DATASHEET
gloCOM Web

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gloCOM Web

Upgrade your business communication to a whole new level and simplify your day-to-day communication experience.

Everything you need for successful business collaboration including **messaging**, **conferencing**, **CRM access**, **faxing**, **file-sharing functionalities** - available through the web interface on any modern platform, through the web interface on any modern platform.

Available on **Google Chrome**, **Safari**, **Mozilla Firefox**, and **Microsoft Edge**.

Supported platforms		
	firefox	all other supported browsers
Chrome Minimum required version 56	●	●
Firefox Minimum required version 44	●	●
Edge Minimum required version 79	●	●
Safari	●	●

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 is providing you with indispensable tool for boost your productivity and speed up your workflow. When not used in softphone mode, phone module has full functionality regardless of the SIP device type it is used with.	firefox	all other supported browsers
SoftPhone gloCOM Softphone mode is allowing you to make calls from your PC without the need to use the deskphone. You can enter the numbers you would like to dial through the applications dialpad or simply select contacts from one of several contact lists that are synchronised with your gloCOM. When paired with supported wireless headset gloCOM gives you incredible freedom and even allows you to accept calls without being at your PC.	●	●
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 you are talking on your deskphone. In addition to basic call features, all the advanced gloCOM features are available as well which allows you to manipulate the calls through the application as if you were using it in softphone mode.	●	●

Basic Phone operations and Call control

	firefox	all other supported browsers
SoftPhone client enables users to make and receive their calls while on the go, without being confined to their office desk. gloCOM Web allows you full control of your calls. You can place, receive and control calls using web app.		
Hold call Hold call feature allows you to place active call on hold by pressing hold button.	●	●
Transfer call Transfer call feature allows user to transfer call from their mobile client to PBXware extension, phonebook contact or to any other number entered manually.	●	●
Transfer call (supervised) User is able to make a supervised transfers from their mobile client, to a PBXware extension, phonebook contact or any other number entered manually.	●	●
Mute call gloCOM Web allows you to mute yourself while on active call by pressing the mute button.	●	●
Caller ID display gloCOM Web will display Caller ID number and/or Caller ID name on incoming calls.	●	●
Call history Call history list will allow you to see placed, missed and received calls in your mobile app, you are be able to check caller id and date/time for all calls in the list.	●	●
Click to call You can call people from your company by clicking their entry in gloCOM Web extensions screen.	●	●
Voicemail gloCOM Web allows you to easily manage your voicemail messages directly from your web client.	●	●

Feature	firefox	all other supported browsers
Conferencing gloCOM Web allows you to list existing defined and instant conferences to join them. In addition to that, users can also check conference participants and invite new users to the conference. Users can also mute and kick conference members depending on assigned conference privileges.	●	●
Call Monitor When call monitoring is enabled in the ES on the extension, users will see a 3 dots menu inside the extension profile and when pressed, the call monitoring feature will be available. If you don't have call monitoring enabled on the extension, you will not be able to see that option.	●	●
Editable dial number The entered number inside the dialer of the mobile application can now be modified before placing a call.	●	●
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 Switch active device before or during active call. 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.	●	●

Unified Communications Features

Unified Communications Features are essential set of tools which is intergrating organisations, users and services into much more productive business units.	firefox	all other supported browsers
Unified call history Synced call history between allapplications on all devices for one extension.	●	●

Presence gloCOM brings a unified presence that is synced across all of your devices (Desktop, Mobile and Web). For a currently online user you can see if they are connected via Desktop, via Mobile, via Web or even all three of them. 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.	●	●
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.	●	●
Instant Messaging by Chat Chat with one or more Users (single & group chat) at the same time, and keep synced history of every IM conversation. gloCOM also allows you to see chat message delivery status (sending, sent, delivered, seen, failed).	●	●
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.	●	●
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 click on send media button in your chat window. Files are stored permanently and can be downloaded until expiration time is reached. Expiration time can be modified on PBXware (default expiration time is two weeks). For image and video files there is a thumbnail which is automatically downloaded and in case user is sending image or video via send media button app will try to compress the files first. Files can be sent in single conversations and as well as in group conversations.	●	●

Drag and Drop You can use simple drag and drop actions to add users to call/chat/conference/group chat, 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 call from chat gloCOM allows you to initiate the call from the chat window by clicking call icon. In case of group conferences call ption is limited to 20 participants inside a group.	●	●
Adding user(s) to an existing chat conversation When adding users into the currently selected conversation, you can filter the users' list by searching for a user's name or extension. You can also filter by department or 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.	●	●
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 the conversation 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.	●	●

PBXware Directory PBXware directory will allow you to see all the extensions in PBXware directory with option to hide or block them as well as to set alias for each of the PBXware extensions.	●	●
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. NOTE: Firefox does not support changing of output audio device (speaker, headphones...)	●	●
Marking chat conversations as unread User can mark any chat conversation as unread to keep it on highlighted and on top.	●	●
Delete chat message for yourself User can delete any chat message for himself/herself.	●	●
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.	●	●
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).	●	●
Paste images from clipboard to chat User can paste images directly from clipboard to chat conversations.	●	●
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.	●	●
Call on available Reminder to call a user that is busy or in DND mode as soon as he becomes available.	●	●
Ask for attention Allows the user to ask the other side for immediate attention. Not available for group conversations.	●	●
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).	●	●
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.	●	●

	firefox	all other supported browsers
The ability to set the group chat icon This option allows the admin to set/change the group icon at any time.	●	●
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

	firefox	all other supported browsers
Defined Conferencing gloCOM Web provides you an overview and control of defined conference rooms, with use of your mobile phone, and allows you to add participants by instructing the PBXware to call out external numbers you would like to add to the conference call.	●	●
Instant Conferencing You can create and control instant conference calls on your mobile device. In addition, you are able to convert two way calls into instant conference call and add as many additional participants you want.	●	●
Convert 2 party call to conference gloCOM Web enables you to do a seamless transition from regular call to a Instant conference by simply adding one or more contacts from your contact lists into a existing call.	●	●
Invite external phone numbers gloCOM Web enables you to add any external phone number into the existing conference call.	●	●
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

	firefox	all other supported browsers
TLS Encryption gloCOM Web requires you to encrypt all SIP traffic using TLS. NOTE: This feature requires some additional server setup.	●	●
Audio codecs supported gloCOM Web supports μ-Law, a-Law, G722 ,G729.	●	●
Opus codec integration Opus codec integration is required.	●	●
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.	●	●
Multilingual support gloCOM web has full multilanguage support. 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.	●	●
Submit Feedback option Users can send feedback, through the feedback form.	●	●

Feature		
Chat Feature Flagging Ability to toggle (on/off) all chat features from PBXware admin GUI.	●	●
Generic Call Popup module The Generic Call Popup module allows customers to use... In order for this to work, some custom modifications on CRM's part are necessary.. Users can specify the URL that will be executed in the Call Popup module.	●	●
Call parking The Call parking feature enables you to easily park an incoming call by clicking the park button. GloCOM gives you the option to view the list of parked calls and to pick up calls parked by other extensions.	●	●
Click to dial The Click to Dial feature allows the user to select and dial a phone number directly from a web page. Browsers that support this feature are as follows: Google Chrome, Microsoft Edge, and Mozilla Firefox.	●	○
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".	●	●
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.	●	●
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.	●	●
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.	●	●

Integration

	firefox	all other supported browsers
Headset integration Integration with headsets - users can Answer/Reject/Hold/Resume gloCOM calls by using their headset controls. **NOTE:** Certain providers like Plantronics and Sennheiser require additional headset software to be installed.	○	●
E-mail client Integration gloCOM Web enables you to write e-mails to any gloCOM user directly from within the app, by selecting your contact and pressing Send Email option. This feature will use your default e-mail client to send the e-mail.	●	●
Meeting integration Meeting list, schedulling notificaitons integration.	●	●

Self Care

	firefox	all other supported browsers
Self Care Link Self Care link proivides link to user online self care on PBXware.	●	●

Personalization

	firefox	all other supported browsers
Avatar You can set your avatar image from gloCOM Web, avatar will be saved on the server and other contacts will be able to see it whenever you log in to gloCOM.	●	●

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.	●	●
Different view modes Depending on your preference you can select whether you would like your gloCOM Web contacts to be displayed in List or Grid (Thumbnail) view mode.	●	●
Password reset With this feature users are able to initiate password reset procedure in case they lost or forgot their User password.	●	●
Reset user avatar Clicking on the avatar picture within the Personal Information screen opens a drop-down menu with the options to either change the avatar or reset it to the default state.	●	●
Uncategorized		
	firefox	all other supported browsers
Branding support Ability to customize colors and look of web app trough PBXware GUI.	●	●
Strong password requirements tooltip A pop-up explaining an updated password criteria for new passwords.	●	●

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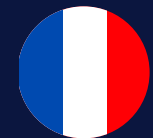sales@bicomsystems.com

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