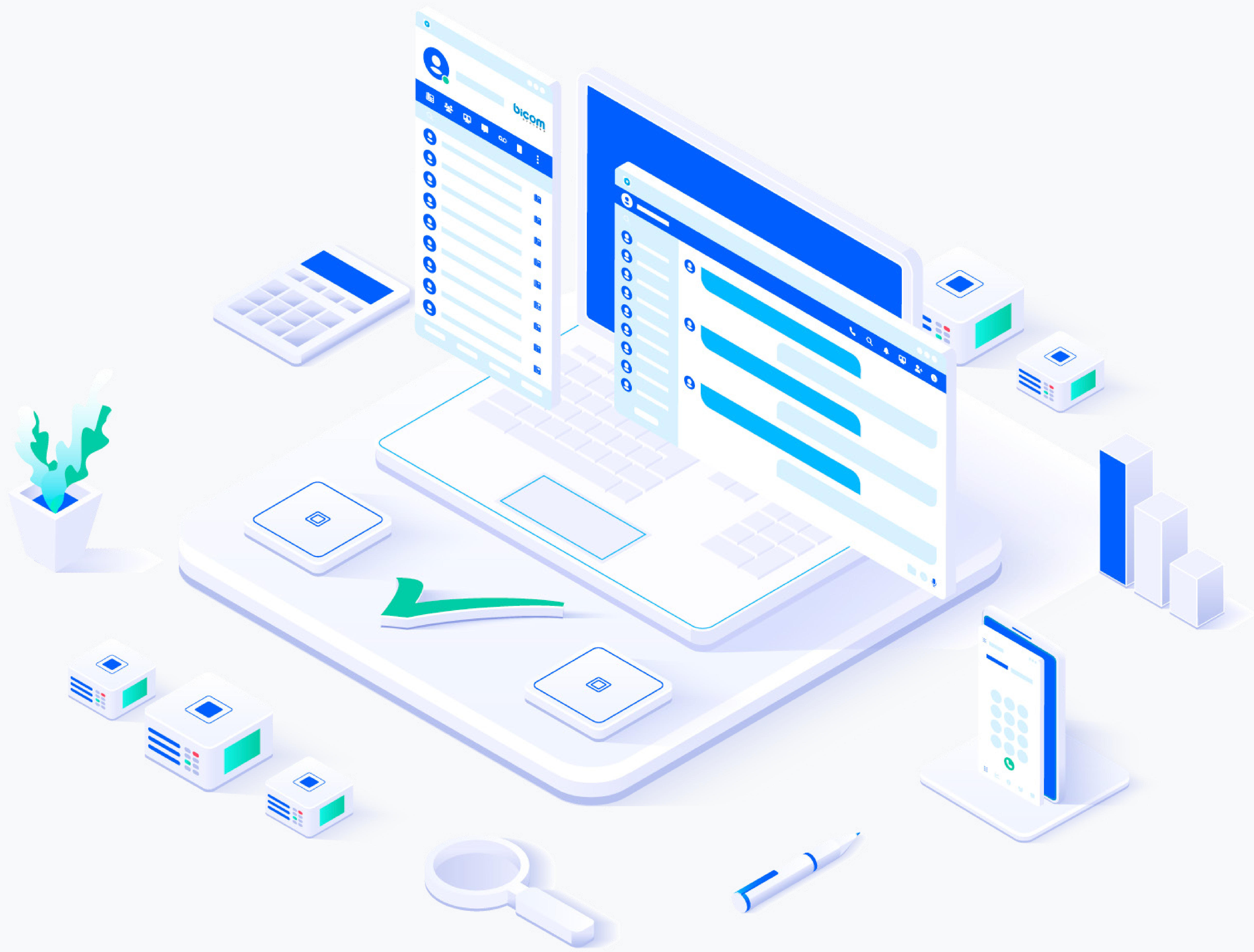

RELEASE NOTES

gloCOM 7.3.0

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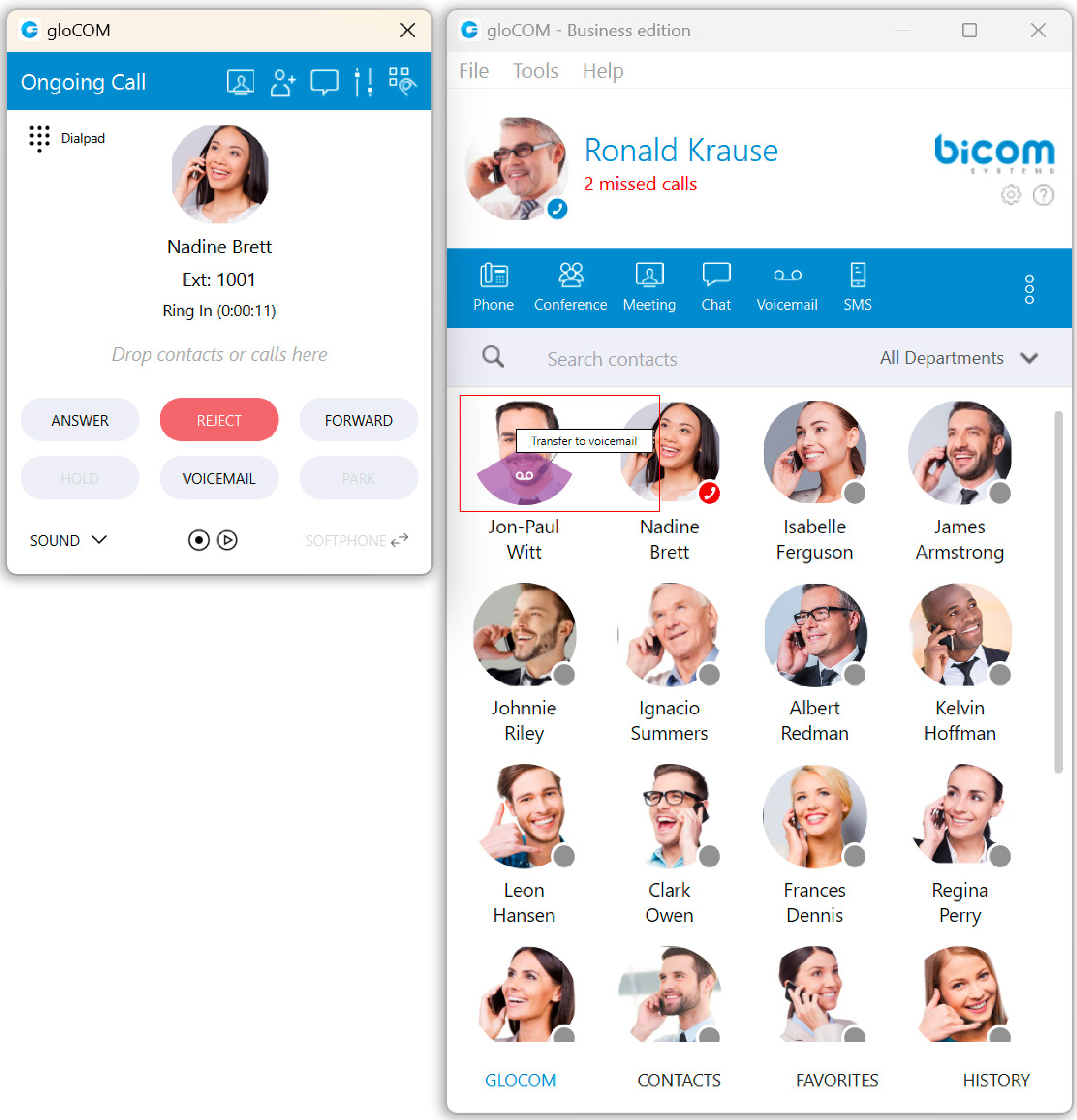
Features

Transfer calls to voicemail via drag-and-drop

Users now have the ability to transfer calls to voicemail via drag and drop.



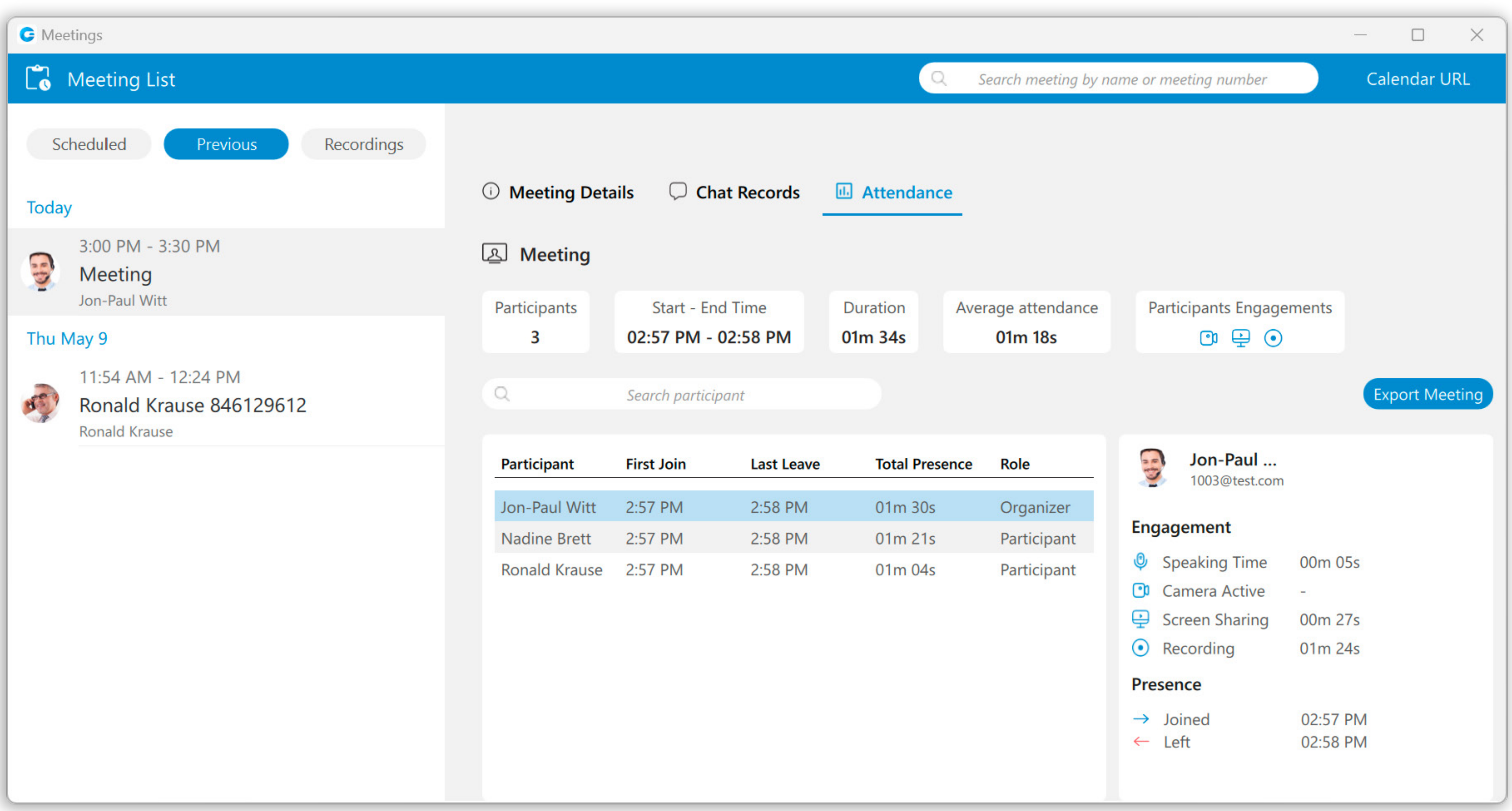
MEETING MODULE

Meeting attendance reports

The meeting attendance report gives information about the meeting and is available only for finished meetings. To see it, please navigate to the Meeting List window, click on the Previous tab, and select the Attendance tab on the right side of the window.

After selecting it, the following information will be displayed:

1. Meeting Name
2. Participants
3. Start - End Time
4. Duration
5. Average attendance
6. Participants Engagements

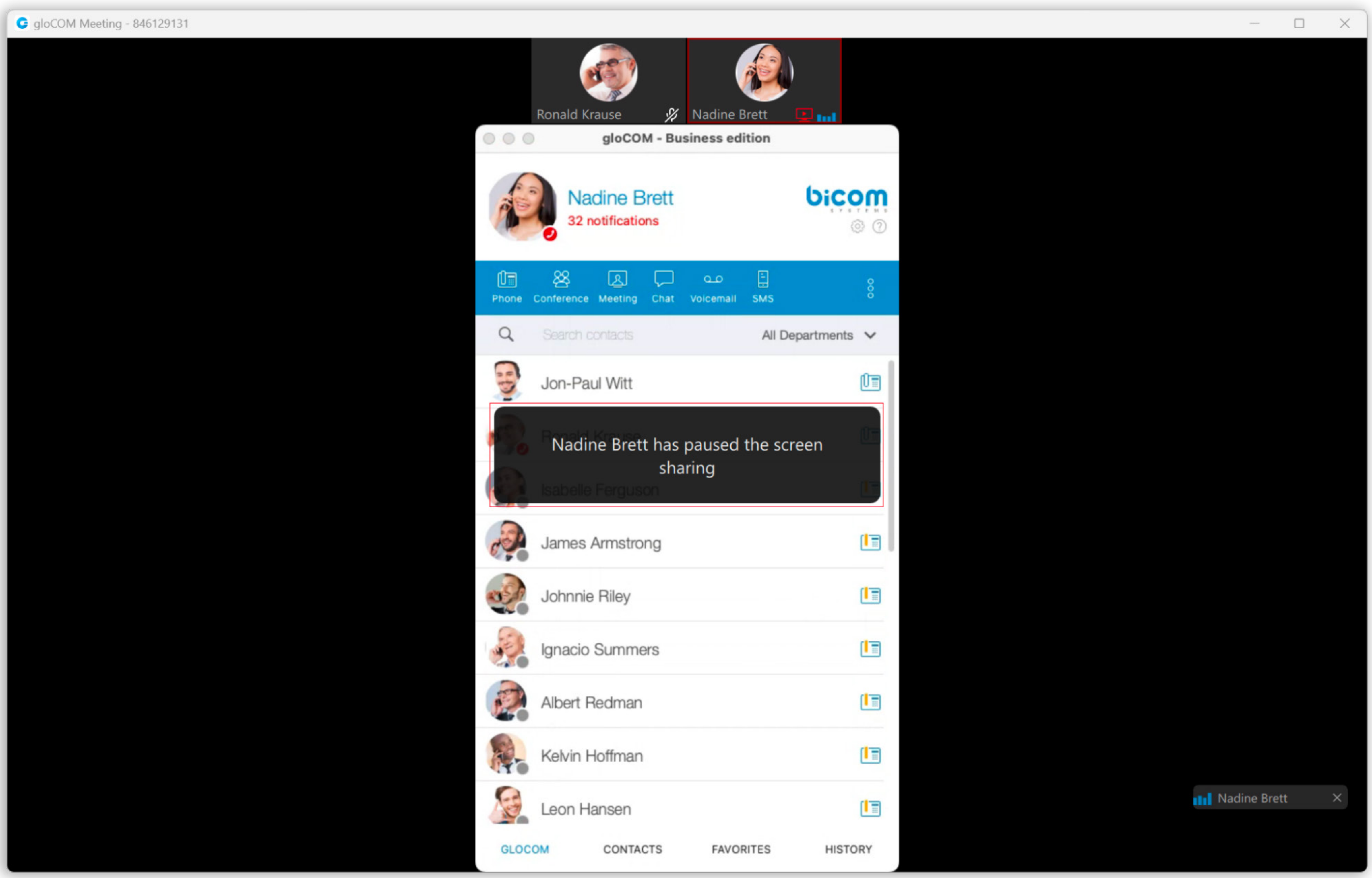


The search field and the Export Meeting button are below the info section. The search field allows for the filtering of participants, and the Export Meeting button can be used to create a CSV report containing information about the participants' engagement. The report should distinguish between participants who joined via audio-only, video, or both, offering insights into different modes of engagement.

And finally, below the search field is the list of participants who attended the meeting. Selecting one of them will display information about their Engagement and Presence.

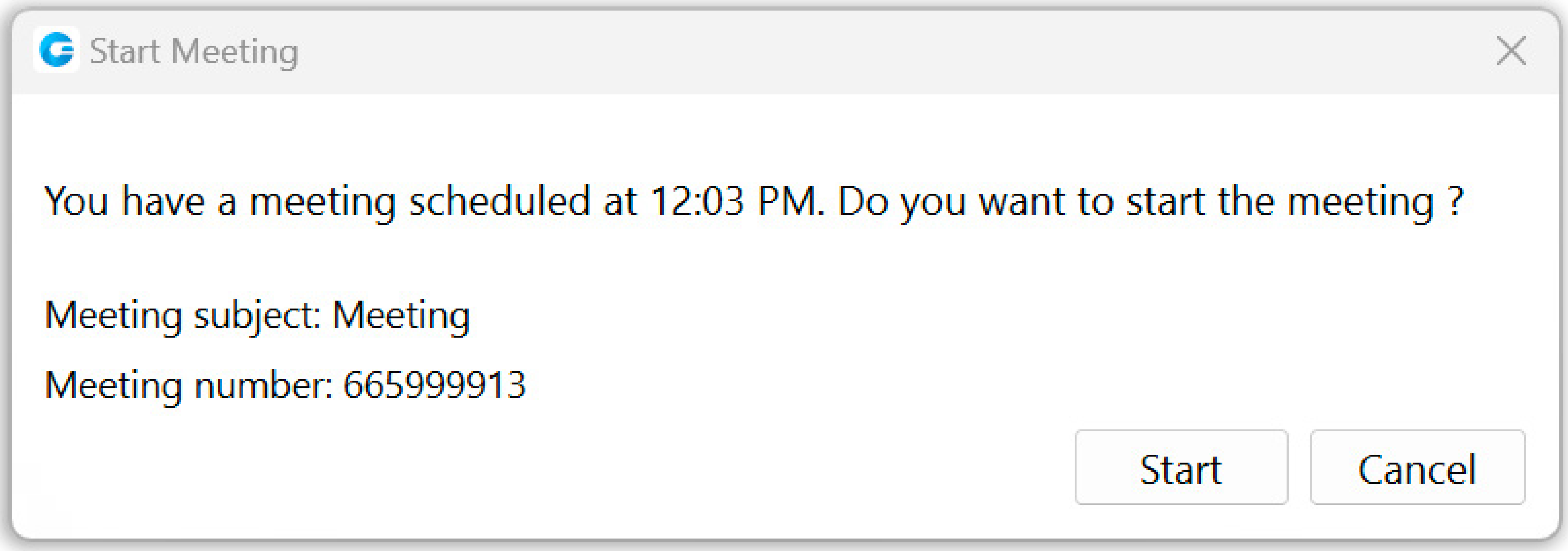
Screen-sharing pause notification

Other participants will be notified when the presenter pauses their screen sharing during a meeting.

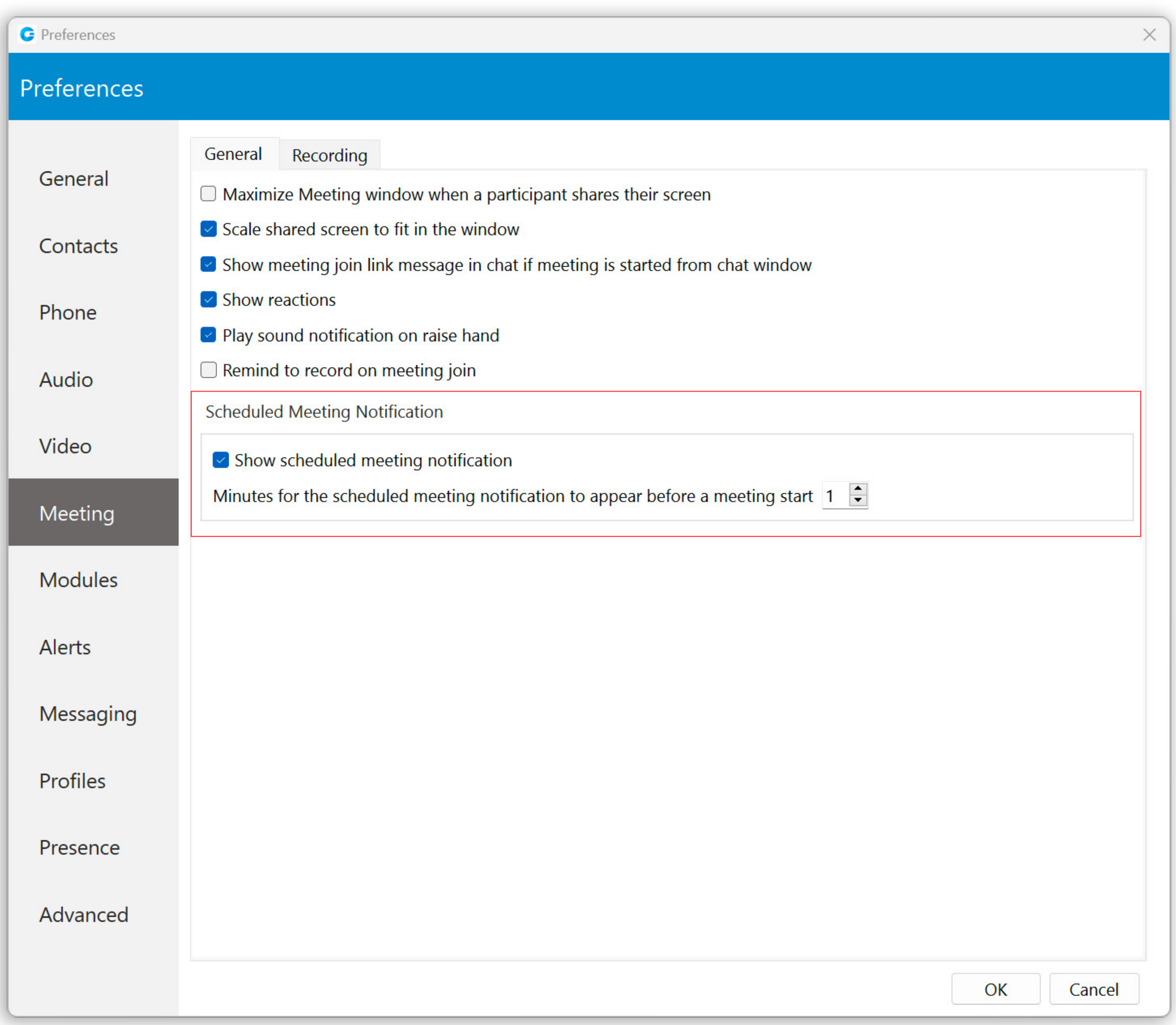


Scheduled Meeting Notification

As the name suggests, Schedule Meeting Notification shows the scheduled meeting notification N minutes before the meeting starts, allowing the user to start the meeting.



The N represents the value that depends on the settings set within the Preferences → Meeting tab within the gloCOM Desktop application (for example, 10 minutes, 2 minutes, 1 minute, etc.). To disable the Schedule Meeting Notifications, please uncheck the checkbox next to the "Show scheduled meeting notification" option. By default, this option is enabled.



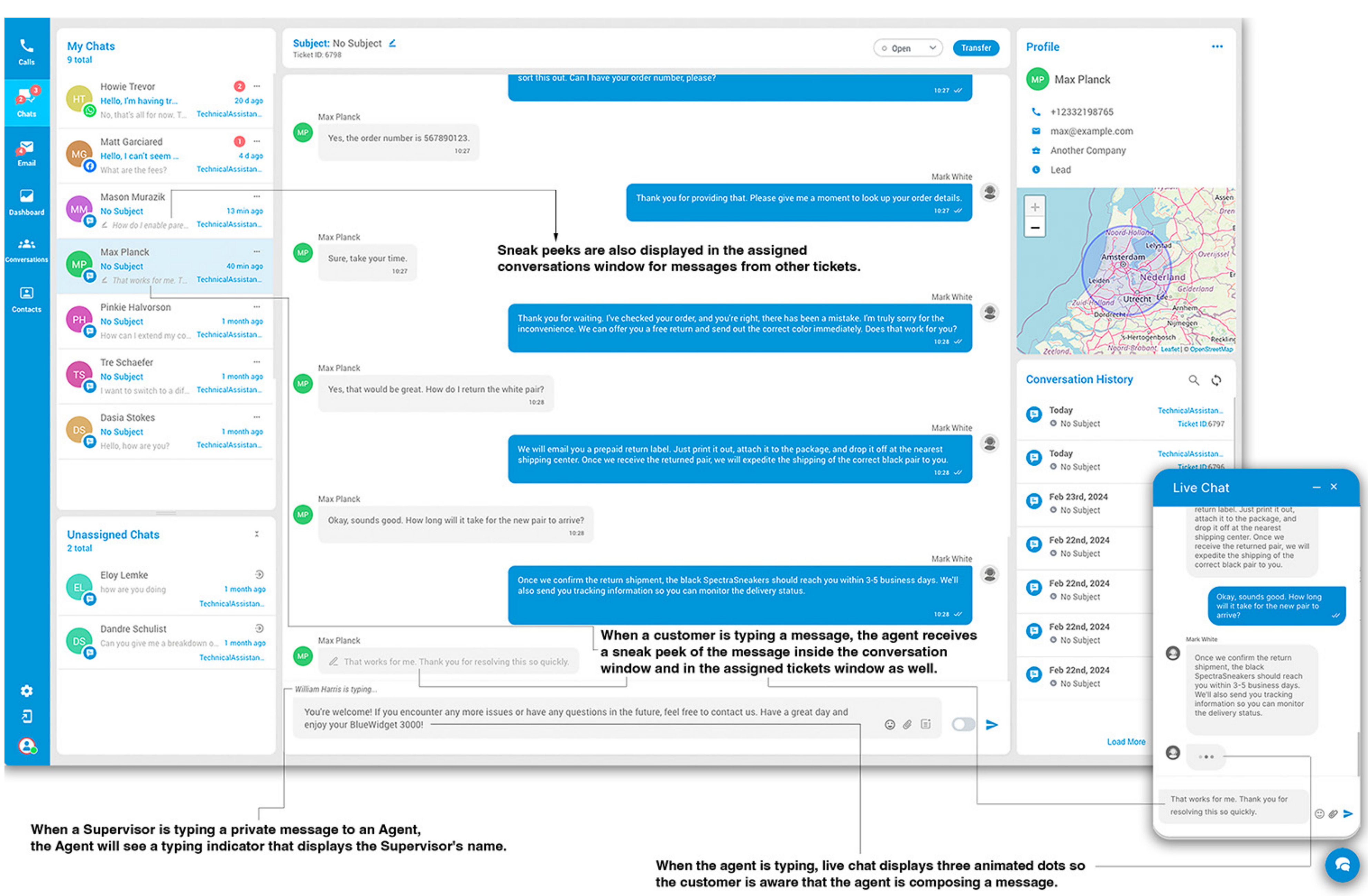
Sneak Peek and Typing Feature

Sneak Peek for Agents

This feature enhances agents' efficiency by providing a real-time preview of customer messages as they are being typed. The sneak peek is visible both inside the conversation window and in the assigned tickets window. By seeing what the customer is typing before the message is sent, agents can anticipate customer needs and prepare responses in advance. This results in quicker response times, improved customer experience, and better context for ongoing conversations, ensuring that agents are well-equipped to handle customer inquiries efficiently.

Typing Indicators for Agents

When a customer is typing a message, agents can see a preview of the message, keeping them informed and allowing them to stay attentive. Additionally, when an agent is composing a message, three animated dots appear on the live chat interface to inform the customer that the agent is typing. This enhances the communication experience for both parties, ensuring transparency and reducing uncertainty about response times. Furthermore, the supervisor typing indicator displays the supervisor's name when they are sending a private message to an agent, improving internal communication and helping agents prioritize messages from supervisors. Together, these features improve communication efficiency, reduce wait times, and ensure agents are well-prepared to respond, ultimately leading to a better overall support experience.

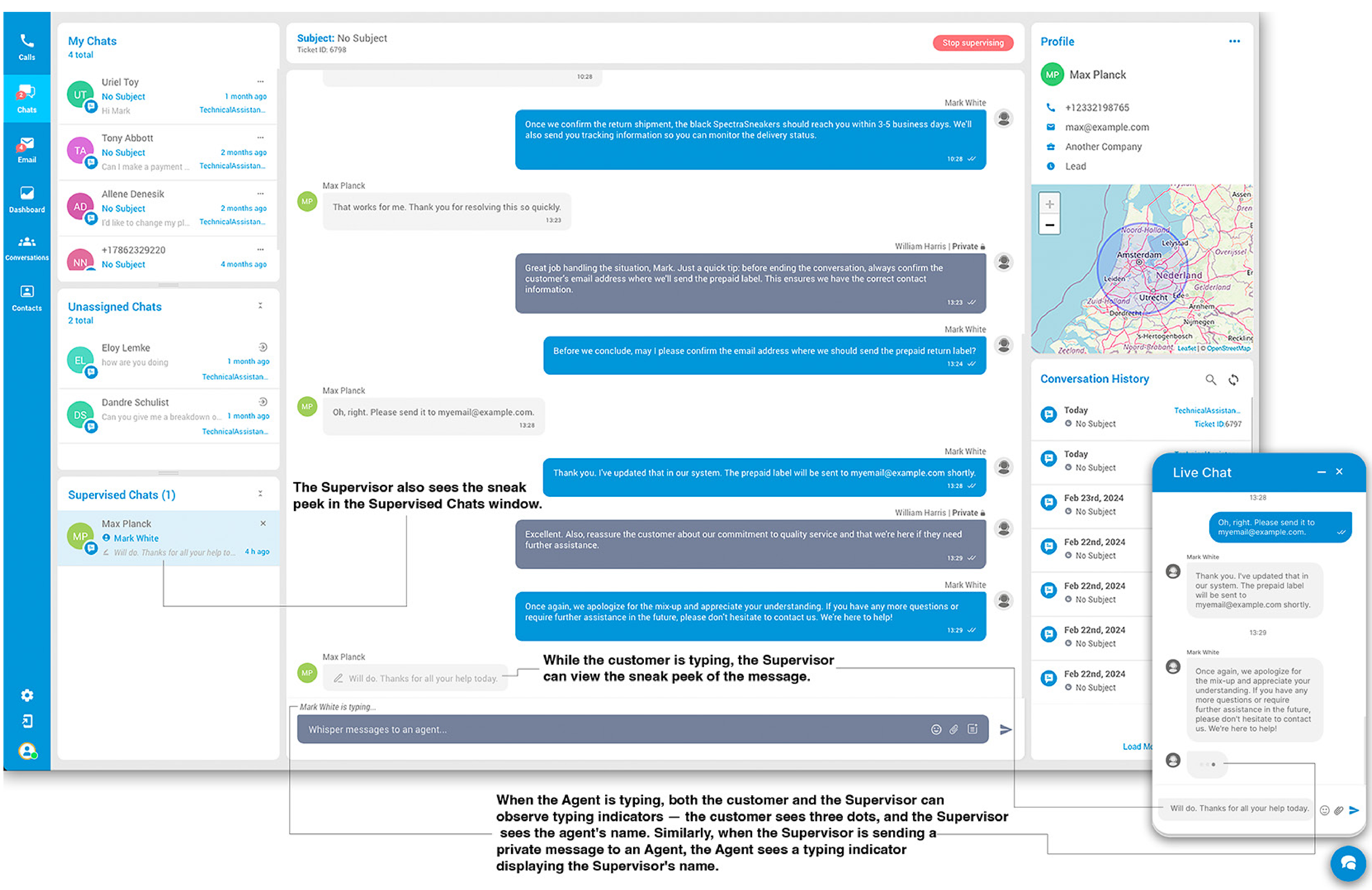


Sneak Peek for Supervisors

This feature enhances supervisors' ability to monitor and support agents effectively. Supervisors can view real-time previews of customer messages as they are being typed in the supervised chats window. This allows supervisors to anticipate customer issues and provide timely guidance to agents. By having visibility into the customer's message before it is sent, supervisors can ensure that agents are prepared to respond accurately and efficiently, thus improving the overall quality of customer service.

Typing Indicators for Supervisors

When a customer is typing a message, supervisors can see a preview of the message in the supervised chats window, allowing them to monitor the conversation and provide guidance as needed. Additionally, when an agent is composing a message, both the customer and the supervisor are informed—the customer sees three animated dots in the live chat window, and the supervisor sees the agent's name along with the typing indicator. Similarly, when a supervisor is sending a private message to an agent, the agent sees a typing indicator displaying the supervisor's name. These features enhance communication transparency, allowing supervisors to effectively oversee and assist agents in real-time, thereby ensuring high-quality customer interactions.

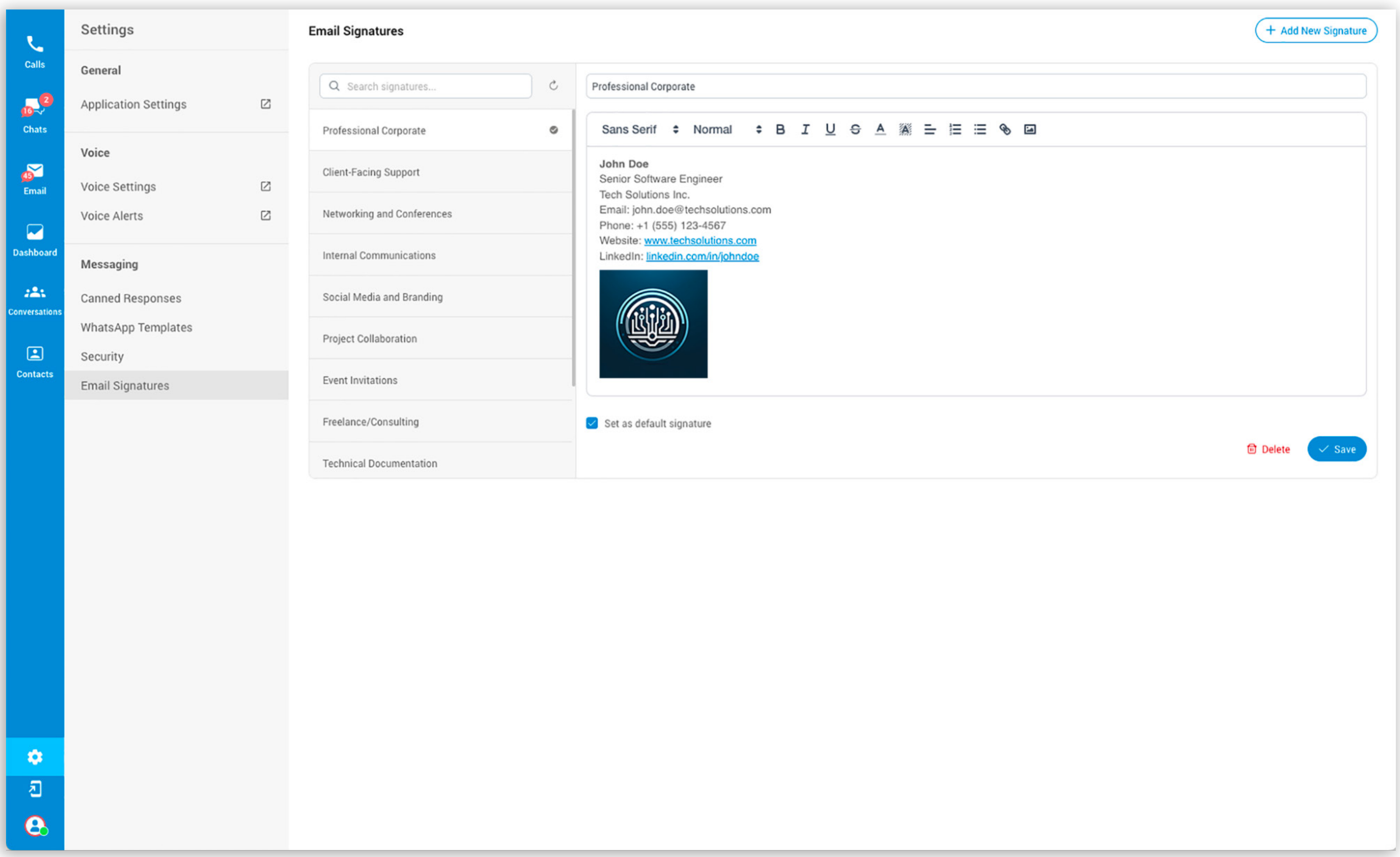


Email Signatures

Email Signatures Management

Multiple Email Signatures

This feature allows agents to enhance their email communications by creating, editing, and managing multiple email signatures. By navigating to the Settings menu and accessing the Email Signatures section, agents and supervisors can customize each signature with text formatting, contact information, and company logos. This ensures that all outgoing emails maintain a consistent and professional appearance, tailored to different contexts and purposes.

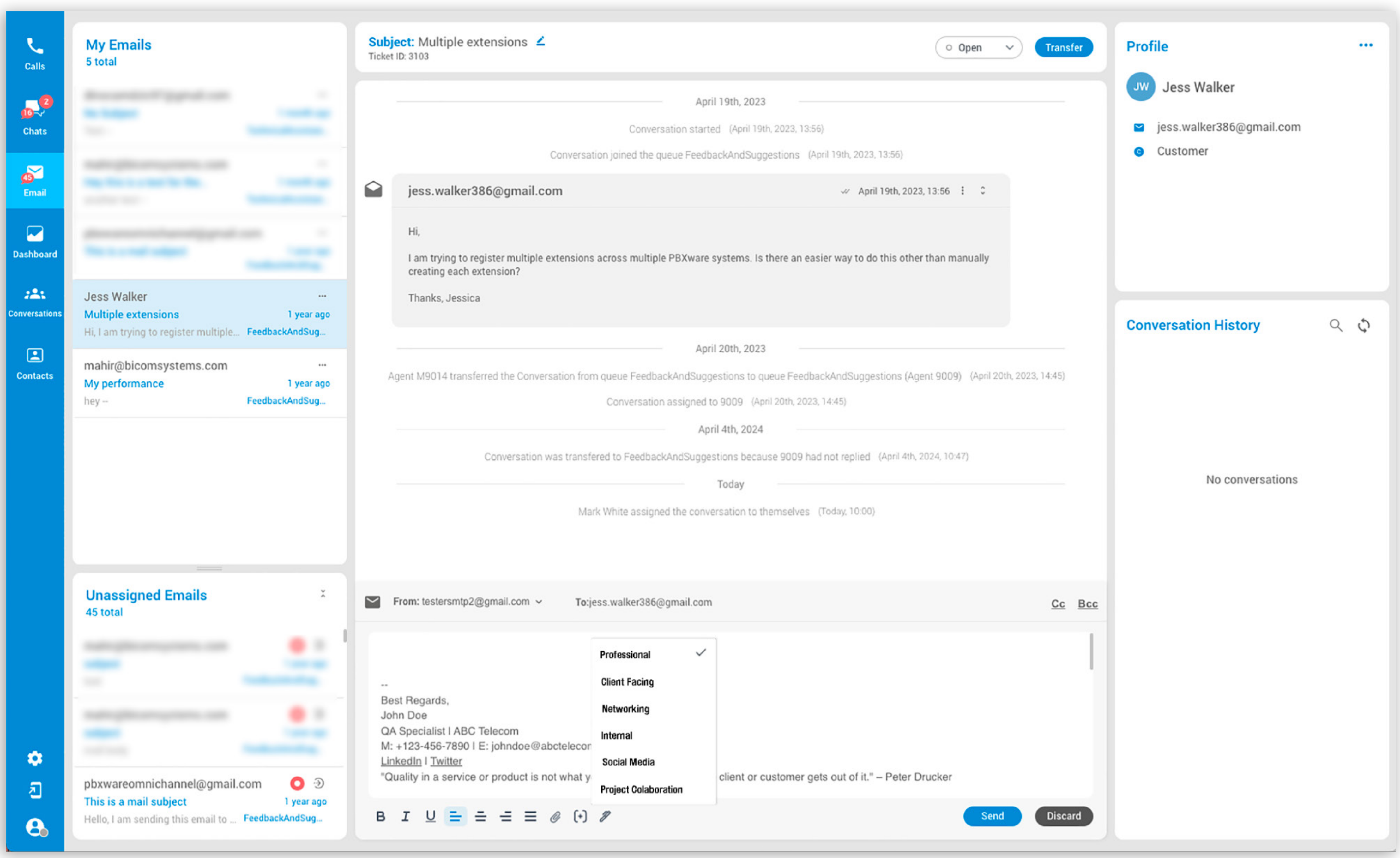


Signature Selection During Customer Response

Signature Selection for Agents and Supervisors

When responding to customer emails, agents and supervisors can now easily choose from their predefined email signatures using a dropdown menu. The appropriate signature can be selected based on the context of the communication, such as professional, client-facing, or networking scenarios. This streamlined process saves time and ensures that every email sent is relevant and appropriately branded.

These new features collectively enhance the efficiency and professionalism of email communications, providing a better overall experience for both agents and customers.



Seen Feature

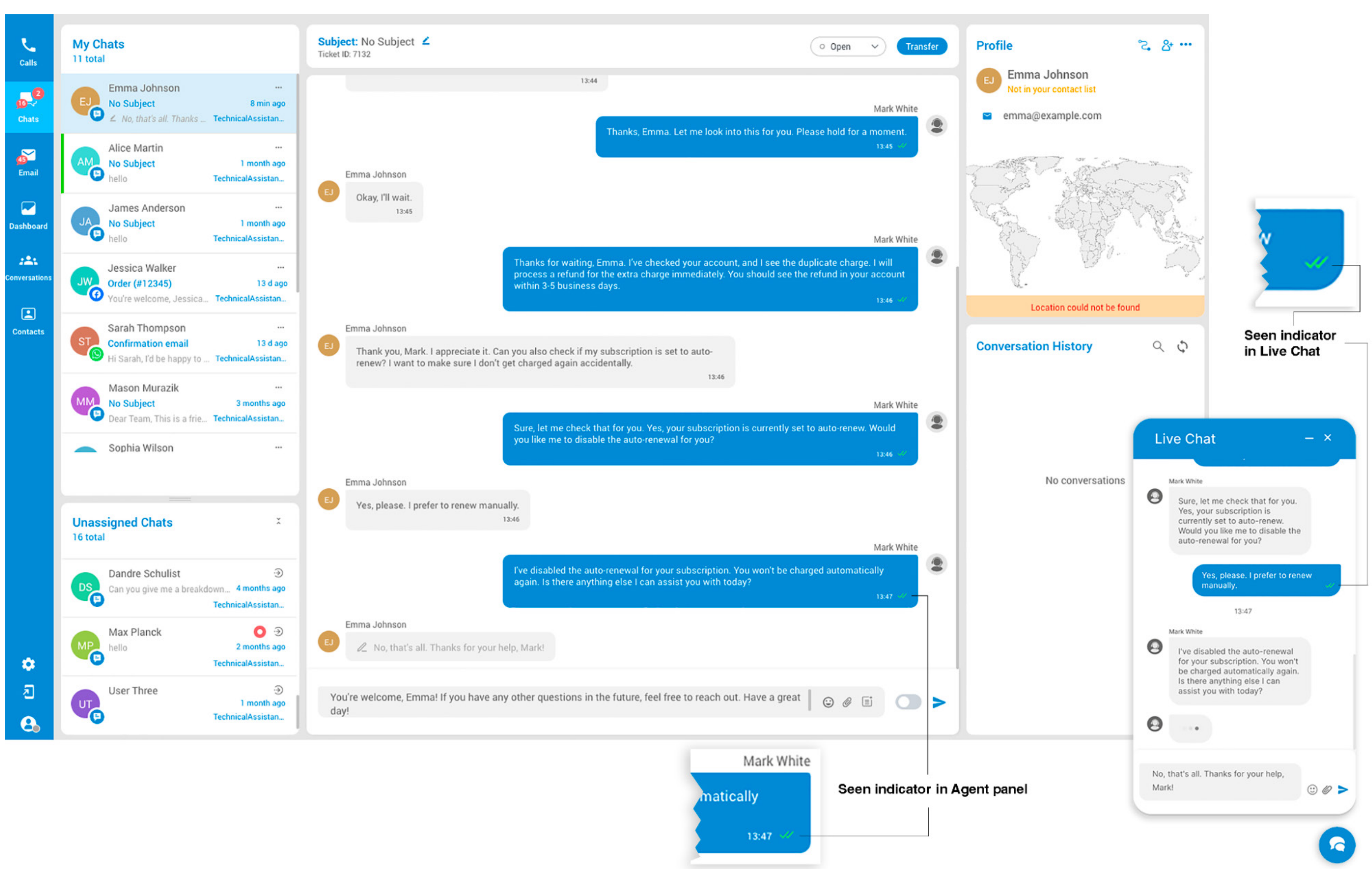
Seen Indicator in Live Chat

This feature enhances communication transparency by providing both agents and customers with a visual indicator that a message has been seen. When a customer reads a message from an agent in the live chat, a “Seen” indicator appears as double green checkmarks, letting the agent know that their message has been viewed. This ensures that agents are aware of when customers have read their messages, allowing for more effective follow-ups and timely responses.

Seen Indicator in Agent Panel

The agent panel now includes a seen indicator for customer messages. This feature allows agents to see when customers have read their messages within the agent interface, displayed as double green checkmarks. By having this visibility, agents can better manage their interactions, ensuring they follow up appropriately if a customer has seen a message but not yet responded. This helps in maintaining efficient and responsive communication, improving the overall customer experience.

These new features collectively improve communication efficiency and transparency, providing a better overall experience for both agents and customers.



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