DATASHEET
gloCOM

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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 Sharing functionalities, and all of that within a single and comprehensive desktop application interface.

Supported OS

Desktop OS platforms that support installation of gloCOM client.	office	business	agent	supervisor
MS Windows gloCOM can be installed and used on MS Windows 64-bit platforms (Windows 7 and above).	●	●	●	●
MAC OS X gloCOM can be installed and used on MAC OS X platforms (10.12 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 in terminal environment (2012 and above).	●	●	●	●

Minimum requirements

Although gloCOM should work on any computer able to run supported operating systems, minimum requirements should be met to install it and prevent call quality issues.	office	business	agent	supervisor
PBXware 6 gloCOM requires PBXware 6.x to operate. Third party PBX's are not supported.	●	●	●	●
HDD Space gloCOM requires up to 70 MB of free HDD space to install.	●	●	●	●
Broadband internet connection Stable broadband internet connection is an essential factor in VoIP call quality as VoIP traffic is highly susceptible to latency and lost packets.	●	●	●	●

Phone module

gloCOM phone module is one of the main features of this product. Option to use it as a softphone or integrated with deskphone and even mobile phones provide you with indispensable tools 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
Personal Dialer This feature enables users to load a CSV file inside GloCOM and to dial numbers from that file one after another.	○	●	●	●
SoftPhone gloCOM Softphone mode allows you to make calls from your PC without using the deskphone.	○	●	●	●
Office phone gloCOM Office phone mode allows you to use gloCOM in integration with your deskphone, enabling you to use gloCOM to make, transfer and park calls from the app itself while talking on your deskphone.	●	●	●	●
Polycom integration This feature ensures Polycom deskphone will work seamlessly with gloCOM software.	○	●	●	●
Callback to GSM/PSTN numbers Besides your deskphone, gloCOM can also 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 to control the call through the desktop application.	○	●	●	●
gloCOM GO mobile app While on a phone call with 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, at the same time from a desktop app you are able to use call transfer, add another user to the conference, park a call... This enables you to continue your conversation on a mobile app while browsing the call options in the gloCOM desktop app.	●	●	●	●

	office	business	agent	supervisor
OPUS codec Support for the Opus codec in softphones for improved voice quality.	○	●	●	●
Echo cancellation Software echo cancellation for softphone.	○	●	●	●

Basic Phone operations and Call control

	office	business	agent	supervisor
Video Calling gloCOM enables you to place, receive and control video calls on any deskphone or softphone that supports video calls.	○	●	●	●
Voicemail When using gloCOM you will be able to play, rewind, pause, delete and move voicemail messages to a different folder from your PC.	●	●	●	●
Answer a call You can answer the call straight from your desktop application. Once you accept the call, it will be automatically answered on speakerphone of your deskphone.	●	●	●	●
Hangup / Reject the call You can hangup ongoing or reject incoming call on your deskphone from gloCOM desktop app.	●	●	●	●
Concurrent sessions You are able to see information about multiple calls and switch between them easily using gloCOM desktop app. The number of concurrent sessions is equal to the number of lines for specific extension. Office edition can not show more than one call at a time.	○	●	●	●

Feature				
Transfer a call gloCOM allows you to do a call transfer (blind / supervised / xfer / device transfer) while on active call, by simply draging the call icon and dropping it to any PBXware user in your gloCOM list. Alternatively, to transfer calls to external number you can press Transfer button and enter any number you would like to transfer the call to.	●	●	●	●
Hold / Resume call Hold/Resume option allows you to place call on hold or to resume it, by simply clicking the button in your gloCOM app.	●	●	●	●
Redial Redial option allows you to dial the last number you dialed with a single click.	●	●	●	●
Mute If necessary, gloCOM allows you to mute your speaker or mic with a single click.	●	●	●	●
Speakerphone paging Speakerphone paging option allows you to place your call on deskphone speakerphone by clicking the button in your gloCOM app.	●	●	●	●
Call recording gloCOM allows you to start, stop, pause and resume call recording while on active call. When this feature is in use you will be able to see call recording status indicator in your gloCOM interface .In order for this feature to work, extension must have Instant recording enabled in Enhanced Services.	●	●	●	●
Switch device Ability to switch between deskphone, softphone, mobile app or any callback number.	●	●	●	●
Call encryption indicator In-call indicator when call is using TLS/SRTP encryption.	●	●	●	●

Feature	office	business	agent	supervisor
Call on available Reminder to call a user that is busy or in DND mode as soon as he becomes available.	●	●	●	●
Call Quality Metrics Call Quality Metrics provide the user details about the call and network quality during a call.	●	●	●	●
Auto answer Allows the user to set timer on incoming calls and answer incoming calls automatically without using the answer button.	●	●	●	●

Unified Communications Features

Unified Communications Features are essential set of tools which is intergrating organisations, users and services into much more productive business units.	office	business	agent	supervisor
PBXware Directory gloCOM main window will display PBXware contacts directory with option to hide contacts as well as to set alias for any of your contacts.	●	●	●	●
Instant Messaging by Chat 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 chat message delivery status (sending, sent, delivered, seen, failed).	●	●	●	●
Ask for attention Allows the user to ask the other side for immediate attention. Not available for group conversations.	●	●	●	●
Unified call history Synced call history between all applications on all devices for 1 extension.	●	●	●	●
Real-time messages sync 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.	●	●	●	●

Chat full history sync	●	●	●	●
gloCOM makes sure that when you log in, your chat history is always synced and that you have all messages available on your device.				
File sharing	●	●	●	●
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.				
Drag and Drop	●	●	●	●
You can use simple drag and drop actions to add users to call/chat/conference/ group chat, make blind or attended transfers, drop file to Chat for transfer, join two active calls by simply draging the call icon of one call and dropping it to call window of the second call.				
Start chat from call and vice - versa	●	●	●	●
gloCOM allows you to initiate the call from the chat window by clicking call icon, but it also allows you to start the chat from the call window in the same manner.				
Adding user(s) to an existing chat conversation	●	●	●	●
When adding users into the currently selected conversation you can filter users list by searching for a user's name or extension. You can also filter by department, or even add a whole department into the conversation. Added participants cannot read previous messages in the conversation.				
Removing users from existing chat conversations	●	●	●	●
Admin of the group conversation can remove one or more participants from the group.				

Feature				
Pinning of chat conversations Users can pin their most important conversation so that they appear on top of the list above all others.	●	●	●	●
Pinning of chat message Users can pin their most important message inside one chat conversation so that they appear on top of theconversation screen.	●	●	●	●
Forwarding of chat messages Users can forward existing text/file chat messages from one conversation to another.	●	●	●	●
Typing notifications Users can see the info if one or more users are typing in single or group conversation.	●	●	●	●
Support for disabling chat PBXware admin can now disable chat for certain editions which will cause the chat to be hidden in the app.	●	●	●	●
SMS support Ability to send and receive SMS.	●	●	●	●
MMS support Ability to send and receive MMS.	●	●	●	●
SMS support + sync The ability to send and receive SMS that is synced between devices (mobile, desktop and web app).	●	●	●	●
MMS support + sync The ability to send and receive MMS that is synced between devices (mobile, desktop and web app).	●	●	●	●
Marking chat conversations as unread User can mark any chat conversation as unread to keep it on highlighted and on top.	●	●	●	●

Feature				
Delete chat message for yourself User can delete any chat message for himself.	●	●	●	●
Delete chat message for everyone User can delete the message that he/she has sent for everyone.	●	●	●	●
Reorder pinned chats User can reorder his/her pinned chat conversations.	●	●	●	●
Paste images from clipboard to chat User can paste images directly from clipboard to chat conversations.	●	●	●	●
Reply to chat message User can now reply to any incoming/outgoing message.	●	●	●	●
Chat Voice Messages Ability to record and send voice message in chat conversations as well as play received voice message.	●	●	●	●
Group Chat Admin Transfer Ability to transfer admin of group chat or to takeover a group chat when admin leaves the group.	●	●	●	●
Chat message status info Ability to see message status info for group messages (to whom the message has been delivered and who has seen the message).	●	●	●	●
Mention participants in a group chat conversations using @Name User can mention one or more participants and provide the context of their mentioning within the message. The mentioned participants will receive a notification even in the group conversations they have currently muted.	●	●	●	●
Shared group chats Shared groups are groups with visible chat history, meaning the full chat history will be available to newly added participants.	●	●	●	●

Faxing You are able to send any document as fax directly from it's 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. Fax history feature will give you an option to check all incoming and outgoing faxes and filter them by date.	○	●	●	●
Presence 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.	●	●	●	●
MS Outlook You can sync Outlook contacts with your gloCOM contact list. This will allow you to call any of them either from gloCOM or from Outlook using 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).	●	●	●	●
MS Outlook Presence - Calendar integration Automatically integrates user's Presence status based on their Outlook appointment setup. However, the user can still adjust their Presence status as well as custo presence description according to their needs.	●	●	●	●
MS Exchange You are able to sync Exchange contacts with gloCOM which will allow you to call them either from gloCOM or from Outlook, using integrated Outlook plugin. Whenever you initiate or receive a call, you will be able to see the name of your Exchange contact that is calling you. (MS Exchange, and Outlook must be installed).	●	●	●	●

Apple Address Book You are able to sync your Adressbook 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 name of Adress book contact that is calling you.	●	●	●	●
Google Contacts 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 name of google contact that is calling you.	●	●	●	●
Central Phone Book 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.	●	●	●	●
Send vCard (contact sharing) You can share contact details with another gloCOM user by sending vCard for contact you would like to share. You can share this by gloCOM or via email.	●	●	●	●
Test audio devices in Preferences Ability to select and test microphone, speaker and ringing device used for calls.	●	●	●	●
Custom softphone ringtone Ability to mute, use default or choose your MP3 or WAV file for softphone ringtone.	●	●	●	●
Change Microphone, Speaker, and Ringing Device from phone module window or while in call Ability to change your microphone, speaker, and ringing device during a call or before starting a call.	●	●	●	●

Browser Integration 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 the calls from web browser.	●	●	●	●
Kuando Busylight integration Kuando Busylight calls and presence integration for latest Kunado BusyLight hardware.	●	●	●	●
Ringing Status This icon defines the "Ringing" status of the extensions. It will be displayed when the user is being called, except when the user is already on a call, in which case the status will be "On Call".	○	●	○	○
Open the gloCOM Web App from the gloCOM Desktop app gloCOM users can now access the Web app through the Desktop app by selecting the "Open in gloCOM Web" option from the drop-down menu.	○	●	○	○
Two-Factor Authentication (2FA) on Login 2FA is an additional layer of security used to ensure that users trying to gain access to an online account are who they say they are.	○	●	○	○
Message Reactions in group chats Every outgoing/incoming message has a reaction button on the left/right side of the message that allows users to react to a message.	○	●	○	○
Re-sync the entire chat history The 'Re-sync the entire chat history' option is used to manually re-sync the entire chat history. This option should be used only in case of chat history corruption.	○	●	○	○
Transform standard group to shared group This option allows the admin to change the existing standard group into a shared group with full history visibility to all existing and newly added participants.	○	●	○	○
The ability to set the group chat icon This option allows the admin to set/change the group icon at any time.	○	●	○	○

Feature	office	business	agent	supervisor
Transfer calls to voicemail via drag-and-drop Users now have the ability to transfer calls to voicemail via drag and drop.	○	●	○	○
Call Forwarding destination Users can enable the Call Forwarding feature inside the Call Forwarding tab, which forwards calls to the provided extension/number (local/remote) or to the voice boxes.	○	●	○	○
Reaction to a message for one-on-one chat conversations Users can now react to an incoming message within one-on-one chat conversations.	○	●	○	○

Conferencing Features

Feature	office	business	agent	supervisor
Instant Conferencing You can create and control instant conference calls on any SIP phone or softphone.	●	●	●	●
Convert 2 party call to conference gloCOM enables you to do a seamless transition from regular call to a instant conference by simply dragging one or more contacts from your contact lists into a live call window.	●	●	●	●
Invite external phone numbers In addition to option to drag and drop gloCOM contacts to live call, you can also invite any external phone number to the conference, by clicking + icon and entering number you would like to join the conference.	●	●	●	●
Defined Conferencing gloCOM provides you an overview and control of defined conference rooms, with use of any SIP phone or SoftPhone, and allows you add participants by using drag and drop feature or by instructing the PBXware to call out external numbers you would like to add to the conference call.	●	●	●	●

	office	business	agent	supervisor
Start conference from group chat and vice - versa gloCOM allows you to initiate the conference from the group chat window by clicking 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
DNS SRV SIP discovery and failover DNS SRV SIP discovery and parallel SIP registration to implement failover.	○	●	●	●
Easy Caller ID selection When list of Caller IDs is created in extensions Enhanced Services users are able to select a Caller ID, they would like to use, from the drop down list. Once selection is made, selected Caller ID will be used for outbound calls.	●	●	●	●
Softphone & deskphone mode display for DTMF Digits Improved dialer module to display entered DTMF on the screen. For example, when user dials voicemail and presses 2351 on the keyboard, no audio notification will be played but user can see it on screen.	●	●	●	●
Call parking Call parking feature enables you to easily park an incoming call by clicking park button. gloCOM gives you an option to view the list of parked calls and pickup calls parked by other extensions.	●	●	●	●

Notifications gloCOM provides number of different popup notifications in order to inform you about event that occured. List of notifications includes notifications for: 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 in-popup call control (Accept/Reject).	●	●	●	●
Multilingual support 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 be glad to create a customized version in your language for you.	●	●	●	●
OSC - Online Self Care gloCOM offer access to Online self care platform through integrated extension Dashboard in OSC window.	●	●	○	●
Quick Configuration gloCOM configuration procedure is fast and with minimal number of steps and data entry needed.	●	●	●	●
Automatic updates through Bicom Release Manager Automatic updates for gloCOM version 4.2.0 and later will be managed through Bicom Release Manager (BRM) platform. This platform and its management capabilities allows users full control over release of new gloCOM versions across all or only to specific PBXware systems our partners have control of. Along with system specific update control BRM allows you to manage gloCOM updates even on tenant level.	●	●	●	●
QoS for Windows and Mac QoS for Windows and Mac. Glocom voice packets have higher priority through the routers that have QoS support.	●	●	●	●

Feature				
Submit Feedback option Users can send feedback, through the feedback form.	●	●	●	●
Default ring tones Default ring tones are different for inbound and outbound calls when using softphone Before it was the same ring tone and it was hard to distinguish whether it was an inbound or outbound call.	●	●	●	●
Block Caller ID enhanced service in gloCOM Users are able to block caller ID directly from gloCOM. Two options are available: "Hide Caller ID" and "Hide Caller ID for next call only".	●	●	●	●
QR code generator for mobile app Option to show QR code for quick sign-in via mobile applications.	●	●	●	●
Chat Feature Flagging Ability to toggle (on/off) all chat features from PBXware admin GUI.	●	●	●	●
SSL Certificate When connecting to the server with an insecure/invalid certificate, a warning message appears asking permission to connect. Once permission has been granted, the app will connect, changing the configuration for the server the user was trying to connect to.	○	●	○	○
Emergency Location - Ray Baum's act Ray Baum's Act requires that first responders have the necessary information needed to pinpoint the "dispatchable location," and quickly reach a 911/112 caller regardless of the device they dial from or their exact location inside a large building.	○	●	○	○
MSIX Build MSIX is a modern way to install desktop apps on Windows.	○	●	○	○

CRM Integration

gloCOM integration will Use URL popup events in order to integrate with any 3rd party CRM systems. Depending on preferred settings, popups will be used for inbound and outbound calls, once call is answered or while call is still ringing users extension. Call logs will be uploaded to CRM	office	business	agent	supervisor
SugarCRM gloCOM offers full support for SugarCRM, including Click to dial and call recordings upload.	optional	optional	optional	optional
Zoho Integration with Zoho CRM does support Click to Dial and call recordings uploads to the CRM.	optional	optional	optional	optional
SalesForce Integration with SalesForce CRM support Click to dial and call recordings upload feature, however, while Click to Dial works with Classic interface in Lightning it is not supported.	optional	optional	optional	optional
Microsoft Dynamics Integration with Microsoft Dynamics does not support Click to Dial feature. In addition, in case customer is not added in the CRM, call recording will not be uploaded unless agent creates a contact before call is finished.	optional	optional	optional	optional
Bullhorn Integration with Bullhorn CRM supports call recordings upload but does not support Click to Dial feature.	optional	optional	optional	optional
ZenDesk Integration with ZenDesk CRM supports call recordings upload but does not support Click to Dial feature.	optional	optional	optional	optional

Vtiger Integration with Vtiger CRM supports call recordings upload but does not support call log when call starts feature.	optional	optional	optional	optional
Pipedrive Integration with Pipedrive CRM supports call recordings upload but does not support call log when call starts feature.	optional	optional	optional	optional
SuiteCRM Integration with Suite CRM supports call recordings upload but does not support call log when call starts feature.	optional	optional	optional	optional

Modules

	office	business	agent	supervisor
Generic CallPopup module Generic Call Popup module allows customer to use gloCOM's Push call info to integrate with other browser-driven third-party CRM solutions. In order for this to work, custom modification on CRM part is necessary. Users can specify URL or EXE file, APP in MacOS, that will be executed in Call Popup module.	optional	optional	optional	optional
Skype for Business module Integration between Skype For Business client and user's phone system (PBXware).	optional	optional	optional	optional

Integrations

PBXware admins have some control over meeting options and management. All options are available per tenant.	office	business	agent	supervisor
iTunes integration On MacOSX when user places/receives a call, iTunes is paused automatically. When call is finished, iTunes continues to play music.	🔵	🔵	🔵	🔵

	office	business	agent	supervisor
Telephony URI handling It is possible to set gloCOM as default app to open "tel://", "sip://", "callto://" and "glocom://" URIs. which will allow you to use them to initiate calls with gloCOM.	●	●	●	●
Outlook Click2Dial Outlook Click to Dial plugin allows the user to dial contacts directly from outlook contact list with one click.	●	●	●	●
Outlook contact popup Configurable option when "Add new Outlook contact" popup will show up. Users can choose when popup will be displayed. Available options are: never (default), when call is started, when call is answered, when answered call is finished.	●	●	●	●
Browser Click2Dial 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 detected phone numbers from web browser with a single click.	●	●	●	●
E-mail client Integration 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 provides you with option to connect any web capable IP camera.	●	●	●	●

Audio device integration

	office	business	agent	supervisor
Any audio device supported by OS gloCOM will use any audio device installed on the OS.	●	●	●	●
Advanced headset integration with jabra gloCOM supports full integration with Jabra headsets - users can Answer/Reject/Hold/Resume gloCOM calls by using their headset controls.	●	●	●	●

Feature	office	business	agent	supervisor
Advanced headset integration with Plantronics gloCOM supports full integration with Plantronics headsets - Users can Answer/Reject/Hold/Resume gloCOM calls by using their headset controls.	●	●	●	●
Advanced headset integration with Sennheiser Supported features on the headset (HS): 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)	●	●	●	●
Yealink headset integration Ability to use Yealink headset buttons such as answer, hold, transfer, etc.	●	●	●	●

Personalization

Feature	office	business	agent	supervisor
Different view modes Use List or Grid (Thumbnail) view modes to view your contacts. Choosing the size of the contact details in List mode. Show/hide contact personal message and name in Grid View.	●	●	●	●
Avatar Set your avatar image, other contacts will be able to see it.	●	●	●	●

Status and status message 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.	●	●	●	●
Hide contacts in list Users are able to hide contacts from the list of contacts directly from gloCOM application.	●	●	●	●
Favorites Users can make favorites list from the list of available contacts, directly in gloCOM application.	●	●	●	●
Choose CallerID when sending Fax gloCOM users can choose caller IDs, from predefined list in PBXware GUI, for sending a fax.	●	●	●	●
Choose preferred module icons 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.	●	●	●	●
Multiple Profiles Multiple profiles (user accounts) can be created. For example, you might want to create a profile for work and a different profile for personal use, keeping them separate.	○	●	●	●
Six module icons There are 6 module icons in the main window for quick access. They can be rearranged as it suits your needs.	●	●	●	●

Warning icon in "Contacts" tab 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 it and application to ask "do you want to retry?" Instead of opening the 3 dots menu in the modules bar, and finding the option "refresh contacts".	●	●	●	●
Department Filtering Added "My departments" option in main window departments dropdown list. This way a user can choose to display only users from his departments. Also, login notifications are now shown only for users that are visible in contacts view (users from the selected department).	●	●	●	●
Padlock for Module Windows to stay Open Phone, Conference, Group chat and Call Parking modules now have a "padlock" icon in the upper left corner. If it is locked 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.	●	●	●	●
PCI compliance This option in gloCOM 5.3 will detect DTMF from the caller and enter them into a text field by "simulating keypress" with DTMF digit.	●	●	●	●
Custom parking lots When a user presses "Park" inside 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
Windows instalation with EXE or MSI Available in two diferent packages. A custom, third-party installation system in an EXE file. A Windows Installer installation in an MSI file. Exe's are just executables that help to add value or data to the system. But they may not help in maintaining the integrity of the system as such. Whereas Msi's are executables that not only help with clean installation but also with clean uninstallation of any application thereby restoring back the stability of the OS.	●	●	●	●
Silent installation of msi package / Windows GPO For auto configuration to work: "Orca" application (by Microsoft) should be used to generate transformation file glocom.mst, with modified values of properties. This file is then specified in the GPO on Windows Server. Silent install: msiexec /quiet.	●	●	●	●
Silent installation of exe package For installation to work: special flag should be used "/silent" while performing installation.	●	●	●	●
Shared configuration Share login configuration between multiple Windows/Mac users on a single computer.	●	●	●	●
Configurable features permissions Permissions are set per tenant and edition in PBXware.	●	●	●	●
White label documentation available White label documentation is available for our products. Source of documentation is available in "ascidoc" for easy transfer and editing. Customers this way can change images, screensots and branding information.	●	●	●	●

	office	business	agent	supervisor
System information in About screen In the gloCOM About dialog all information regarding application version, revision, PBX information, libraries and other important info are exposed. This way users can easily access/copy and paste info to email or send to support if needed.	●	●	●	●

Meeting

	office	business	agent	supervisor
Audio/Video Conferencing Join a meeting with audio and/or video.	●	●	●	●
Screen Sharing Basic screen sharing of the current screen.	●	●	●	●
Application sharing Share screen of a specific application.	●	●	●	●
Group chat Group chat during the meeting between internal and external participants.	●	●	●	●
Webcam sharing Share webcams from all meeting partcipants.	●	●	●	●
Call in using computer/device Enable joining audio conference with device microphone.	●	●	●	●
Call in using phone (PIN based) 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.	●	●	●	●
Mouse and keyboard control Give participants mouse and keyboard control over a shared screen.	●	●	●	●

	office	business	agent	supervisor
Role passing to participants Pass host or screen sharing role to participant.	●	●	●	●
Who is speaking Focuses video of the current speaker and identifies all current speakers in the participants list.	●	●	●	●
Instant chat or group-chat to meeting Ability to start a meeting by clicking on a meeting button inside chat or group chat in gloCOM.	●	●	●	●
Instant turn voice-call or audio conference to meeting Convert voice call to meeting by clicking on meeting button inside call or conference dialog on gloCOM.	●	●	●	●
Switch audio device Ability to switch between softphone or deskphone while inside meeting on gloCOM.	●	●	●	●
Invite participants 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.	●	●	●	●
Invite external participants Invite external participants during the by adding their phone or email.	●	●	●	●
Remove participant Dismiss a participant from a meeting.	●	●	●	●

Scheduling

	office	business	agent	supervisor
Schedule an upcoming meeting	●	●	●	●

Recurring meetings support Allow support for setting up a recurring meeting (daily, weekly, monthly with some other options).	🔵	🔵	🔵	🔵
Calendar integration View all scheduled meetings in calendar (Google Calendar, Apple Calendar ...)	🔵	🔵	🔵	🔵

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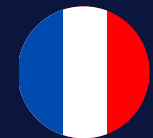sales@bicomsystems.com

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