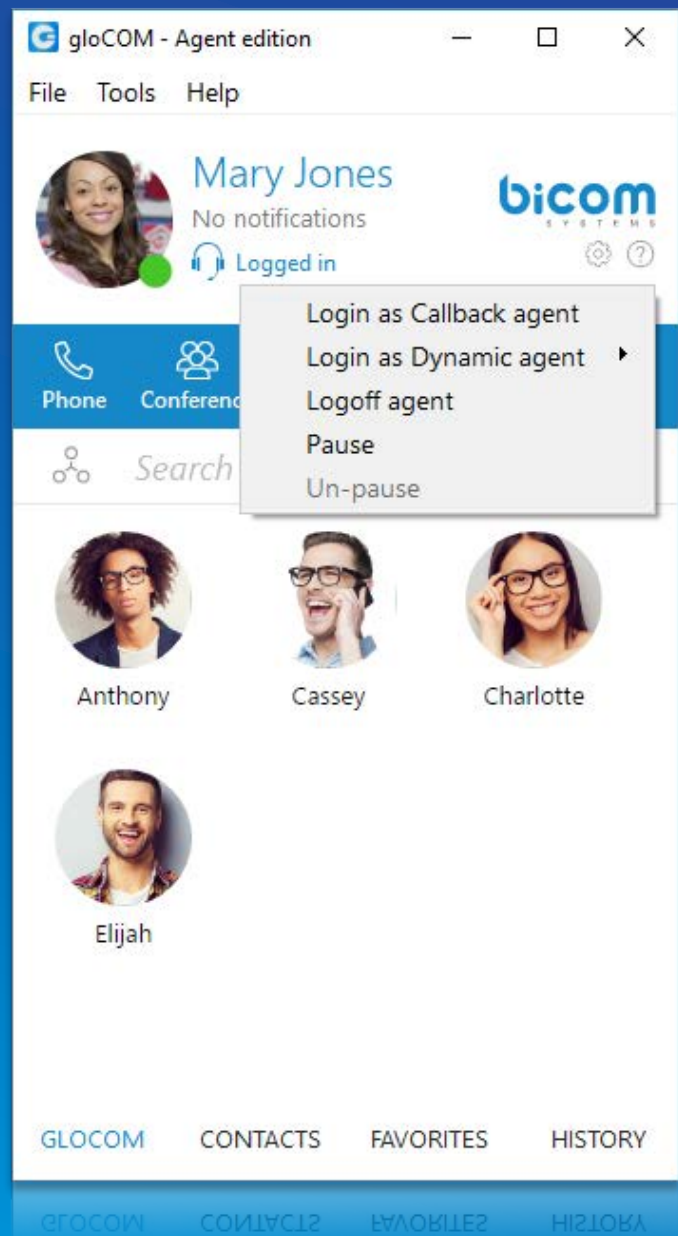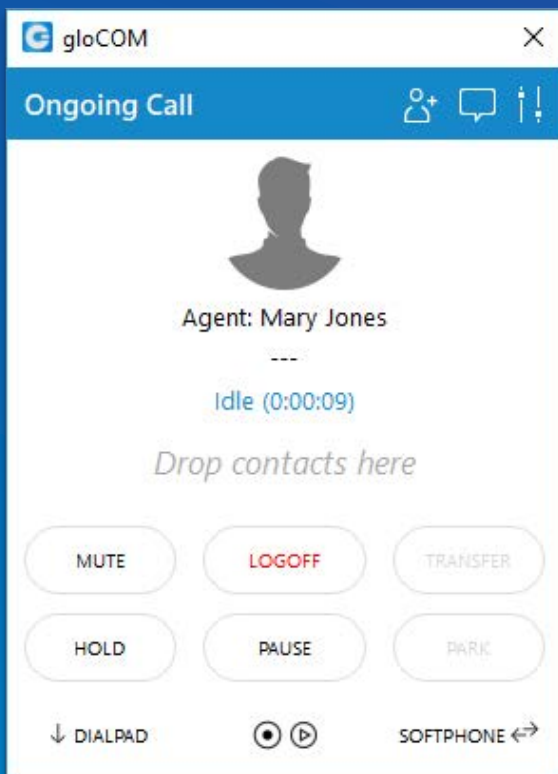
the**maynard**group

Agent status

Agent status allows Agents to know who is available and if a call can be placed. Decisions can be made easily such as whether to forward a call or suggest a callback using dispositions.

Callback and dynamic agent

The dynamic login option allows an agent to log remotely into the queue and wait for the next call while listening to music on hold. Callback login is the traditional call center configuration where an agent will answer a ringing phone and be joined with the waiting caller.

Unified Communications on Desktop & Mobile

gloCOM is a Unified Communications application available on Microsoft Windows, MAC OS and Ubuntu Linux designed to provide business users with a set of features and benefits capable of transforming a companies communications system into a real powerhouse.

While on the move – take your office with you and seamlessly transfer from desktop to your mobile device by using gloCOM GO our mobile application available on Google Android and Apple iOS.

Contact us for more information or a consultation
TheMaynardGroup.com
800.377.3150

the maynard group

DID YOU KNOW?

gloCOM integrates with Salesforce, ZOHO, MS Dynamics, SugarCRM, Zendesk, Bullhorn, vTiger, Pipedrive, and SuiteCRM using their REST or SOAP API. Proprietary CRMs can be integrated with gloCOM as well using our CRM SDK. This feature provides access to CRM accounts, contacts, and leads, Caller ID detection, support for uploading Call logs and Recordings, and more.
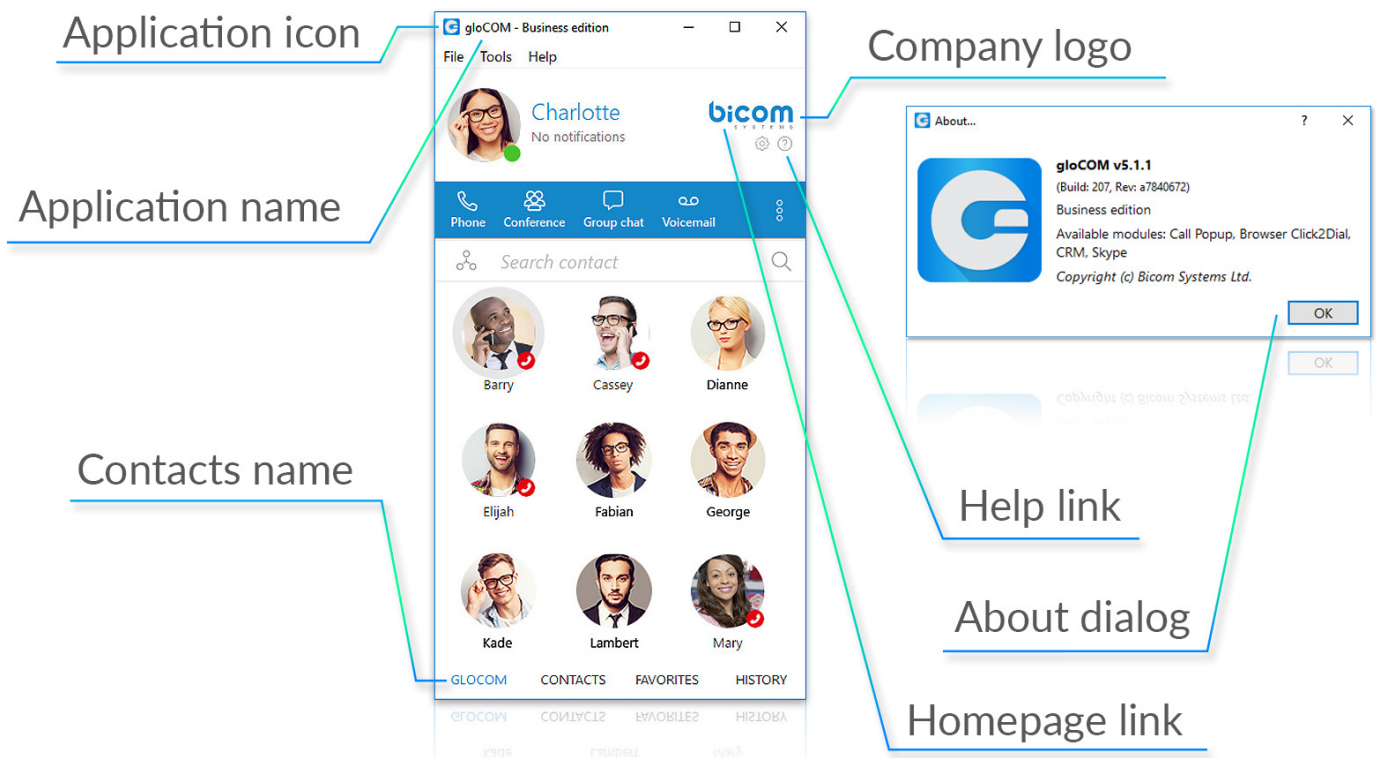
gloCOM Brands

Good branding sets you apart from the competition, improves a company's value, promotes recognition, and makes finding new customers easier. When choosing the right type of branding for your organization, there is no one-size-fits-all solution. This is why we have designed three different branding options for gloCOM.

gloCOM: Bicom Systems branded option includes the company's logo and branding.

Communicator: A non-branded option that removes all mentions of Bicom Systems. In addition to removing all of the Bicom Systems brandings from the application, users have the option to set the homepage and the help page links, as well as their own company logo via Bicom Release Manager.

OEM: Branded according to customers' specifications. This branding option removes all mentions of Bicom Systems and allows the customer to add their brand name, logo, set the homepage and the help page link, change the application name and icon.

Application icon

Application name

Contacts name

Company logo

Help link

About dialog

Homepage link

the maynard group

HOSTED or ON-PREMISE

At Bicom Systems, we offer both hosted and on-premise solutions for Unified Communications. When you choose the hosted deployment option, you are relieved of the burden of purchasing and maintaining the hardware. Companies that opt for the on-premise solution have the complete control over all their servers and data.

CONTACT BICOM SYSTEMS TODAY
to find out more about our services

Bicom Systems (USA)

2719 Hollywood Blvd
B-128
Hollywood, Florida
33020-4821
United States

Tel: +1 (954) 278 8470
Tel: +1 (619) 760 7777
Fax: +1 (954) 278 8471

Bicom Systems (CAN)

Hilyard Place
B-125
Saint John, New Brunswick
E2K 1J5
Canada

Tel: +1 (647) 313 1515
Tel: +1 (506) 635 1135

Bicom Systems (UK)

Unit 5 Rockware BC
5 Rockware Avenue
Greenford
UB6 0AA
United Kingdom

Tel: +44 (0) 20 33 99 88 00
Fax: +44 (0) 20 33 99 88 01

Bicom Systems (FRA)

188 Route de Blessy
St. Quentin
Aire-sur-la-Lys
62120
France

Tel: +33 (0) 3 60 85 08 56

email: sales@bicomsystems.com

Follow us

bicom
SYSTEMS

Copyright Bicom Systems 2003 - 2018

Contact us for more information or a
consultation
TheMaynardGroup.com
800.377.3150

the maynard group