

## Communicate Success

through unique unified communications app delivered on PBXware

Editions	Description	Call Center Edition
<b>Features</b>		
<b>Supported Platforms</b>	Desktop OS platforms that support installation of gloCOM client.	
MS Windows	Install and use gloCOM on MS Windows 32/64-bit platforms (Windows Vista and above).	●
MAC OS X	Install and use gloCOM on MAC OS X platforms (10.6 and above).	●
Linux	Install and use gloCOM on Linux Ubuntu 64-bit platforms (12.04 and above).	●
<b>Minimum requirements</b>	Minimum requirements that should be met in order to install and prevent call quality issues.	
70 MB of free HDD space	gloCOM requires up to 70 MB of free HDD space to install.	●
Broadband	Stable broadband internet connection is important factor in VoIP call quality	●
<b>Unified Comms Mode</b>	Unified comms mode allows gloCOM users to use single or multiple phones simultaneously.	
SoftPhone	Softphone Unified Comms Mode is the most feature rich mode. It allows user to use all unified comms and standard comms features.	●
Mobile phone	If the mobile phone is set to Unified Comms Mode, the mobile phone becomes an extended part of gloCOM giving users mobility while retaining gloCOM features.	●
Office phone	By setting office phone to Unified Comms Mode, user integrates gloCOM features effectively and so obtains a full control of their phone.	●
Any phone	gloCOM can be set to Unified Comms Mode to call back any phone number and still keep the use of gloCOM features on this new line.	●
<b>Office Phone Control</b>	gloCOM allows users to exercise office phone control features remotely without physically touching phone.	
Office Phone Control	Polycom IP phone series are fully supported devices.	●
Answer a call	Answer a call straight from your desktop (Polycom integration only)	●
Hangup / Reject the call	Hangup or reject the call on your phone	●
Switch between calls	View info about multiple calls and switch between them easily	●
Hold / Resume call	Place call on hold or resume a call with a single click	●
Redial	Redial a number by a single click	●
Click to dial	Dial a number and a make a phone call without picking up the handset	●
Mute	Answer a call straight from your desktop (Polycom integration only)	●

Editions	Description	Office Edition
<b>Features</b>		
Hangup / Reject the call	Mute your speaker or mic with a single click	●
Speakerphone	Place call on speaker straight from desktop	●
<b>Switch Phone</b>		
Switch Phone	Click to Switch the Phone on which the Call is taking place	●
<b>Unified Comms Features</b> Unified comms Features are essential tools intergrating organisations users and services into much more productive business unit.		
File sharing	Send / Receive files through IM client.	●
Drag and Drop	Use simple drag and drop actions to add users to call / chat / conference / group chat, make blind and attended transfers.	●
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.	●
Department Group Messaging	Sending IM messages to Company's Departments	●
Presence	Set your presence status and availability on gloCOM. View other user's presence and availability.	●
MS Outlook	Sync Outlook contacts with gloCOM. Make calls from gloCOM directly or from Outlook using the integrated Outlook plugin. When inbound call is received, see info on Outlook contact that is calling.	●
MS Exchange	Sync Exchange contacts with gloCOM. Make calls from gloCOM directly or from Outlook using the integrated Outlook plugin. When inbound call is received, see info on Outlook contact that is calling.	●
Apple Address Book	Sync Address Book contacts with gloCOM. Call them from gloCOM directly. When inbound call is received, see info on Address Book contact that is calling.	●
Google Contacts	Import contacts from Google Contacts into gloCOM. Make calls and display who of your Google Contacts is calling you.	●
Send vCard (contact sharing)	Share contact details with another gloCOM user or via email.	●
Browser Integration	Click to dial from amayor web browsers, (Firefox, Chrome, MS Internet Explorer, Safari)	●
E-mail client Integration	Send e-mails from gloCOM to your contacts using your default e-mail client.	●
<b>CRM Integration</b> gloCOM integration to Use URL popup events (for inbound and outbound calls, on call answered, or ringing) to integrate with any 3rd party CRM systems.		
SugarCRM	Full support	OPTION
Zoho	Click to dial not available, no recordings upload	OPTION
SalesForce	Click to dial not available	OPTION
Microsoft Dynamics	Click to dial not available, if person is not in CRM, call won't be recorded unless agent adds user during a call	OPTION
Bullhorn	Click to dial not available	OPTION
ZenDesk	Click to dial not available	OPTION
<b>Standard Comms Features</b> Standard communicating features.		
Voice Calling	Place, receive and control calls on any SIP phone or SoftPhone or DeskPhone ( Please note: Edition specific)	●
Video Calling	Place, receive and control Video calls on any VideoPhone or SoftPhone.	●
Voicemail	Play, rewind, pause, delete and move Voicemail messages, all from your PC.	●
Faxing	Send any document as fax directly from it's native application (Word, Excel etc...), or send faxes directly from gloCOM (PDF files only). Receive faxes and view them directly from your computer. Check Fax history of received files.	●
PBXware Directory	PBXware contacts directory with option to hide, block contacts and set contact alias.	●

Editions	Description	Office Edition
<b>Features</b>		
IP Cameras Alarm/Surveillance	Connect gloCOM to your surveillance system and alarm.	●
iTunes integration	On MacOSX when user places/receives a call, iTunes is paused automatically. When call is finished, iTunes continues to play music.	●
Avatar	Set your avatar image, other contacts will be able to see it.	●
Personal Message	Enter your personal message other contacts will be able to see it.	●
<b>Conferencing Features</b>		
Dynamic Conferencing	Create and control dynamic conference calls on any SIP phone or SoftPhone. Convert two way calls into conference call, and add as many participants (dynamic conferencing).	<b>LIMITED TO 1</b>
Static Conferencing	Visibility and control of static conference rooms on any SIP phone or SoftPhone, with the ability to drag and drop participants or instruct the switch to call out.	●
<b>Standard application features</b>		
Notifications	Notifications for incoming call, new IM message, contact conference join, contact online status on every supported Desktop OS and call control popup for MS Windows.	●
Multilingual support	Multiple language interface.	●
OSC - Online Self Care	Online self care platform.	●
Color schemes	Customize gloCOM color scheme according to personal preferences. Currently apply to IM module only.	●
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.	●
Quick Configuration	Configuration procedure with minimal number of steps and data entry.	●
PBXware Multi-Tenant compatible	One connects with gloCOM to a multi-tenant system completely transparently thanks to the pwproxy service.	●
Automatic updates	User is notified when there are updates for gloCOM, he can download/install them from gloCOM.	●
<b>Call Centre Features</b>		
Features specific to a Call Center Editions like queues, statistics, auto answer, etc.		
Queues	Monitor queues in real-time: answered calls, service level, paused agents, calls waiting, logged in agents, busy agents and much more...	●
Supervisor	Real-time agent monitoring and statistics. See graphs in real time. Check performance of agents in real time. Configurable threshold for different kind of alerts (service level, paused agents etc...).	●
Real time Call Monitoring	Monitor ongoing calls in real time: inbound, outbound, queue calls etc...	●
Google Contacts	Import contacts from Google Contacts into gloCOM. Make calls and display who of your Google Contacts is calling you.	●
Agent status and efficiency	Monitor agent status and efficiency.	●
Wallboard facility	Preview relevant call center statistics and present it on a remote screen.	●
Agent operations	Easy login, logoff as callback or dynamic agent. Agent status indication. Agent pause and unpaue, paused time indication. On screen display for inbound queue calls	●
Agent panel	See status of other agents, send them messages, and call them. See status of queues, calls waiting, agents busy, agents idle etc.	●
Agent Pause Reason Codes	When an Agent Selects to be not ready the reason is requested and reported for both live and historic displays	●
<b>Receptionist Features</b>		
Features specific to a Receptionist Editions like queues, statistics, auto answer, etc.		
Call parking	Easily park an incoming call.	●
Manage parked calls	View parked calls and pickup from another extensions for up to 20 lines.	●



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## Vision Statement

We Unify Communications!

## Mission Statement

We provide the Communication World with the most Complete Turnkey Communication Systems available by Creating, Unifying and Supporting the Most Advanced of Current Technologies.

## Overview

Bicom Systems was the first company to deliver Open Source Communications Software as Professional Turnkey Solutions.

By combining the best of open source telephony and its own proprietary software, Bicom Systems can provide enterprises with turnkey solutions that take account of the clients' exact needs within a very cost-effective framework - giving CIOs the safest choice. This mix includes royalty-free software, vibrant open source communities, available custom development backed up by accountable, professional support services.

The company finds innovative open source communication projects and professionalizes the project by creating, unifying and supporting turnkey systems with its proprietary in-house software. Bicom Systems provides the resources, core development and support services to enable popular open source projects to scale into enterprise-class communications software.

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