RELEASE NOTES

PBXware 7.1.0

bicom
SYSTEMS

wiki.bicomsystems.com

Table of Contents

Features

PBXware 7.1.0

PBXware 7.0 brought numerous enhancements to the MT and Business editions, creating an impression that the Contact Center edition was falling behind. However, this was never the reality, and now PBXware 7.1 is here to unveil a plethora of exciting new features in the Contact Center edition.

Our dedicated developers have worked tirelessly for almost two years, guided by the vision of making sure that our customers are provided with effective solutions that will cater to their changing needs, and we are confident that they will love the new version every bit as much as we do.

CONTACT CENTER MODULE

Omnichannel

With the introduction of the Omnichannel feature, we have restructured the Contact Center menu into three distinct sections for enhanced clarity and user experience:

VOICE
This section encompasses 'Queues', 'Dialer', and 'Feedback Forms'.

MESSAGING
This section includes 'Queues', 'Chatbots', 'Channels', and 'Settings'.

GENERAL
This section includes 'Agents', 'Voice Statistics', blended 'Statistics' (encompassing both Voice and Messaging data), and the 'License' page.

This reorganization aims to offer users a more streamlined and intuitive interface, ensuring that all features and tools are easily accessible and well-categorized.
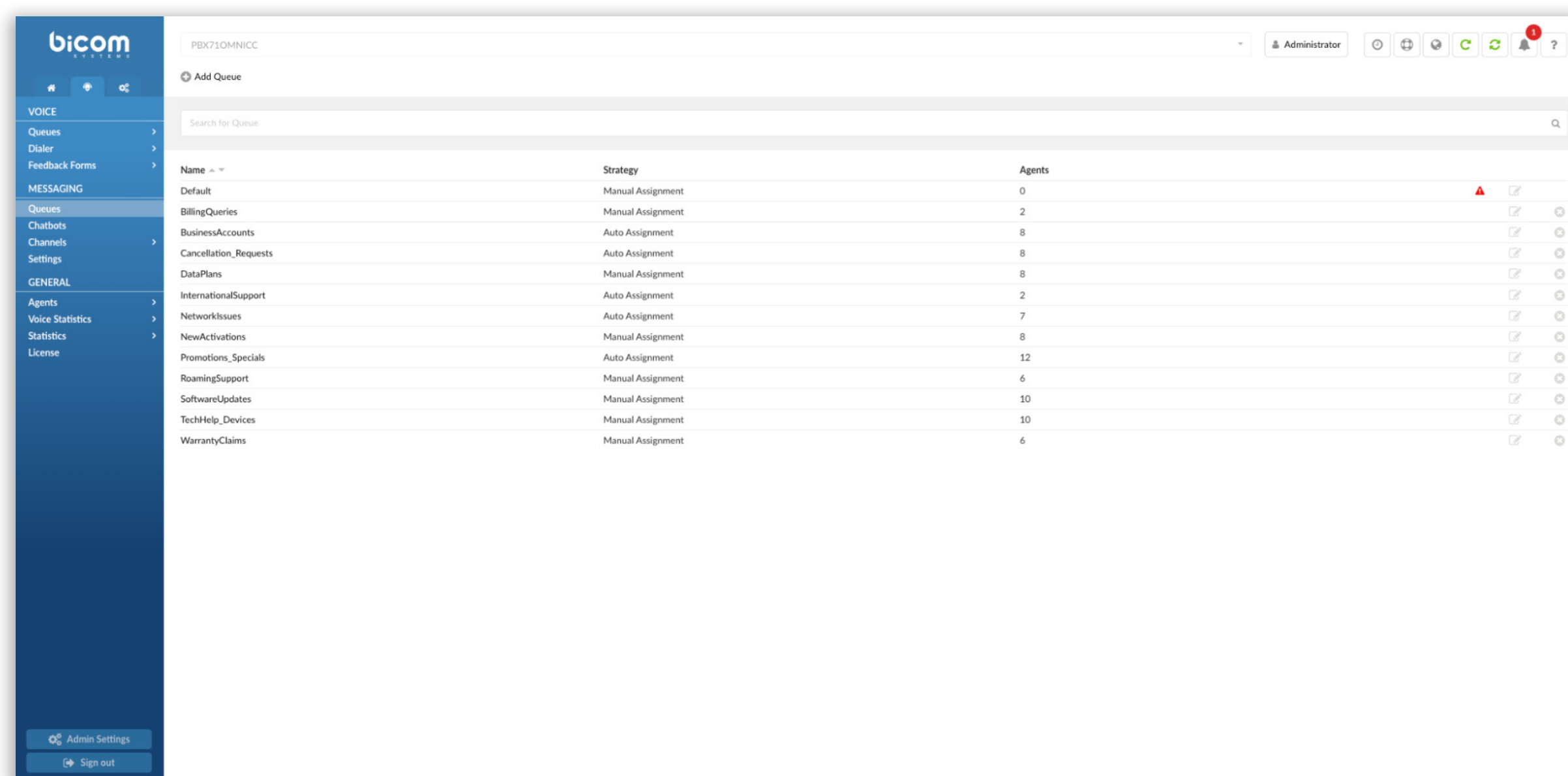
Queues

The Omnichannel feature incorporates Messaging Queues to categorize and direct incoming customer interactions systematically.

Operation Times
By defining operation hours, Queues can be tailored to align with business shifts or peak periods. The "Operation Times" section now features two additional segments: "Live Chat Out Of Hours Message" and "Messaging Apps Out Of Hours Message." The former allows businesses to set a specific message for visitors who access the Live Chat or SMS outside of operating hours.

Assignment Strategy
Every Queue adopts two message distribution strategies: Manual Assignment and Auto Assignment.

In the Manual Assignment strategy, agents have the flexibility to either select tickets they wish to handle or a supervisor can assign specific tickets to them. On the other hand, the Auto Assignment strategy employs an algorithm to automatically distribute tickets, ensuring an equitable workload and preventing any agent from being overwhelmed or underworked. When the Automatic assignment strategy is selected, administrators are presented with an option for "Returning customer," which can be set to either 'Yes' or 'No'. Additionally, a timeframe can be specified, determining the period in which the system recognizes a customer as a returning one. Once identified, the system will route that customer to the agent they previously conversed with.

Agents
Users can add Agents to Messaging Queues. In the "Agents" section for the Messaging Queues, we've removed both the "Penalty" and "Sorting" columns.
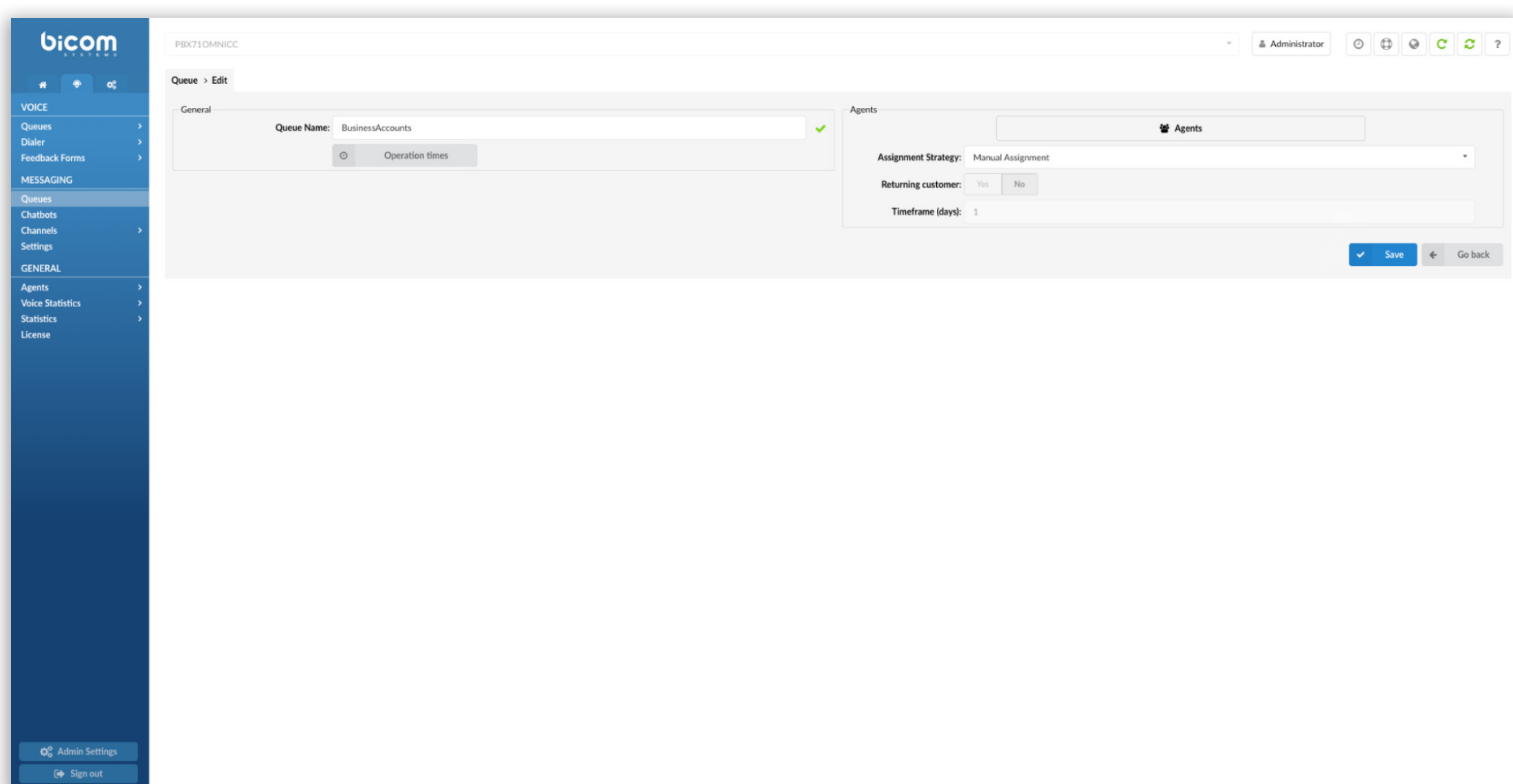
Chatbots

Chatbot is a virtual assistant integrated within the Contact Centre, designed to guide users through predefined options and direct them to the appropriate Queue, enhancing their Live Chat experience.

The Chatbots page allows users to configure the Chatbot's name, set a welcome message displayed to Live Chat visitors, define messages for incorrect option selections, and confirm correct choices. Users can designate options and associate them with specific Queues. Additionally, there's a preview feature to visualize the Chatbot's appearance in the SMS interface.
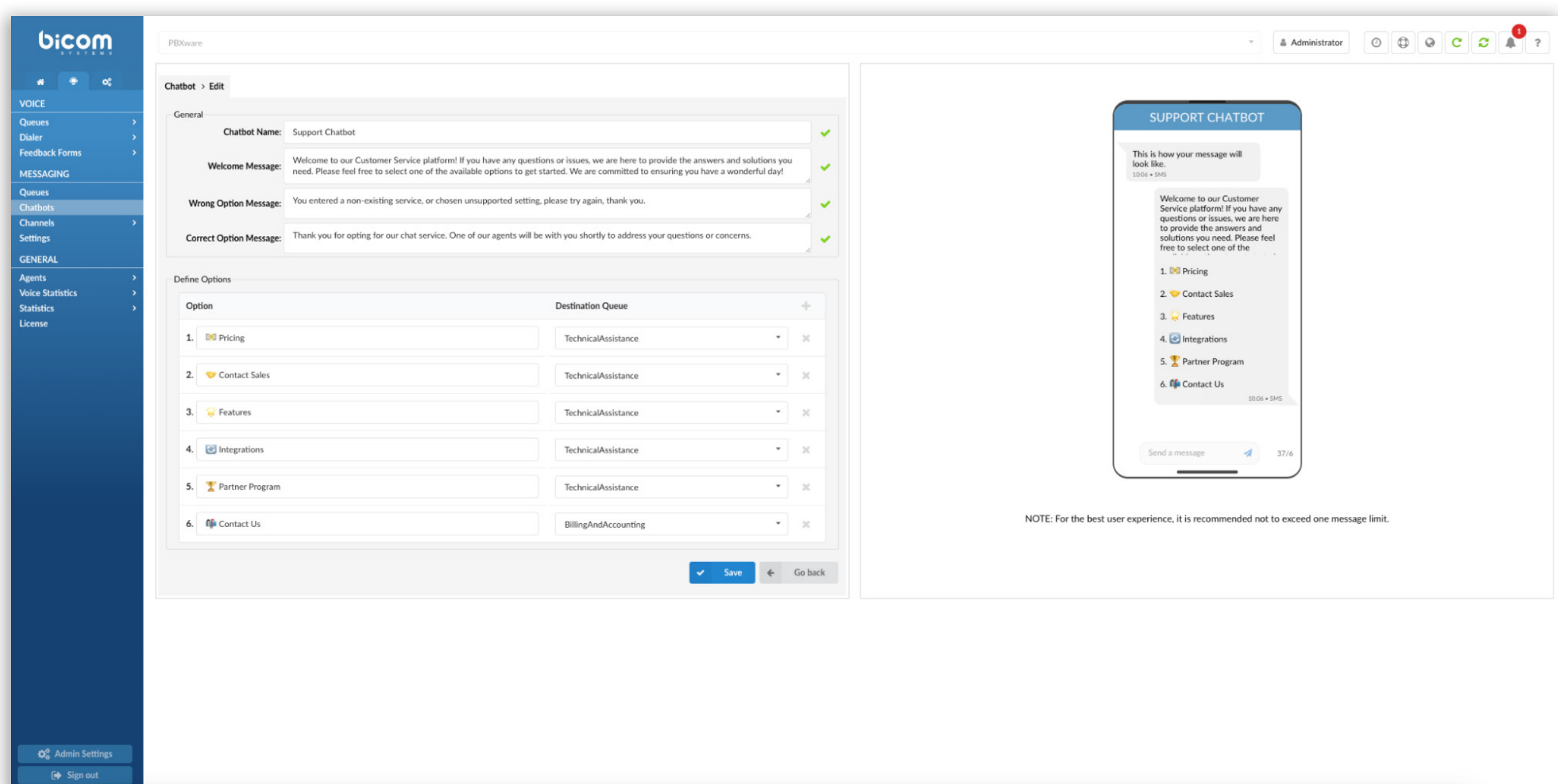
Channels

Channels serve as the mediums through which customers can establish communication with Agents. Whether it's through Live Chat, Email, or Messaging, these channels ensure a seamless interaction experience. Channels are more than just pathways; they are strategically designed interfaces that cater to diverse communication preferences of the customers.
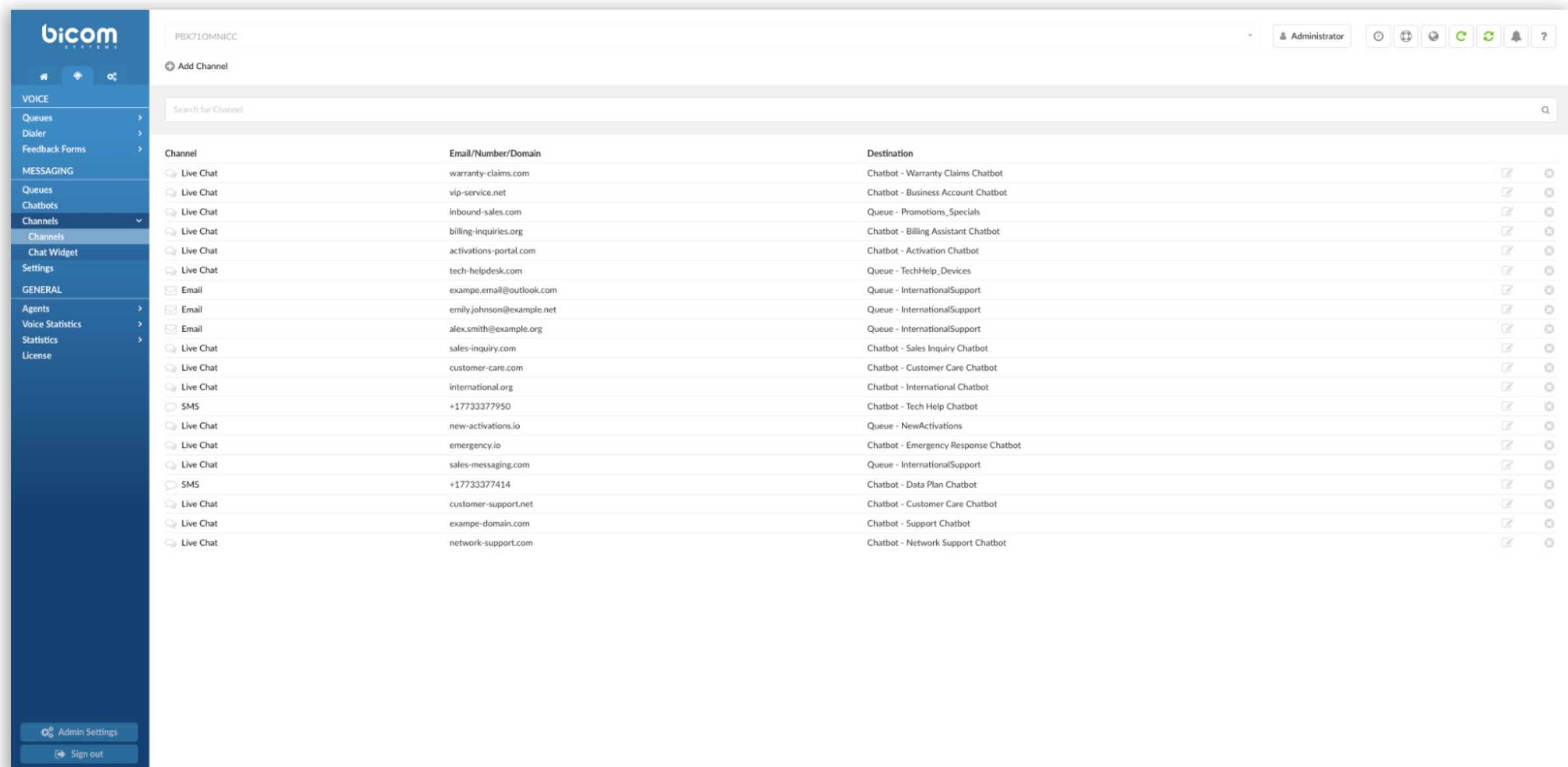
Live Chat

Adding a Live Chat is simple. Users see a field to specify the domain for the chat's operation. Once set, this domain will be where the Live Chat runs after users copy a code snippet provided in the Chat Widget section.

Users can decide the method of request distribution: either through the Chatbot or directly to a Queue. If chosen via the Chatbot, users accessing the Live Chat will encounter options that guide them to a specific Queue. On the other hand, if guided directly, they will immediately be placed in a Queue. Both methods aim to streamline the user's journey to the desired destination.
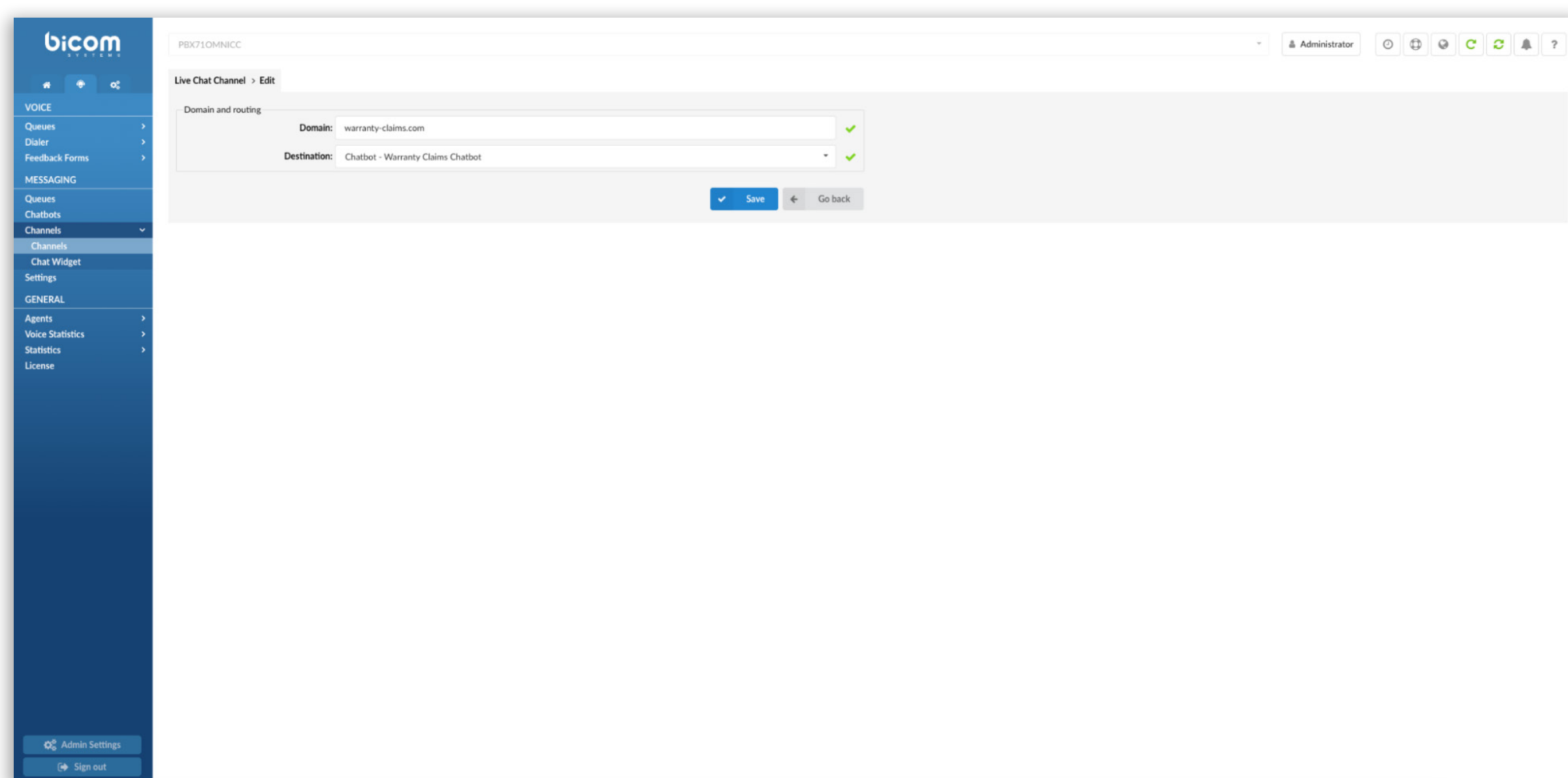
Email

The Omnichannel module offers users the ability to integrate an Email channel. When adding this channel, there are two primary options: a Custom settings approach or the OAuth method. For OAuth, currently, we support Microsoft and Google as options. In the custom settings approach, users manually input all necessary details, including IMAP and SMTP connection information. Additionally, users can specify the destination Queue where incoming emails will be routed. This ensures that the emails are directed to the appropriate Agents for timely response and management.
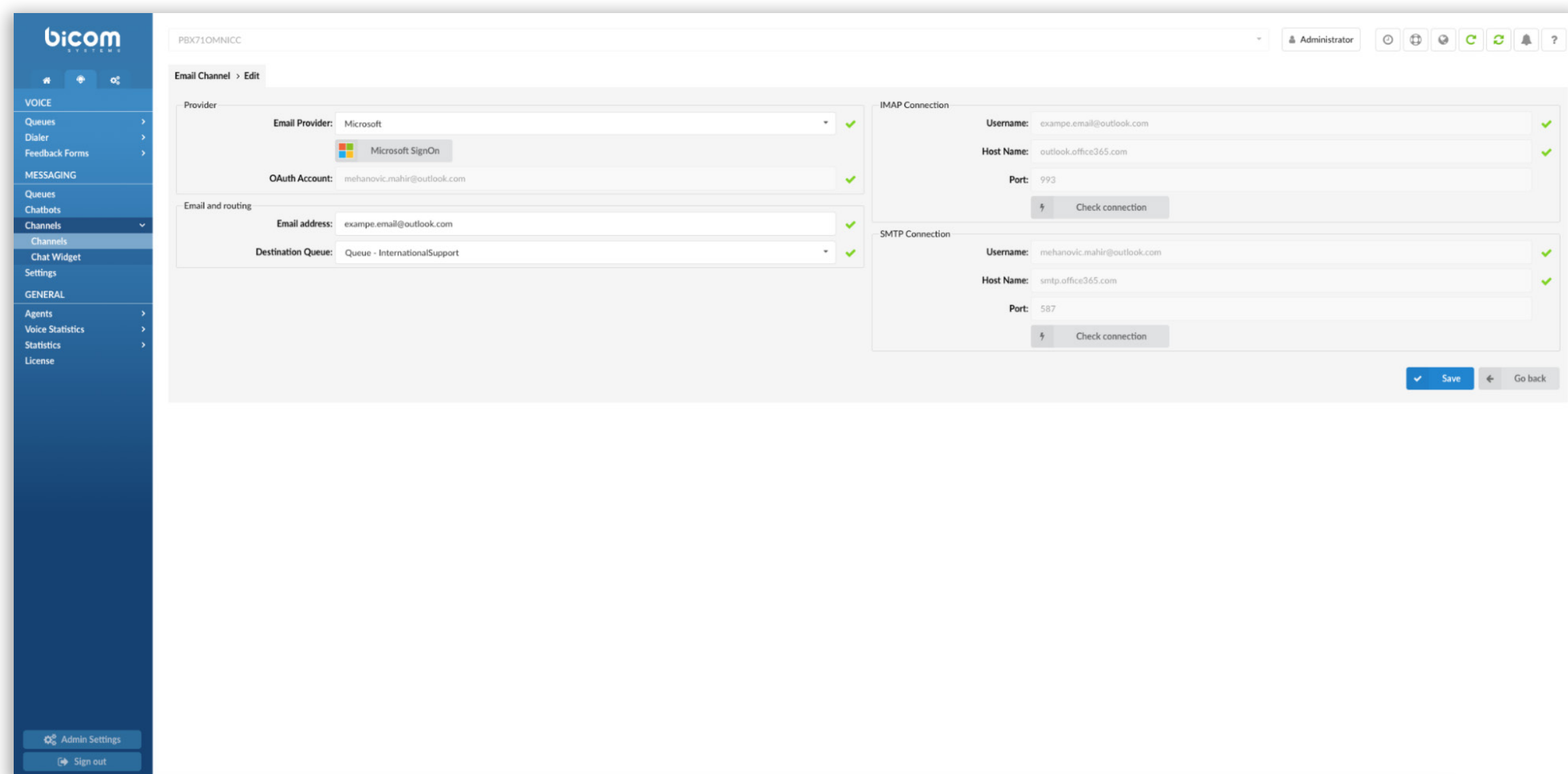
Chat Widget

The Chat widget is a code snippet that users can integrate into their web page. By embedding this code just before the closing </head> tag on every desired page, it activates the Live Chat functionality. Once implemented, the Live Chat feature becomes accessible on the website, allowing visitors to initiate real-time conversations. After adding this code, the Live Chat should appear in the bottom right corner, enhancing user interaction and support capabilities.
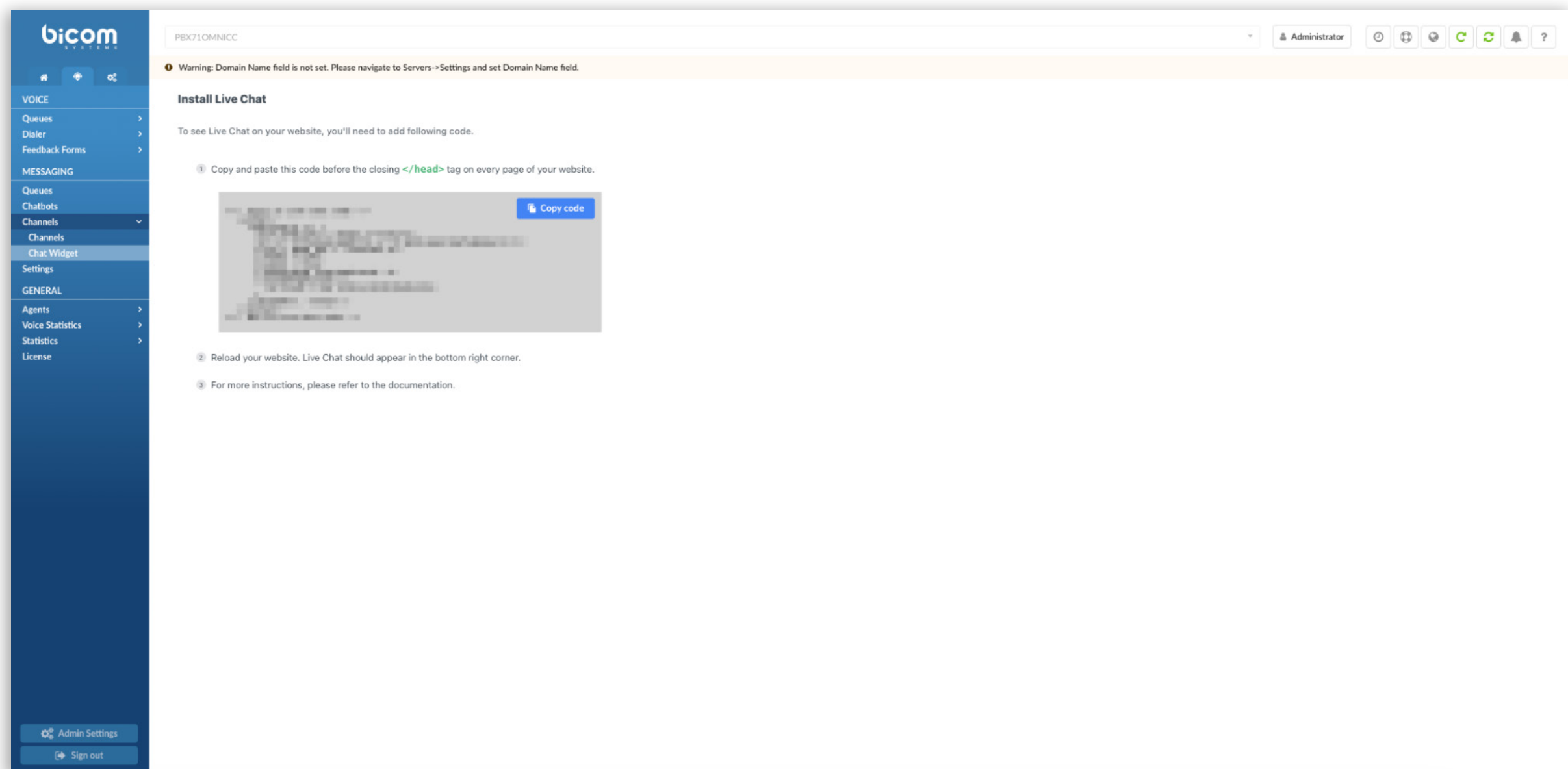
Settings

The 'Settings' page under the MESSAGING section encompasses four pivotal areas:

General
This includes an 'Alert Email' field where users can specify an email address to which they will receive notifications for potential suspicious activities. Additionally, users can configure global 'Operation Times' and set out-of-hours messages for Live Chat and Messaging, ensuring users are informed even outside regular operating hours.

First Response Timeout
This functionality permits automatic ticket transfers upon first response timeout expiration on Live Chat and SMS. Though set to 'No' by default, it can be toggled to 'Yes'. Users can define a 'Timeout' in minutes and dictate an 'Unanswered Action', like logging off or pausing an Agent. This mechanism ensures customer queries are not unattended, redirecting them to an available Agent from a designated Queue.

Chatbot Timeout
Aimed at efficient resource management, this section auto-terminates chatbot sessions after a specified duration if a customer remains inactive, optimizing system resource utilization.

Work units
No. of units assigned to each channel by default, according to the effort required from an agent to handle requests across different channels.

In essence, these settings are instrumental in refining both Agent and customer interactions, ensuring optimal functionality and user experience.
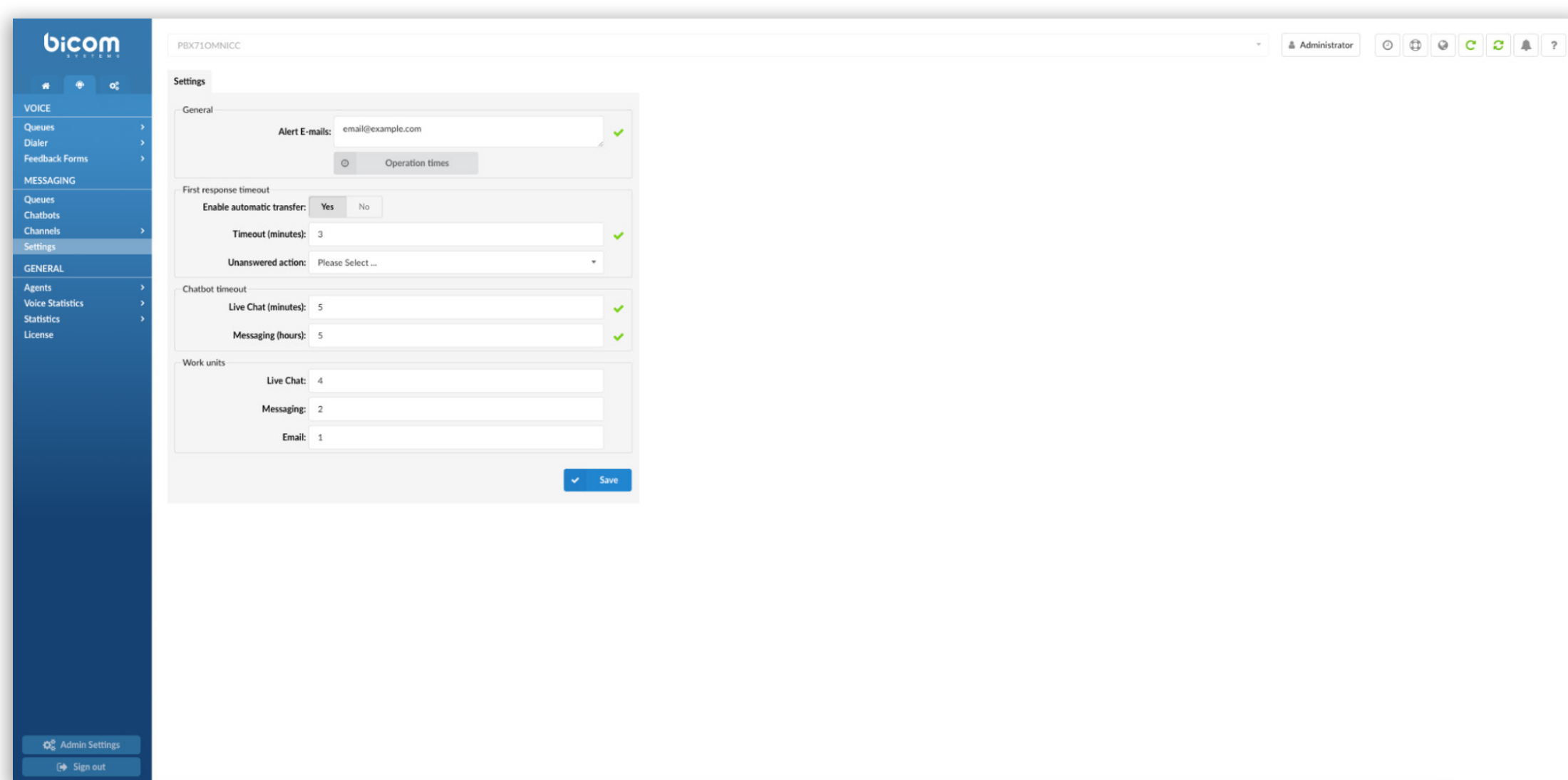
Agents

In the latest update to the 'Agent' page, a 'Capacity' section has been introduced. This feature empowers Administrators to set the capacity for each agent, defining how many tickets an Agent can handle concurrently. This ensures that Agents are neither overloaded nor underutilized.

Capacity can be tailored for individual communication channels: Live Chat, Messaging, and Email. Default values are set at 3 for Live Chat, 5 for Messaging, and 10 for Email. All these values contribute to the 'Work Units', where they are cumulatively displayed. Notably, any adjustment made by the Administrator to these values will prompt an automatic recalculation in the 'Work Units' section. An agent's total work units are calculated by multiplying their capacities for Live Chat, Messaging, and Email by the respective weightings found under `MESSAGING → Settings` in the `Work units` area. Using the set capacities and weightings, the products are summed to determine the agent's overall work units.

Statistics

In the updated 'Statistics' section, users will find that 'Agent Statistics' and 'Queue Statistics' now offer blended reports, seamlessly integrating voice and messaging statistics for a comprehensive view of communication metrics. Leveraging the Clickhouse database, these statistics provide enhanced speed and efficiency. Additionally, we have introduced 'Scheduled Reports', specifically tailored for Messaging statistics, to ensure users receive timely insights at their email addresses.
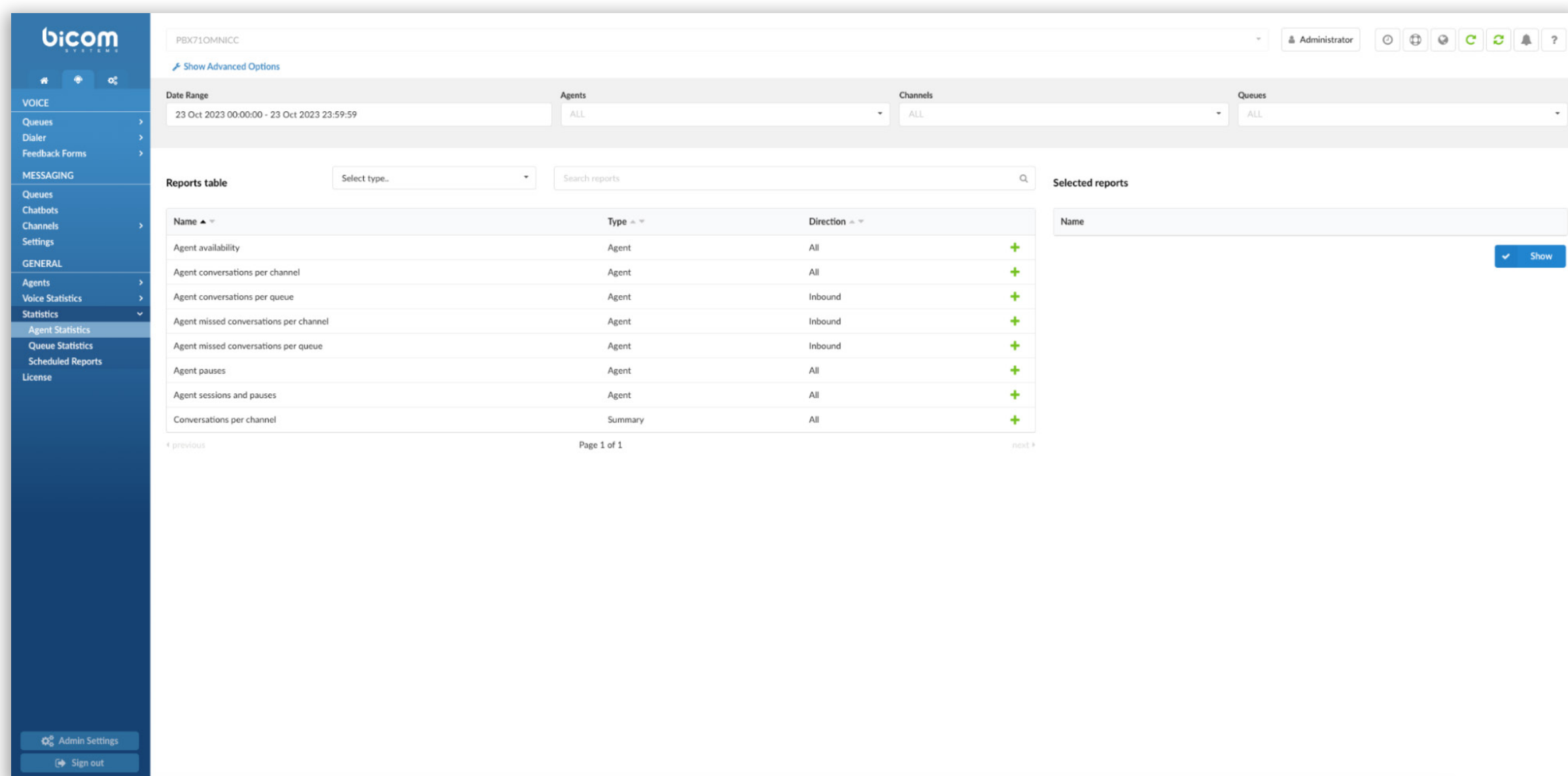
Agent statistics

The Agent statistics include Agent availability, Agent conversations per channel/queue, Agent missed conversations per channel/queue, Agent pauses, Agent sessions and pauses, and Conversations per channel.

Agent availability report

Agent availability refers to a comprehensive overview that details how agents are utilizing their time during specified periods. It offers insights into the total number of conversations agents handle, their activity time, the average time spent on tasks, idle durations, and any pauses taken. Furthermore, the availability report provides metrics on how many sessions each agent has participated in. This data helps in understanding the efficiency, workload distribution, and responsiveness of the agents, ensuring that they are neither overburdened nor underutilized, and can effectively meet customer needs.
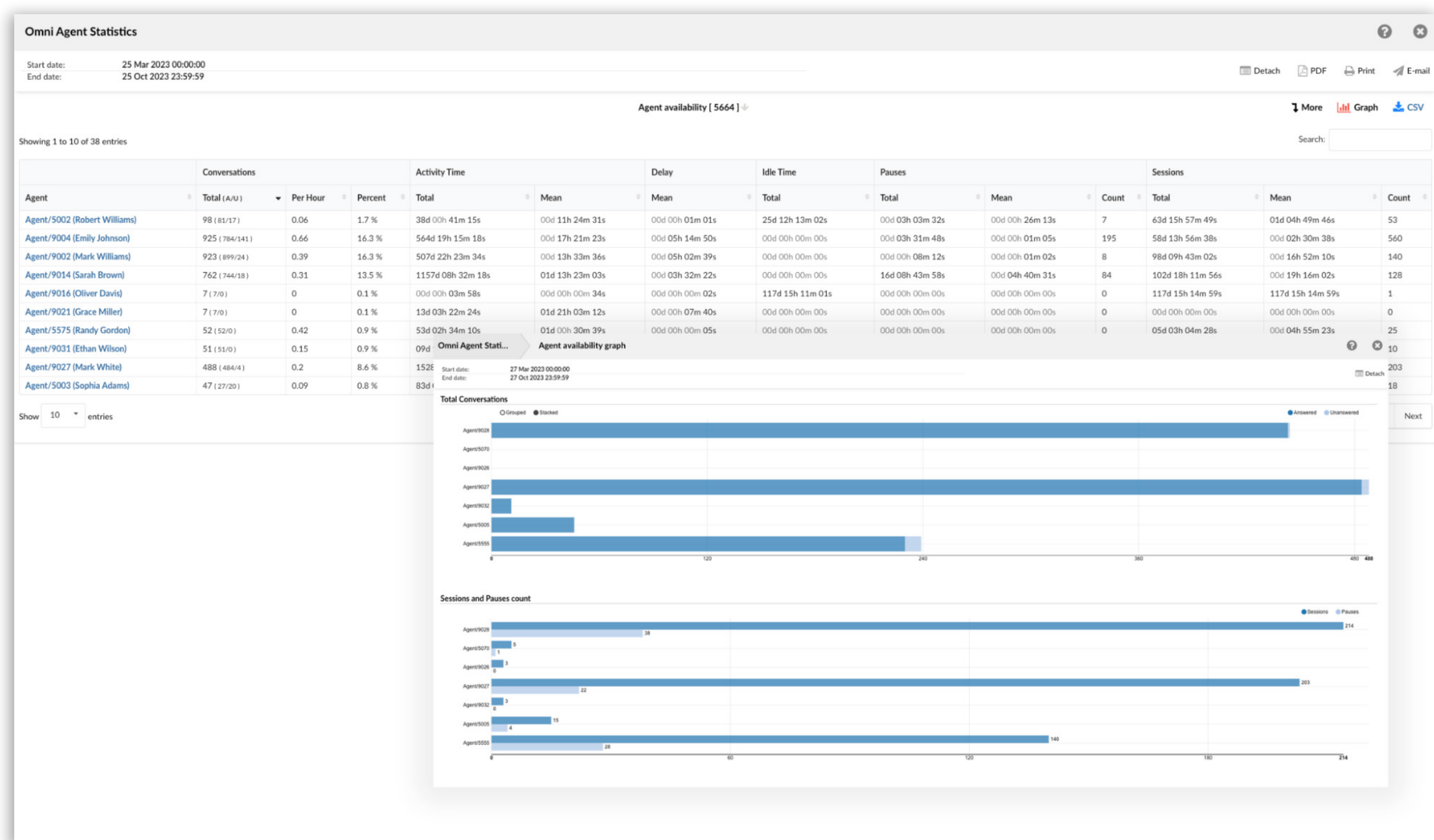
Agent Conversations Per Channel/Queue Report

The "Agent Conversations Per Channel" report provides a comprehensive overview of the interactions handled by each agent across various channels. This report showcases the volume, efficiency, and outcome of conversations that agents have participated in during a specified period. It offers insights into the frequency of conversations, their duration, and how they conclude, are they ended by the agent, the customer, or transferred. This data is instrumental for understanding agent performance, optimizing workflows, and ensuring customer satisfaction. Additionally, there's a parallel report available that focuses on conversations per Queue, offering a similar depth of analysis from the perspective of different queues or categories of inquiries.
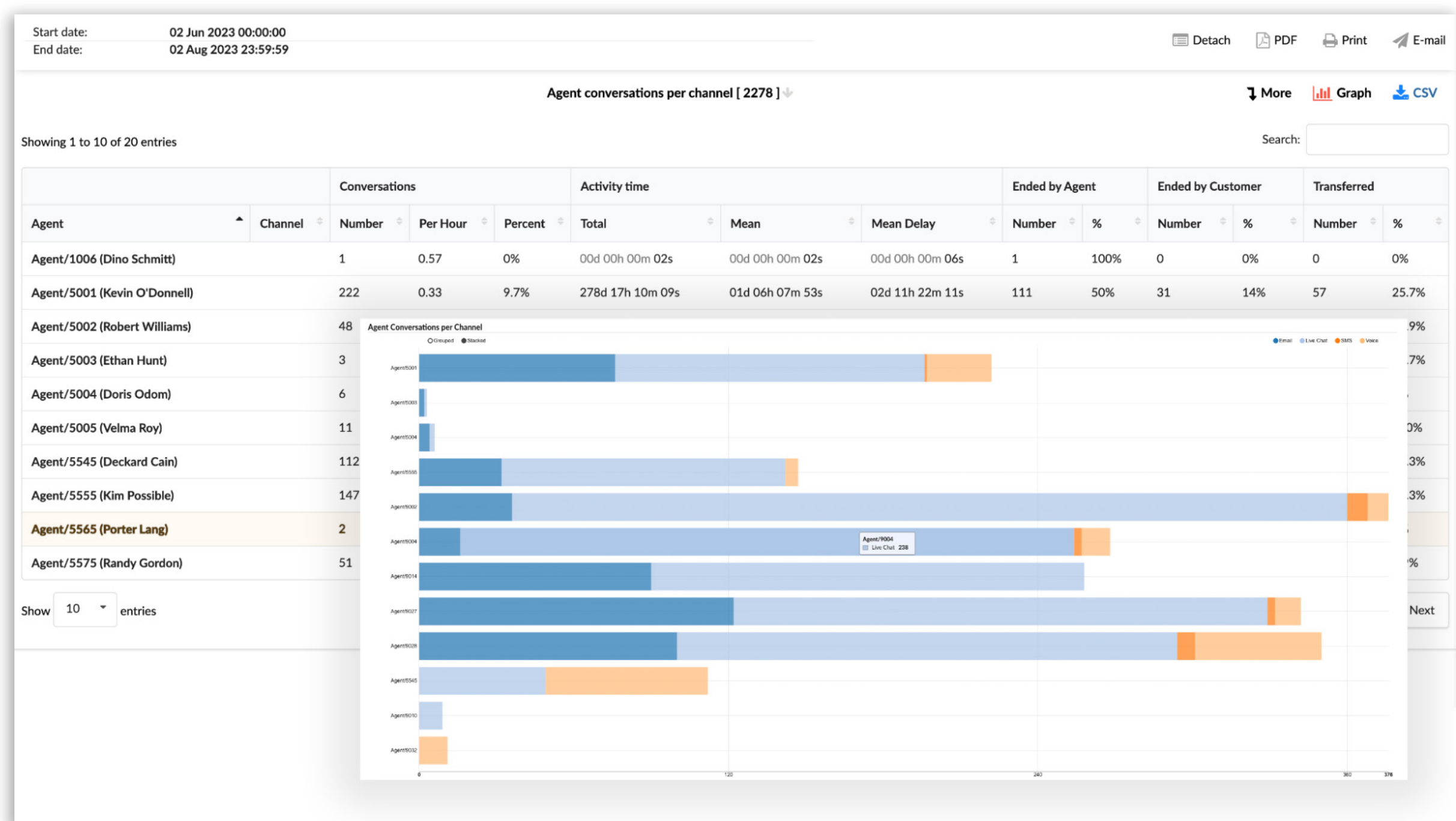
Agent Missed Conversations Per Channel

The "Agent Missed Conversations Per Channel" report provides an in-depth look into interactions that agents missed over various communication channels. This analysis helps identify areas where customer interactions might have been overlooked, allowing businesses to address gaps in their service.
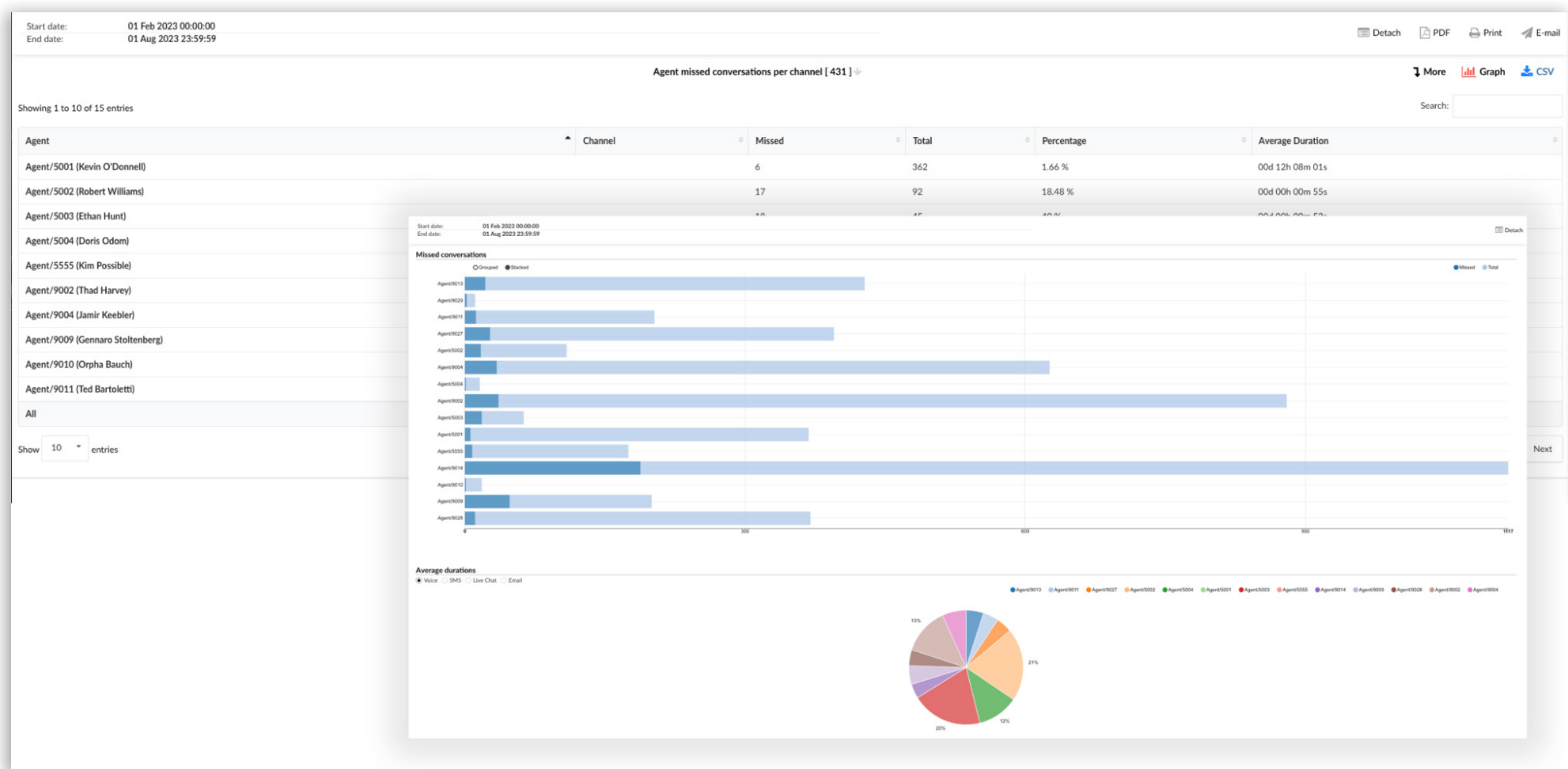
Agent Pauses

The "Agent Pauses" report offers a comprehensive view of the intervals during which agents temporarily halt or suspend their activities. It reflects moments when agents take breaks from active engagement, whether for administrative tasks, training, or other reasons. By examining these pauses, companies can gain insights into work patterns, identify potential areas of improvement, and ensure that agents are provided with the necessary support for effective performance.
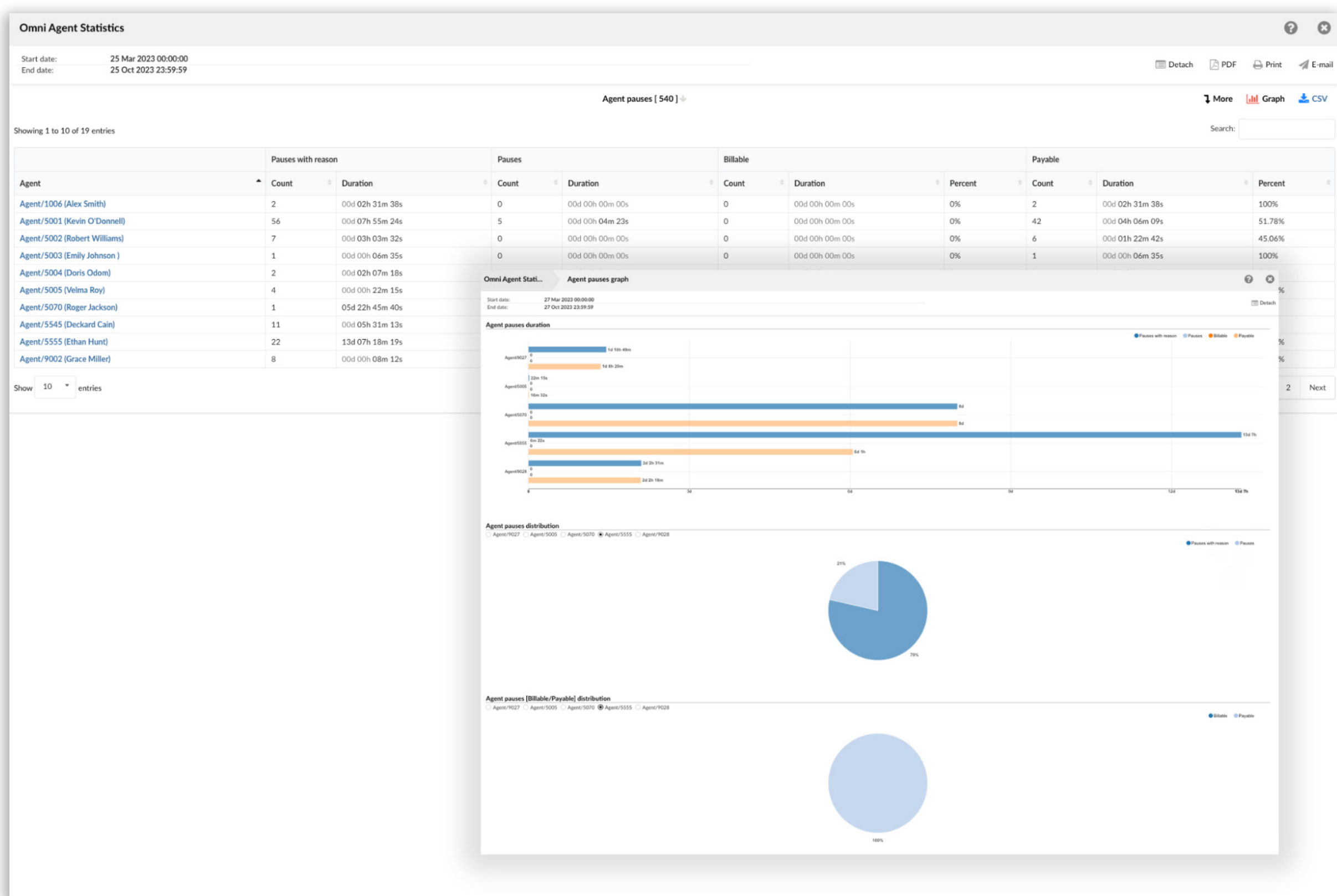
Agent sessions and pauses

Agent sessions and pauses represent a detailed overview of the activity and productivity metrics of agents during a specified time period, indicating which agents were active, how many sessions they have had, and the total duration that they have spent in these sessions. The report also provides insights into any interruptions or breaks taken by agents, including the number of pauses, the total time spent on these pauses, and the average pause duration. Additionally, it offers a comparative analysis of the agents' active session time versus their pause time in terms of percentage and average values, serving as a valuable tool for managers and supervisors to monitor agent efficiency, understand work patterns, and identify areas for improvement.
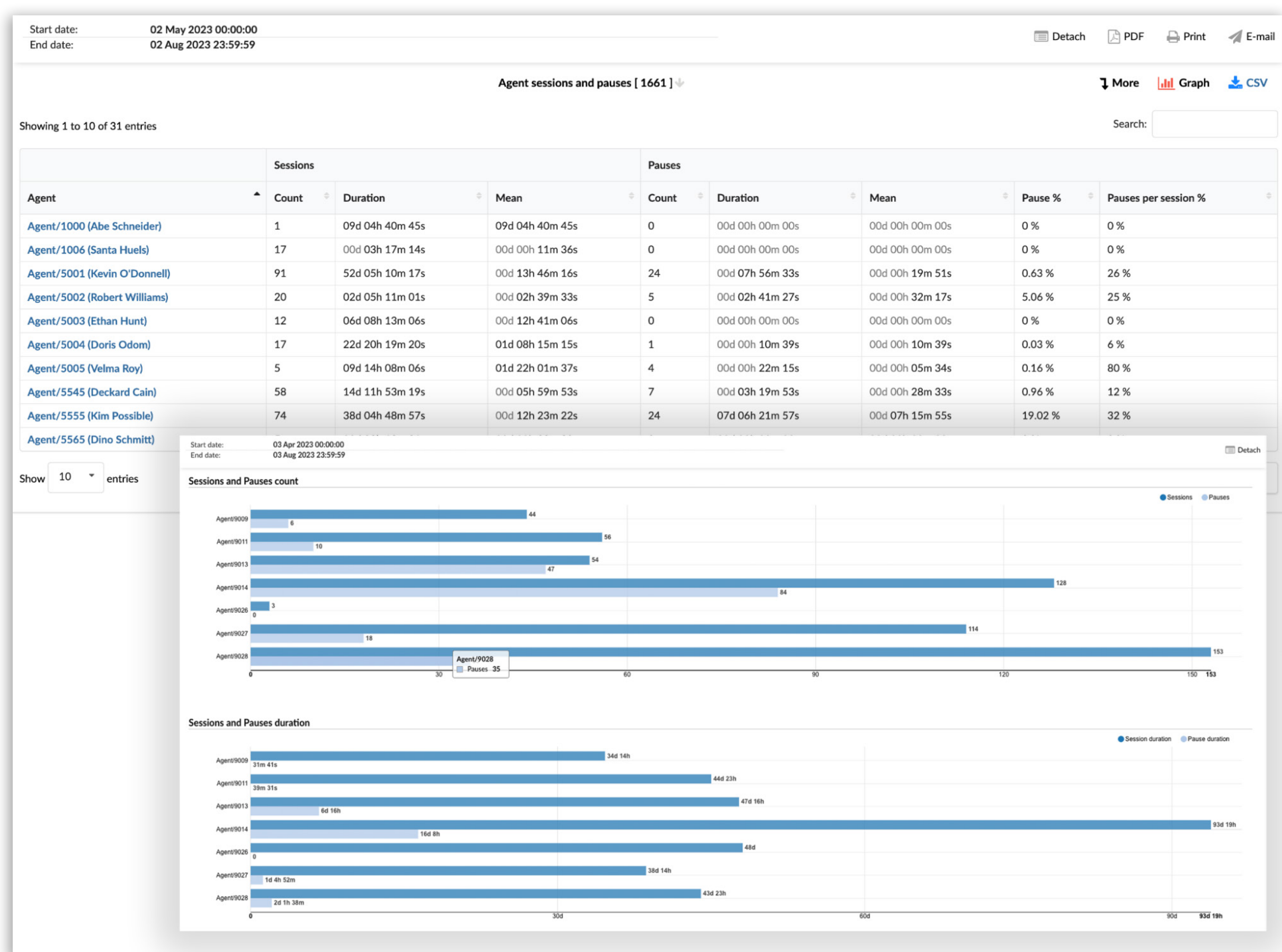
Queue statistics

Queue statistics include All conversations per channel/queue, Answered conversations per channel/queue, Distributions of conversations per channel/queue per day/per day of week/ hour, Queue conversations per agent, Returning customers, Service level agreement per channel/queue, Unanswered conversations per channel/queue.

Conversations per channel

Conversations per channel provide a comprehensive overview of communication interactions across various channels within a specified time frame. This report highlights the total number of conversations, distinguishing between those that were answered and unanswered, and offers insights into the speed of responses.
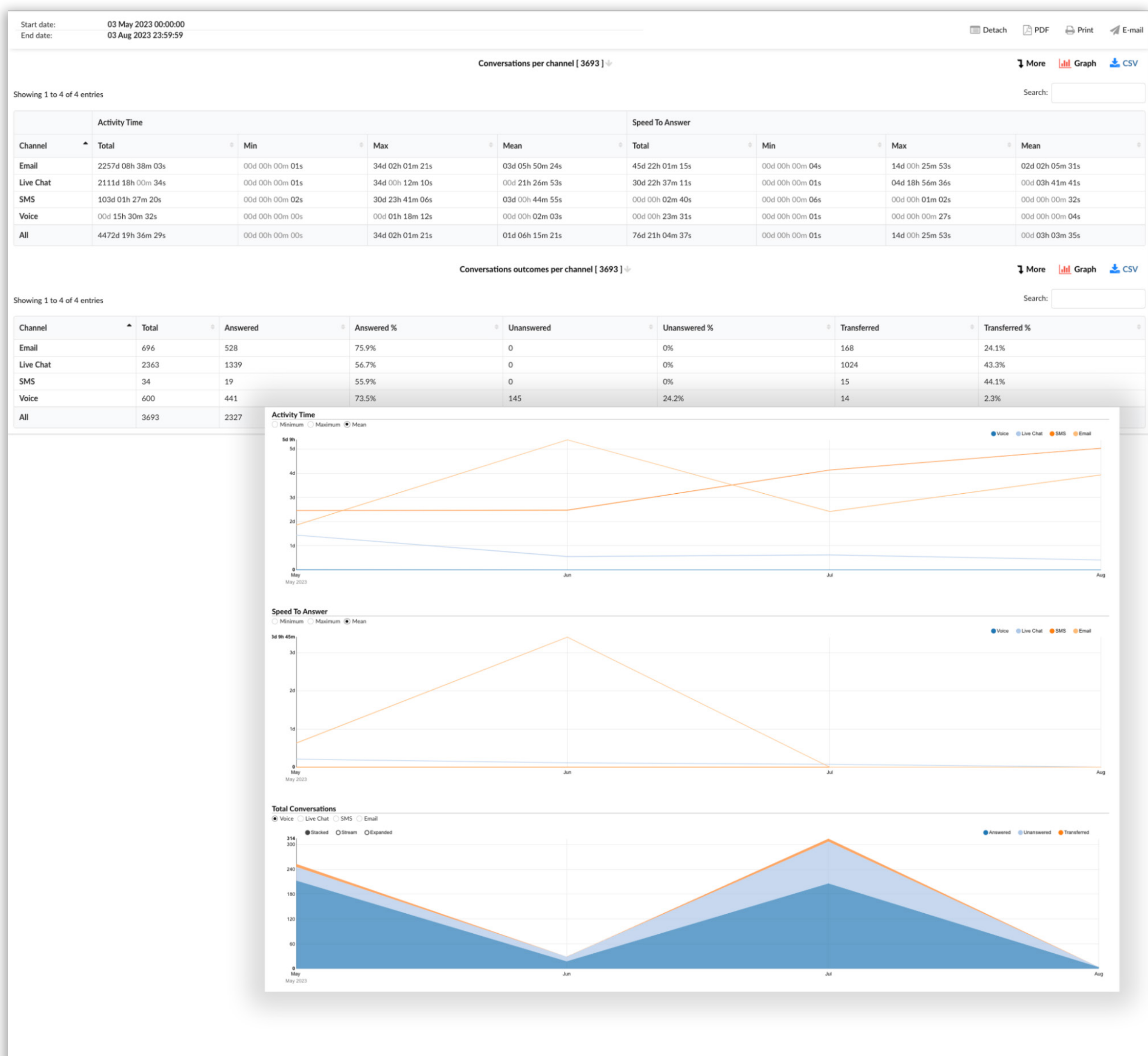
All Conversations per Channel

The "All Conversations per Channel" report provides a comprehensive overview of customer interactions across different communication channels. This report aggregates key metrics to measure the efficiency and effectiveness of communication. Users can gain insights into various keymetrics such as activity time, speed to answer, waiting time, first response time, and resolution time. Additionally, it breaks down the total number of conversations, the percentage answered, unanswered, and transferred. Moreover, there is a similar report available that presents these metrics specific to each Queue, allowing for a more segmented analysis.

We now have a similar report called 'Answered Conversations' available for both Channels and Queues. The "Answered Conversations" report specifically focuses on conversations that have been answered.
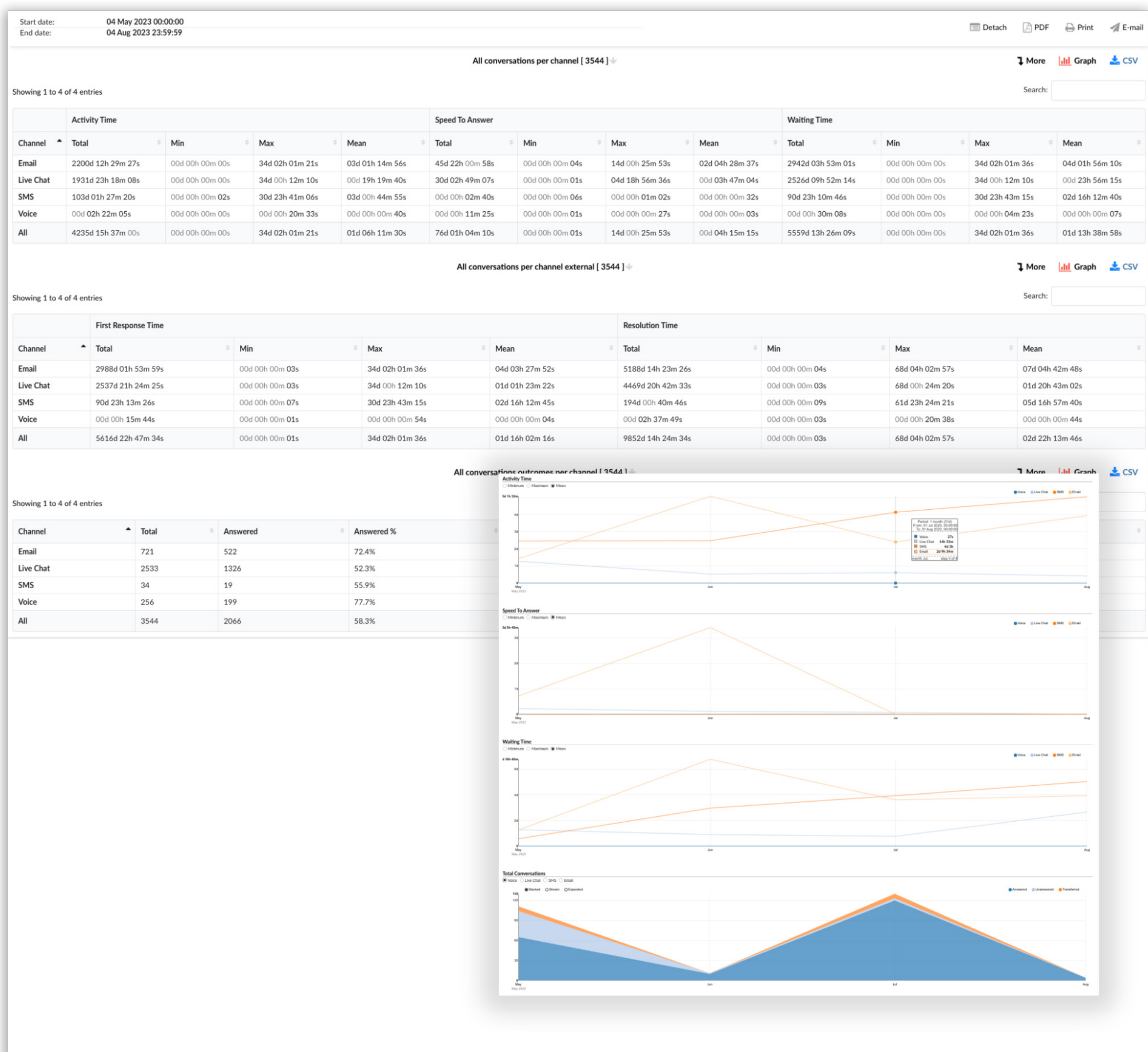
Distributions of Conversations per Channel per Day

The 'Distributions of Conversations per Channel per Day' report provides an overview of customer interactions across communication channels daily. It details the number of conversations, answered and unanswered, along with key metrics like average wait time, speed to answer, and resolution time for channels such as Email, Live Chat, Voice, and SMS. This data enables organizations to assess customer support efficiency across channels on a daily basis. Additionally, a similar report is available per Queue, offering granular insights by different queues or departments. We have also introduced the 'Distributions of Conversations' feature, which provides insights into conversation distribution per day of the week and per hour, accessible for both Channels and Queues.

These reports enable businesses to identify the busiest day of the week and optimize their support operations accordingly. It is a valuable tool for enhancing customer service efficiency and effectiveness.
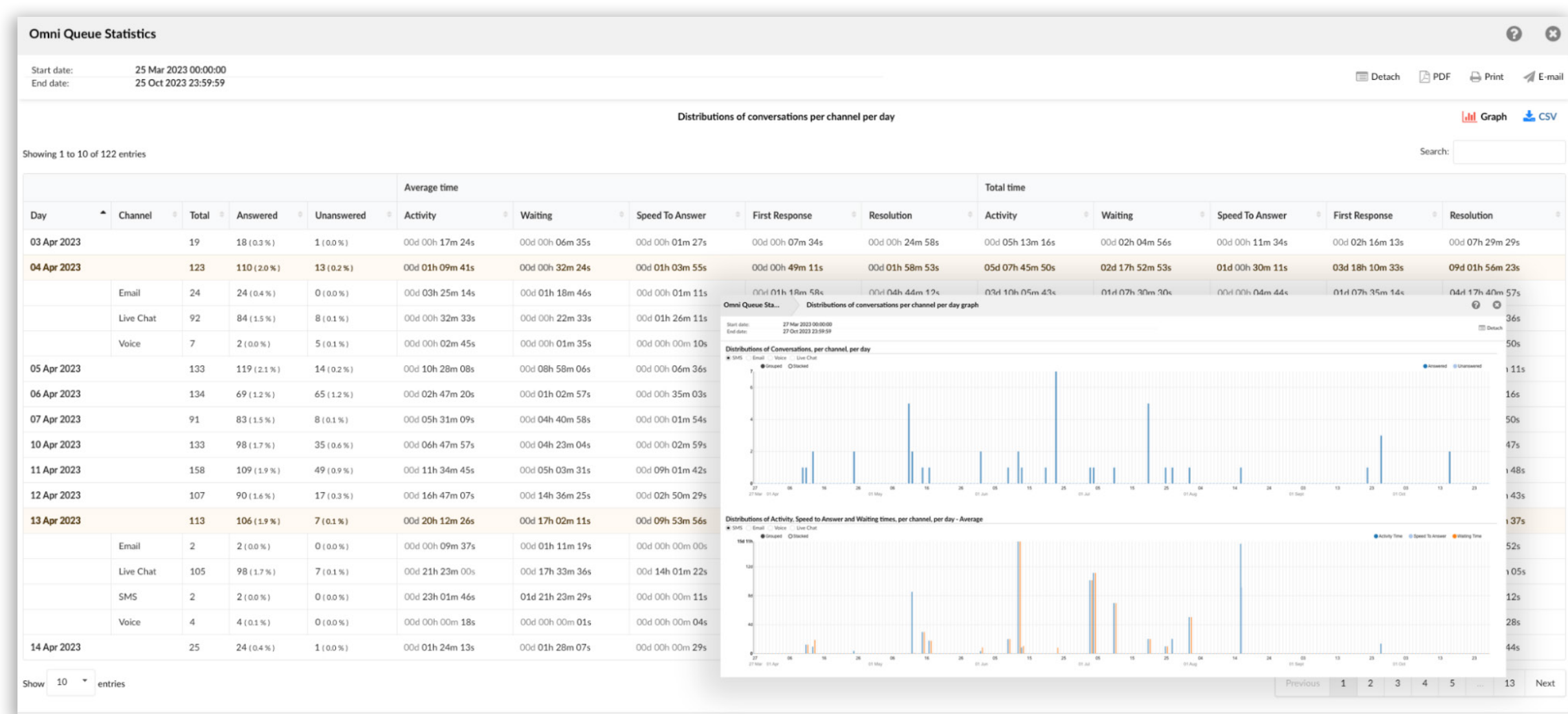
Queue conversations per agent

The 'Queue conversations per agent' report offers a comprehensive overview of agent interactions within specified Queues. It includes key metrics such as conversation volume, response times, and wait times. This report also provides insights into concluded, customer-ended, and transferred conversations, helping organizations assess agent performance and queue efficiency for optimized customer service operations.

Start date: 01 Jun 2023 00:00:00
End date: 01 Aug 2023 23:59:59

Detach   PDF   Print   E-mail

Queue conversations per agent [2277]

More   Graph   CSV

Showing 1 to 10 of 21 entries

Search:

Queue	Agent	Conversations Number (%)	Activity Time Total	Mean	Speed To Answer Total	Mean	Waiting Time Total	Mean	Ended by Agent Number (%)	Ended by Customer Number (%)	Transferred Number (%)
Support		31 (1.4%)	03d 07h 16m 54s	00d 02h 33m 27s	00d 00h 00m 00s	00d 00h 00m 00s	14d 11h 37m 19s	00d 11h 12m 49s	4 (12.9%)	16 (51.6%)	11 (35.5%)
Sales		5 (0.2%)	00d 00h 00m 39s	00d 00h 00m 08s	00d 00h 00m 10s	00d 00h 00m 02s	00d 00h 00m 11s	00d 00h 00m 04s	1 (20.0%)	4 (80.0%)	0 (0.0%)
Default		119 (5.2%)	66d 11h 39m 42s	00d 13h 24m 32s	02d 03h 55m 18s	00d 05h 46m 09s	67d 11h 25m 19s	00d 14h 04m 55s	19 (16.0%)	6 (5.0%)	94 (79.0%)
Marketing		572 (25.1%)	275d 13h 12m 11s	00d 11h 33m 42s	05d 04h 00m 34s	00d 05h 23m 30s	284d 00h 58m 02s	00d 12h 06m 30s	127 (22.2%)	62 (10.8%)	383 (67.0%)
Finances		15 (0.7%)	00d 00h 11m 52s	00d 00h 00m 47s	00d 00h 00m 03s	00d 00h 00m 03s	00d 00h 14m 22s	00d 00h 00m 57s	3 (20.0%)	0 (0.0%)	12 (80.0%)
Development		64 (2.8%)	00d 00h 47m 22s	00d 00h 00m 44s	00d 00h 01m 49s	00d 00h 00m 02s	00d 00h 00m 45s	00d 00h 00m 01s	54 (84.4%)	3 (4.7%)	7 (10.9%)
R&D		96 (4.2%)	65d 14h 22m 14s	00d 16h 23m 59s	02d 16h 39m 00s	00d 05h 23m 15s	83d 00h 15m 35s	00d 23h 09m 57s	15 (15.6%)	22 (22.9%)	59 (61.5%)
Front Desk		130 (5.7%)	114d 10h 16m 38s	00d 21h 07m 31s	04d 15h 27m 36s	00d 03h 58m 51s	122d 06h 56m 40s	01d 01h 44m 42s	51 (39.2%)	39 (30.0%)	40 (30.8%)
2nd Level Support		116 (5.1%)	579d 04h 32m 25s	04d 23h 49m 56s	14d 00h 26m 04s	04d 16h 08m 41s	1017d 07h 13m 36s	08d 18h 28m 34s	111 (95.7%)	4 (3.4%)	1 (0.9%)
Customer Operations		12 (0.5%)	00d 00h 19m 30s	00d 00h 01m 38s	00d 00h 00m 00s	00d 00h 00m 00s	55d 00h 38m 45s	04d 14h 03m 14s	11 (91.7%)	1 (8.3%)	0 (0.0%)
All		2277 (100.0%)	2903d 04h 55m 54s	01d 06h 36m 01s							

Show 10 entries

Next

Total Conversations/Agents Available per Queue
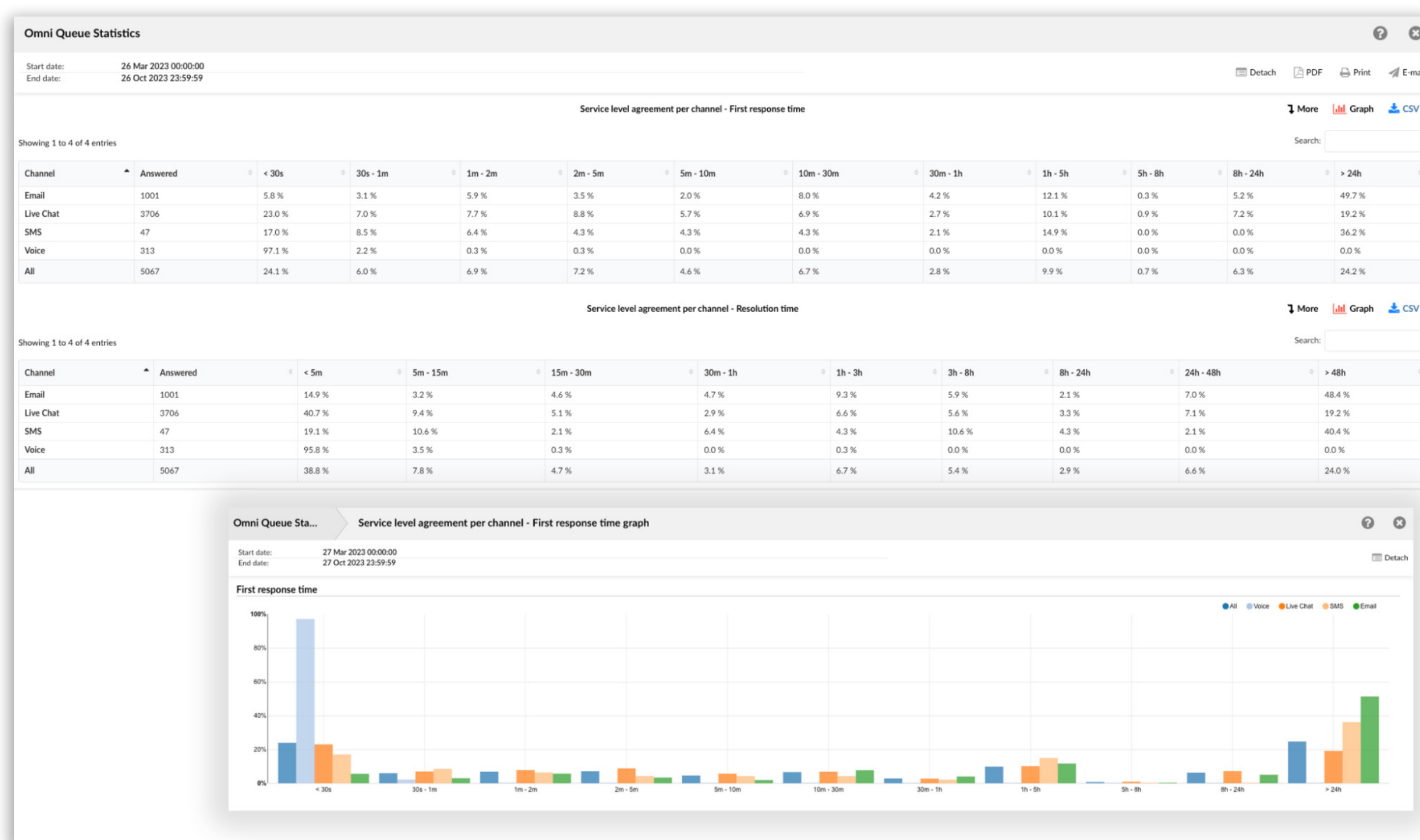
Queue Conversations per Agent

Queue Mean times

Returning customer

Returning customer data showcases the frequency and engagement metrics of recurring users. It offers insights into the customer's channel of interaction, the number of times they have revisited, and the cumulative and average waiting time they have experienced. Additionally, it sheds light on the speed at which agents responded and the overall activity duration. By analyzing these parameters, businesses can gain a deeper understanding of customer retention and service efficiency, ensuring improved user experiences and enhanced operational performance. This holistic view aids in identifying potential areas for improvement and ensures consistent and effective service delivery for repeat customers.
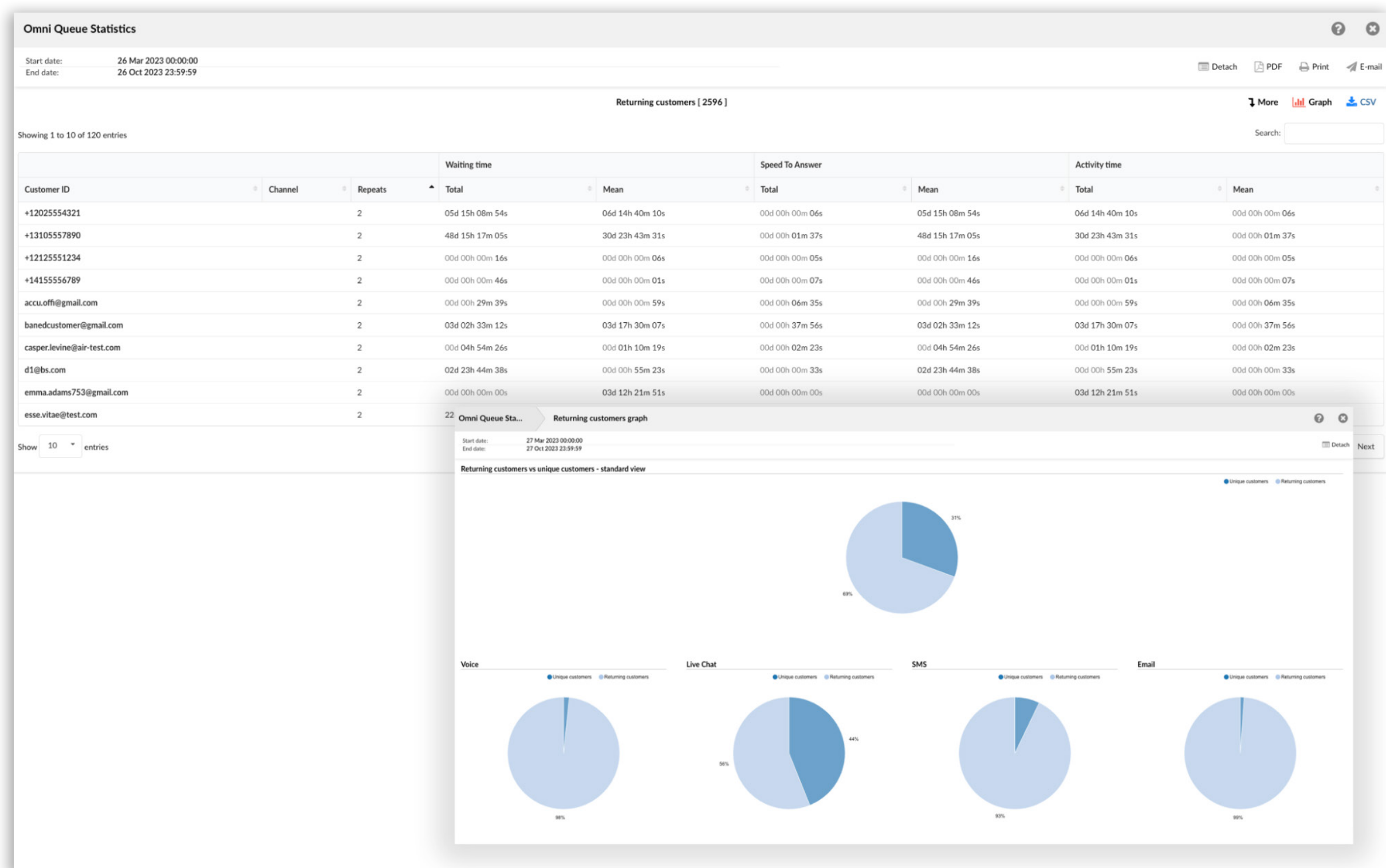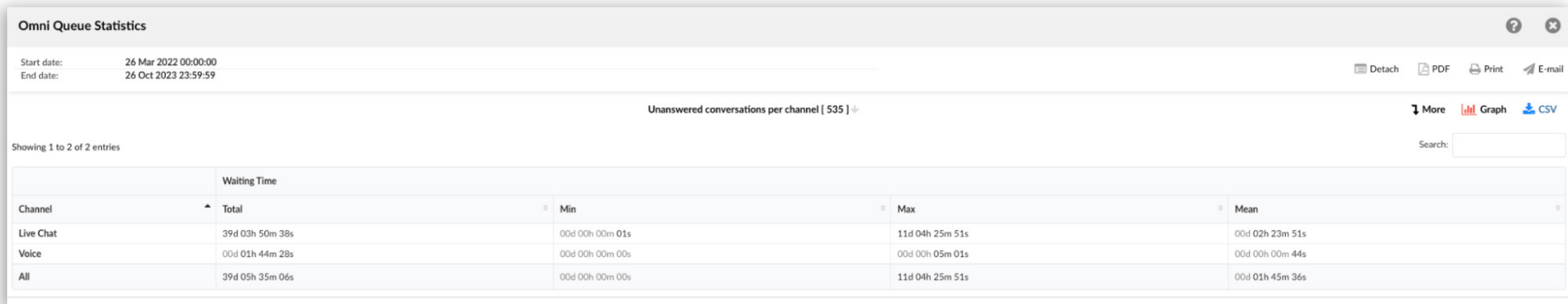
The Service Level Agreement (SLA) per Channel/Queue

The 'Service Level Agreement (SLA) per channel' report offers a comprehensive view of response and resolution times across communication channels, ensuring timely customer support. Additionally, there is an SLA report per queue for specific service areas. It categorizes interactions by channels like Email, Live Chat, SMS, and Voice, showing response times from under 30 seconds to over 24 hours. This data helps businesses assess their responsiveness, allocate resources efficiently, and maintain high customer service standards, allowing users to track conversation completion in as little as 5 minutes or 30 seconds."

Omni Queue Statistics

Start date: 26 Mar 2023 00:00:00
End date: 26 Oct 2023 23:59:59

Service level agreement per channel - First response time

Showing 1 to 4 of 4 entries

Channel	Answered	< 30s	30s - 1m	1m - 2m	2m - 5m	5m - 10m	10m - 30m	30m - 1h	1h - 5h	5h - 8h	8h - 24h	> 24h
Email	1001	5.8 %	3.1 %	5.9 %	3.5 %	2.0 %	8.0 %	4.2 %	12.1 %	0.3 %	5.2 %	49.7 %
Live Chat	3706	23.0 %	7.0 %	7.7 %	8.8 %	5.7 %	6.9 %	2.7 %	10.1 %	0.9 %	7.2 %	19.2 %
SMS	47	17.0 %	8.5 %	6.4 %	4.3 %	4.3 %	4.3 %	2.1 %	14.9 %	0.0 %	0.0 %	36.2 %
Voice	313	97.1 %	2.2 %	0.3 %	0.3 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %	0.0 %
All	5067	24.1 %	6.0 %	6.9 %	7.2 %	4.6 %	6.7 %	2.8 %	9.9 %	0.7 %	6.3 %	24.2 %

Service level agreement per channel - Resolution time

Showing 1 to 4 of 4 entries

Channel	Answered	< 5m	5m - 15m	15m - 30m	30m - 1h	1h - 3h	3h - 8h	8h - 24h	24h - 48h	> 48h
Email	1001	14.9 %	3.2 %	4.6 %	4.7 %	9.3 %	5.9 %	2.1 %	7.0 %	48.4 %
Live Chat	3706	40.7 %	9.4 %	5.1 %	2.9 %	6.6 %	5.6 %	3.3 %	7.1 %	19.2 %
SMS	47	19.1 %	10.6 %	2.1 %	6.4 %	4.3 %	10.6 %	4.3 %	2.1 %	40.4 %
Voice	313	95.8 %	3.5 %	0.3 %	0.0 %	0.3 %	0.0 %	0.0 %	0.0 %	0.0 %
All	5067	38.8 %	7.8 %	4.7 %	3.1 %	6.7 %	5.4 %	2.9 %	6.6 %	24.0 %

Omni Queue Sta... — Service level agreement per channel - First response time graph

Start date: 27 Mar 2023 00:00:00
End date: 27 Oct 2023 23:59:59

First response time

Unanswered conversations per Channel/Queue

Unanswered conversations per channel provide an overview of interactions that did not receive a response across different communication methods. The report categorizes the data by channels like Live Chat and Voice, showcasing total waiting times, minimum, maximum, and average response durations. By monitoring these metrics, businesses can gauge their response efficiency and identify areas for improvement. Additionally, a similar report is available per Queue for more specific insights into departmental performance.

All these reports offer detailed data breakdowns, further enhancing data clarity. Additionally, they feature graphs for a more visual representation, enabling better data interpretation. This combination ensures comprehensive insights and clarity for users. The design prioritizes efficient data analysis and ease of use.

Scheduled reports

Scheduled reports in the system allow users to automate the generation and delivery of specific data insights at predefined intervals. Users can name the report, determine its activity status, and set the desired run time and frequency from daily to yearly. Notifications can be configured to send the report via email to specified recipients with attachments available in various formats like HTML, PDF, or CSV.

The Licenses page

The 'Licenses' page gives administrators a comprehensive view of the available licenses and their ongoing usage status within the Contact Centre. It offers a breakdown of specific modules such as "Agent edition," "Supervisor edition," and "OMNI Channel Module." Each module presents the number of licenses in use against the total licenses available, giving a clear picture of available resources.

If an administrator wants to withdraw an agent's access to a specific edition, they will be prompted with a message. This message will advise that a license can only be released once every 48 hours for the same agent. Once the agent logs back in, the license will be re-engaged. To permanently remove usage permissions, the administrator should go to Extensions → System → Editions&Modules.

For efficient and easier license management, each agent is allocated an individual license, ensuring that two agents cannot share a single license.
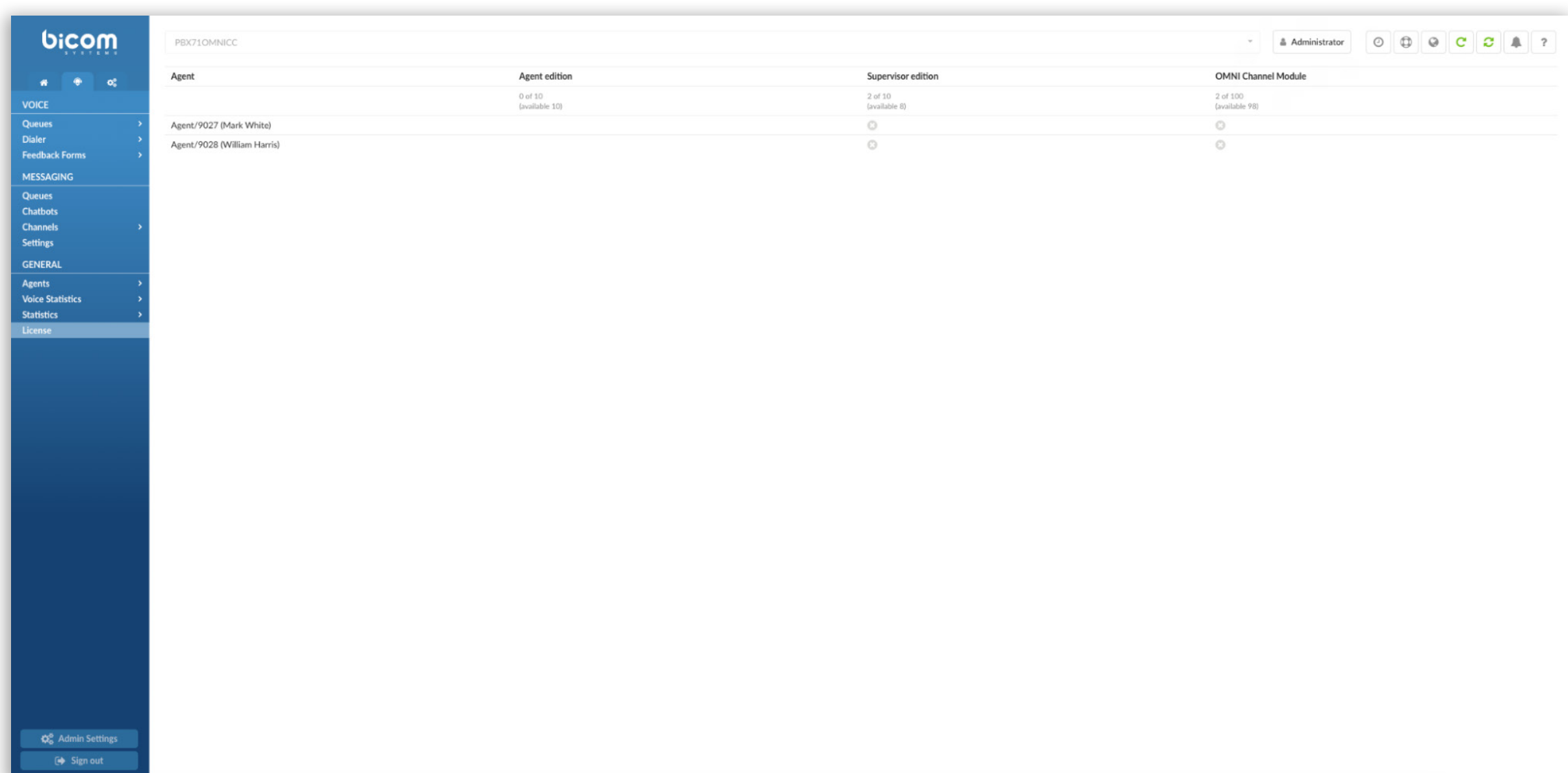
THE VISITOR APP

Pre Chat Form

When users initiate a Live Chat, they are first greeted with a Pre-Chat form where they must input their Name and Email. Only after providing this information and clicking 'Start Chat' will they be directed to the Live Chat conversation window, allowing them to begin chatting with an assigned Agent.
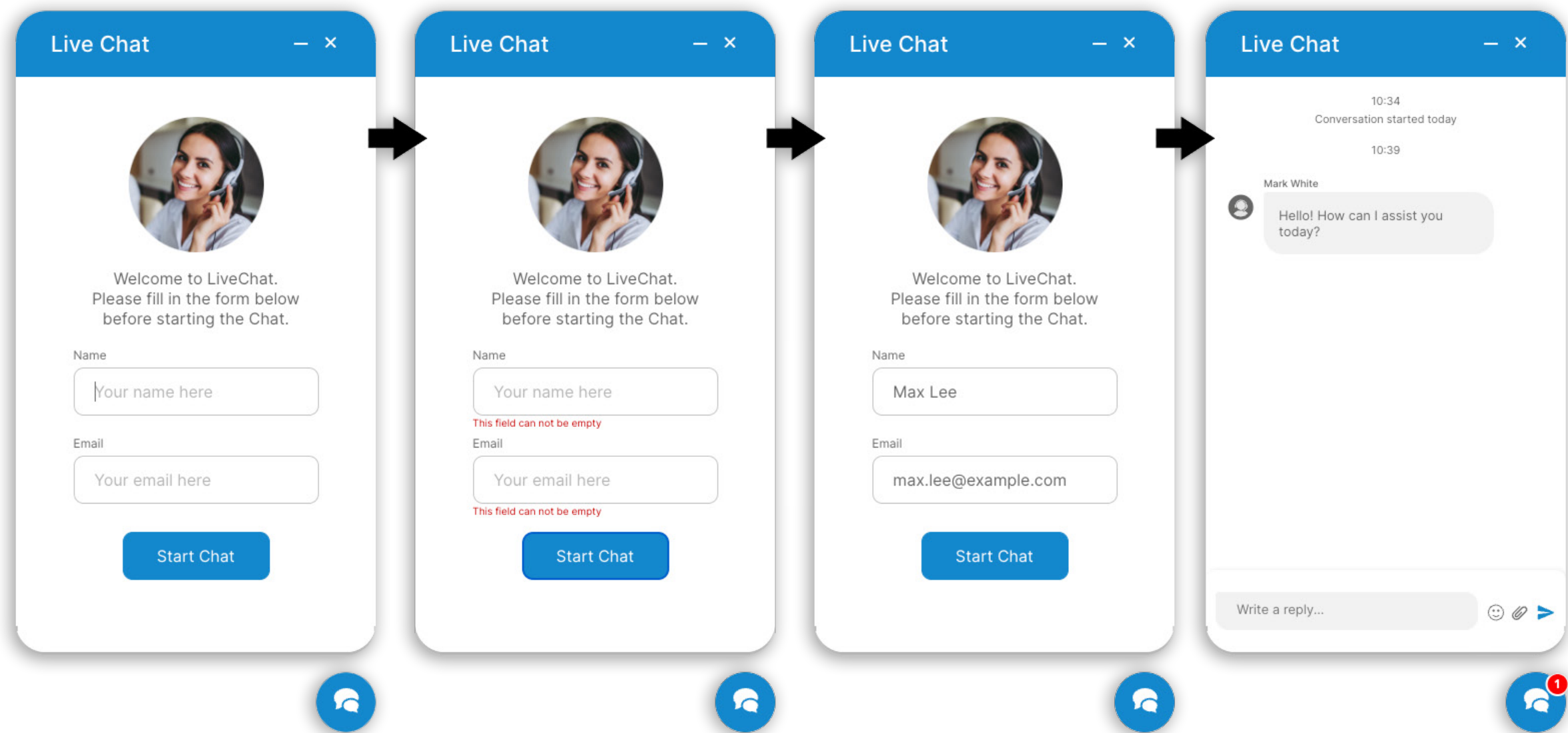
Conversations

Besides textual messaging, users can enhance their chat experience by sending various types of files, ranging from images and videos to documents. As files are being sent, users can monitor the progress through a pie chart loader and see a checkmark once the file has successfully uploaded. If needed, users have the option to cancel the file transfer before it completes. Once the files are sent, the Agent and the user will see a download icon, allowing for easy downloading of the shared files.
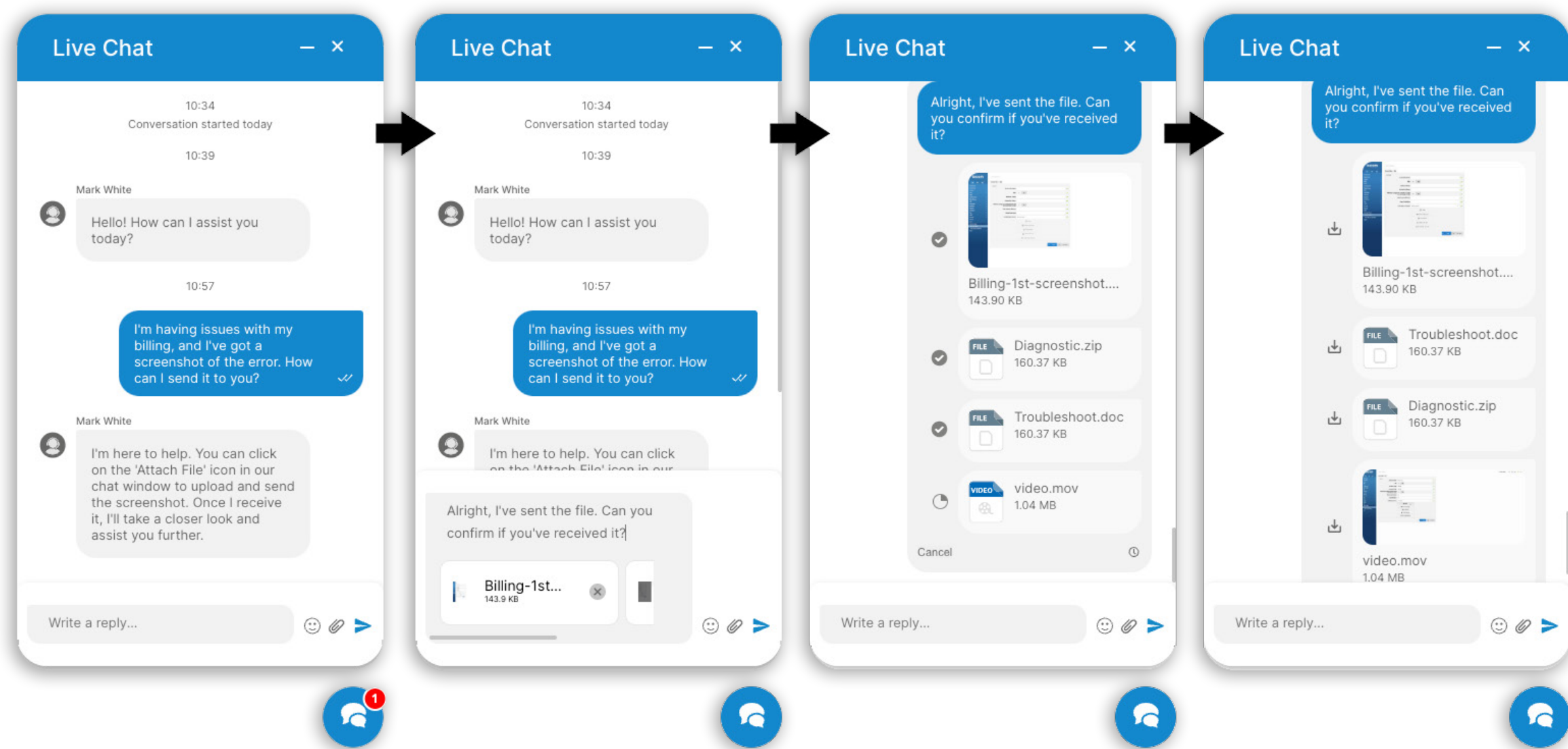
Alerts

If a user accesses the Live Chat and encounters issues connecting with an Agent, an alert will appear in a red stripe, clarifying the reason for the interruption. Users can send files with a maximum size of 5MB each; if someone attempts to upload a larger file, an alert will inform them of the size constraint. Additionally, a maximum of 5 files can be attached to a single message. Should users exceed this number, another alert will indicate the limitation. Lastly, if there's an issue in sending a text message or file, the user will be informed of the failed transmission and can opt to resend it.
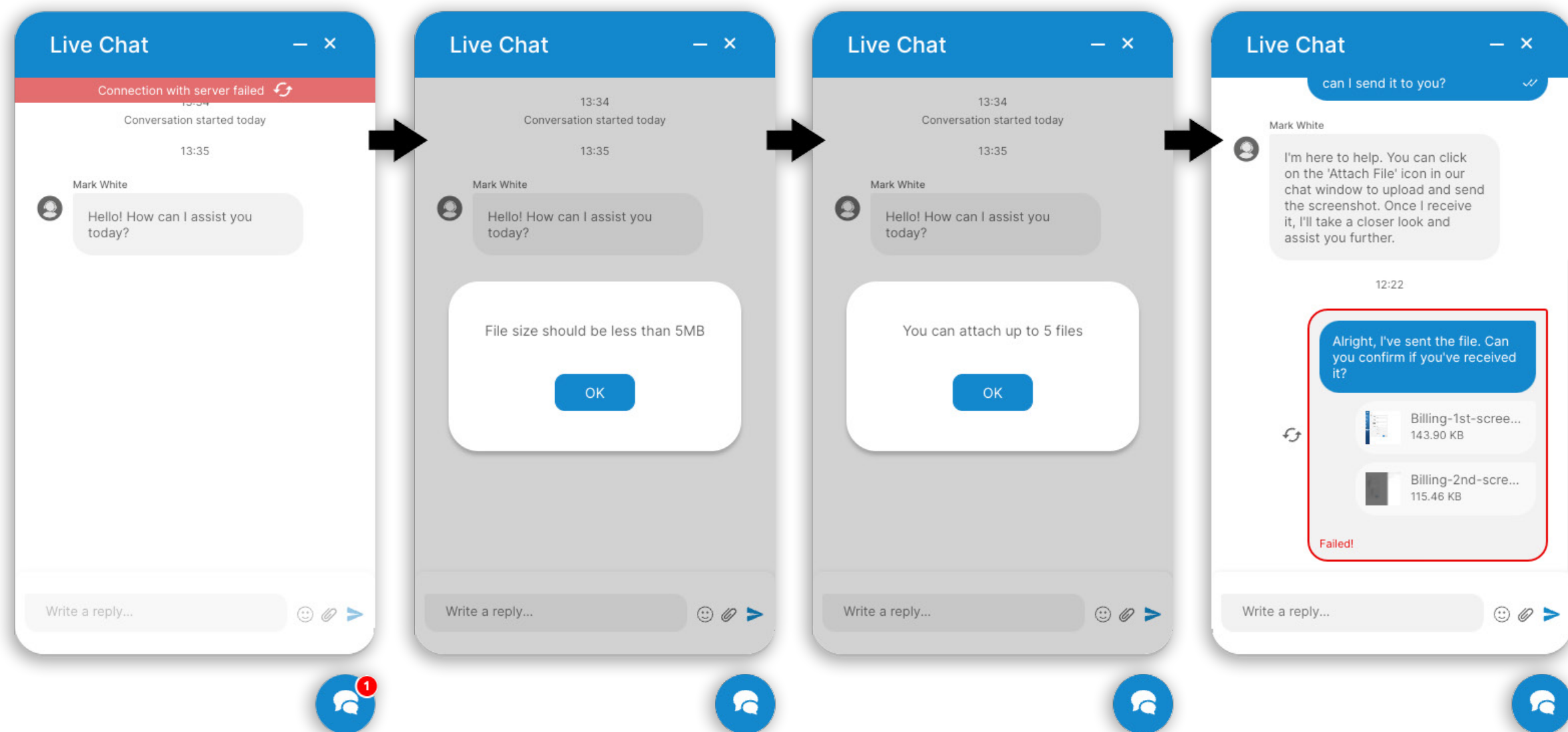
Operation hours

If users attempt to access the chat outside of operation hours, they will be greeted with a message indicating the chat's unavailability and suggesting an alternative method of communication. This notification can be customized within PBXware via Messaging Queue - Operation Hours.
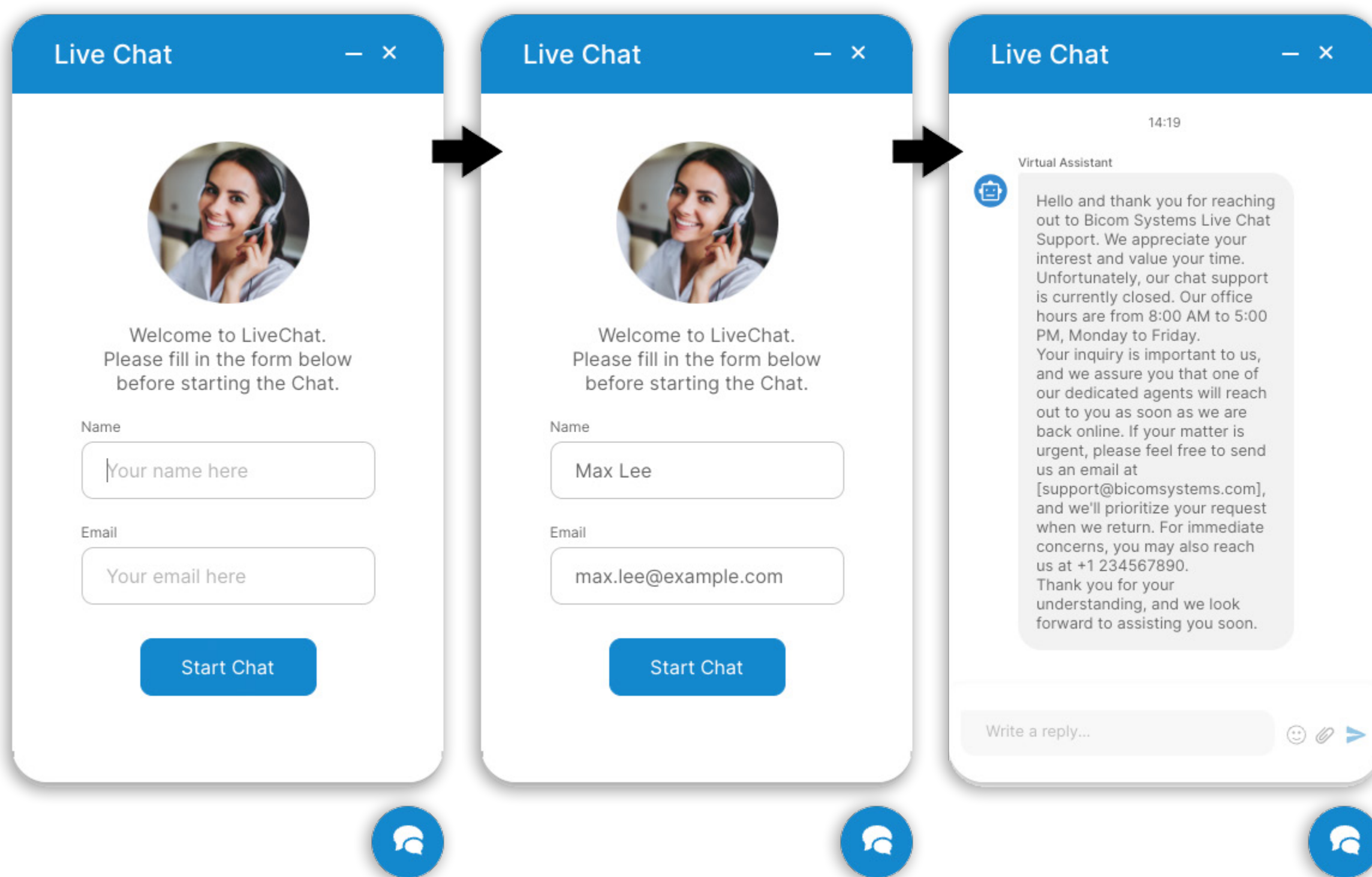
Closing the Live Chat

Should a user wish to exit the chat, they can click the 'x' button. A prompt will appear asking for confirmation to end the conversation. After selecting 'Yes', the chat will close, and a 'Start Chat' button will appear for re-engagement. The same process occurs if an Agent closes the conversation on their end.
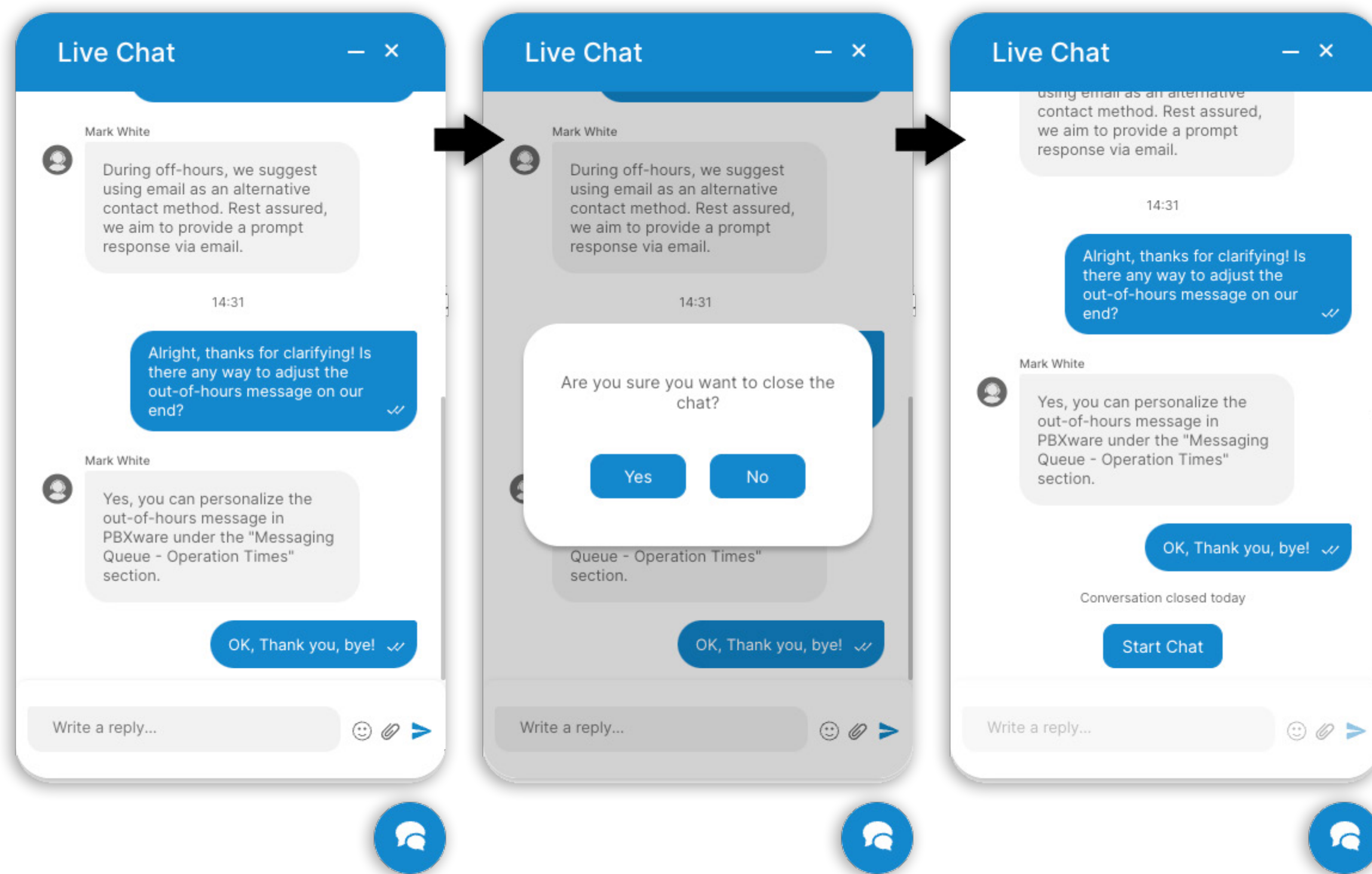
Chatbots

Chatbots serve as virtual assistants within the Live Chat. Upon entry, they present users with several options. Selecting an option directs the user to a specific Queue, accompanied by a welcome message. If a user approaches through SMS and selects the wrong option, they are notified about the invalid or incorrect selection. Once in the Queue, users can chat with an Agent and access all features like sending files, using emojis, etc. If users pick an option leading to a Queue outside operating hours, they will receive an out-of-operation hours notification. Users can also interact with Chatbots via the SMS channel.
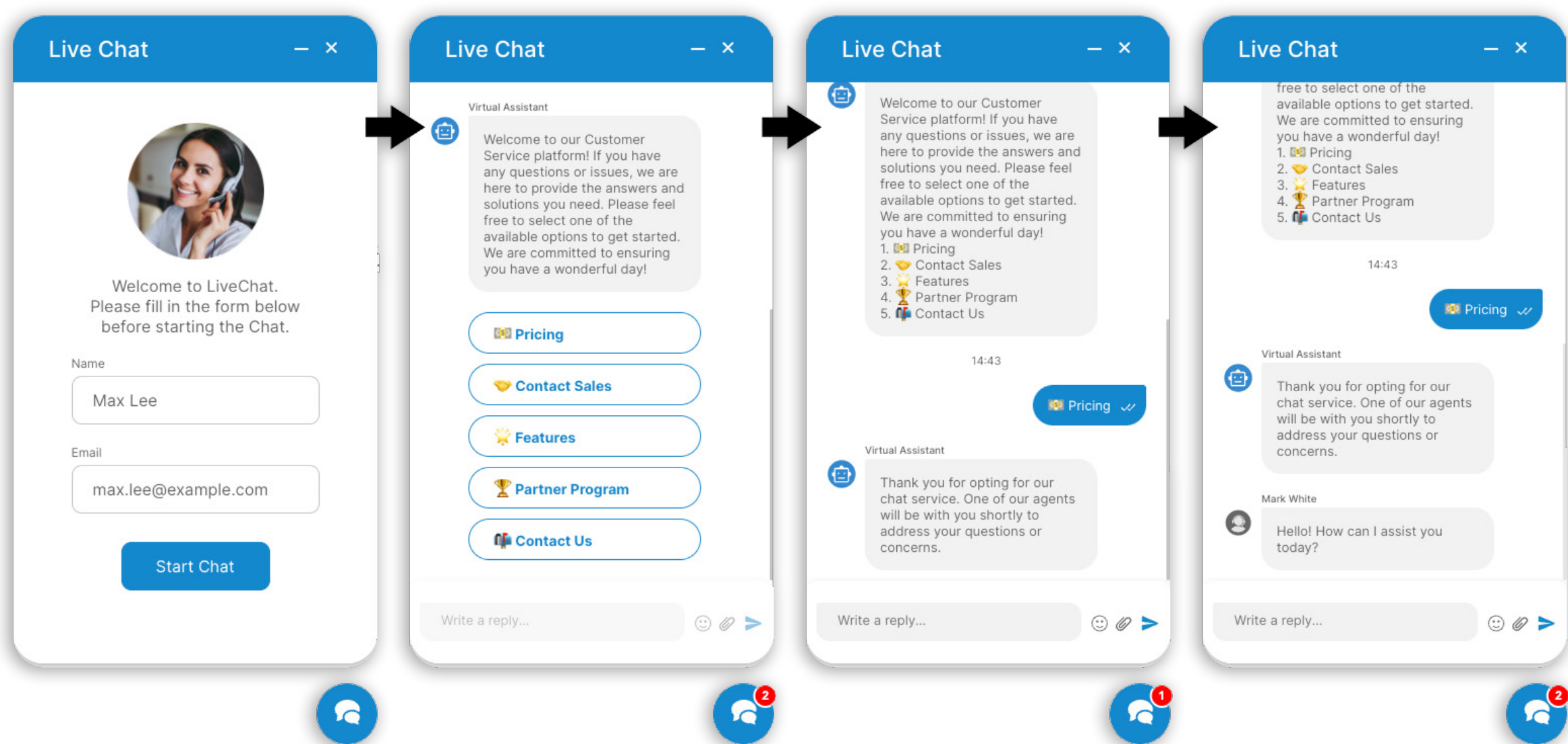
GLOBAL FEATURES

Ray Baum's Act

To comply with Ray Baum's Act in the US, PBXware must provide location information inside the SIP message when an emergency number is dialed. In the earlier PBXware versions, we implemented the 'Location' field on the PBXware Extensions page so administrators can enter a Geolocation URL for each MAC address so that, when a call is made, the Location URL is sent via Geolocation SIP Header providing necessary information to the first responder teams.

This solves the issue with stationary devices but does not solve the issue with laptops or mobile phones that have softphone applications installed (gloCOM) and can change their location at any time.

To rectify this, we have implemented the ability to create a list of possible locations that users will be connecting from which would be used to provide location information in case an emergency call is made.

The **Dispatchable Locations** page contains the list of all the locations with their parameters which are used for validation. In order to prevent errors when adding addresses, each address is validated through the USPS (United States Postal Service) API, and only addresses that have been successfully validated can be used when making emergency calls.

If the dispatchable location is not validated successfully, an info icon will be displayed next to the **Failed** status, with additional information on why the validation is marked as failed.

The validation status can be **Failed** and 'Successful' marked by the color and the info symbol.

When the address is fully validated, the **Successful** will be marked in green, and on the address edit for a new field "Validated Street" will be displayed.

If the address is correct but the Street suffix or a Street Direction is not entered correctly, the **Successful** will be marked in orange with additional information on what must be corrected for the address to be fully validated.

Once the dispatchable locations are validated, the PBXware administrator is able to assign which gloCOM users can use each of the locations. gloCOM users will then be able to select any address associated with their extension and use it as their dispatchable location accordingly.

Note: Assigning the permissions does not mean that the location is assigned to every gloCOM user automatically, it just means that it will appear in the gloCOM App under the Emergency Locations tab, but users are still responsible for selecting the correct location they are connecting from.

CSV Upload

In addition to the manual input, the CSV upload option allows for the quick creation of a large number of Dispatchable Locations.
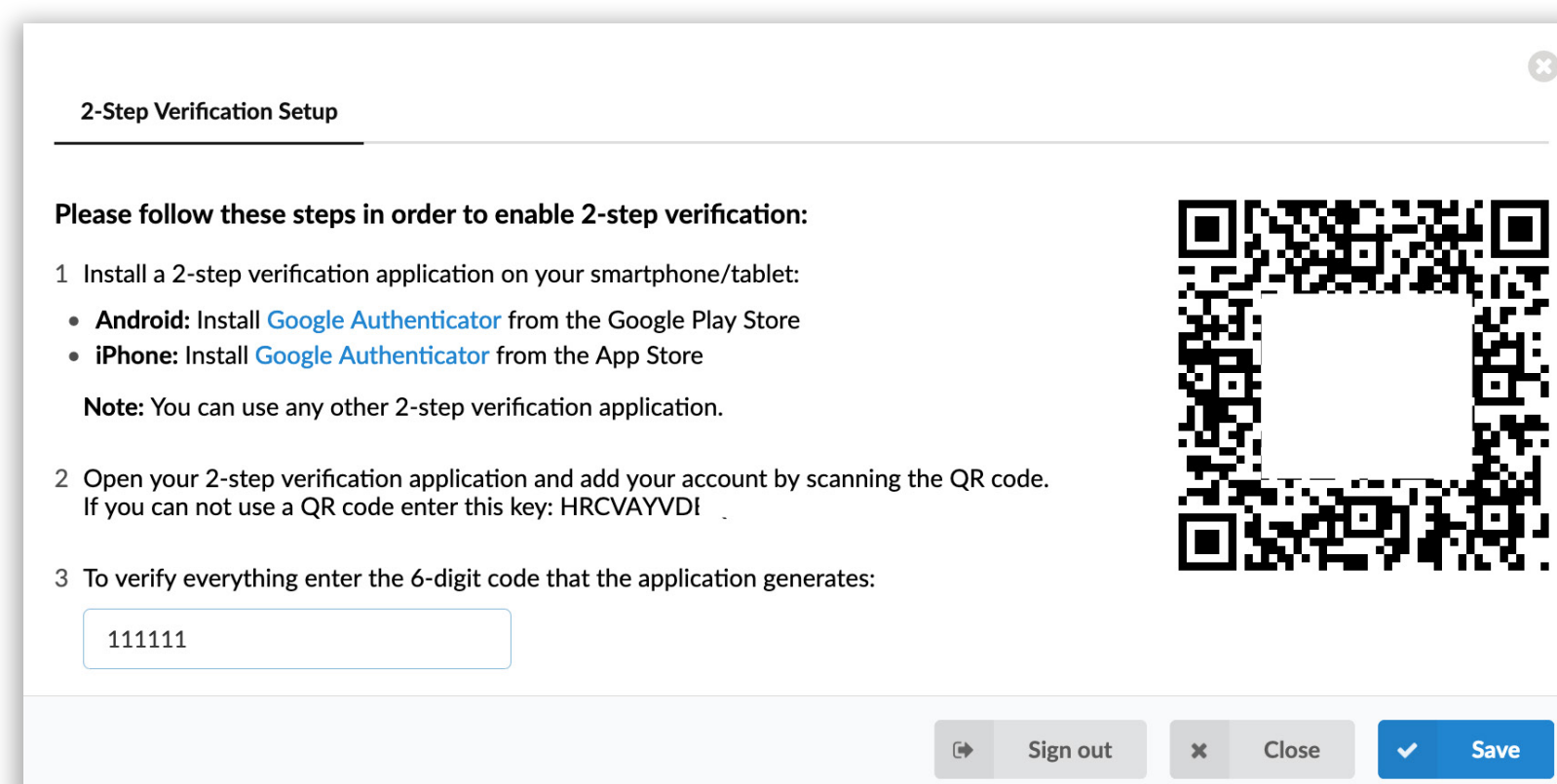
When a CSV file is used to create multiple Dispatchable Location entries, all of the previously added entries will be deleted, so administrators will have to make sure that all of the necessary addresses are added to the CSV file prior to the upload.

Note: It is very important to know that, due to the way data is handled when the 'CSV upload' option is used, the **Default Deskphone Location** entries under the system and tenant settings will be removed and will have to be manually re-assigned.

2FA for OSC and gloCOM users

In our quest to enhance PBXware security in version 7.1, we are pleased to introduce Two-Factor Authentication (2FA) for end users, ensuring a fortified layer of protection for their login experiences on both the On-line Self Care (OSC) portal and gloCOM clients.

End users can effortlessly establish their 2FA by accessing the OSC portal, utilizing their PBXware credentials, and seamlessly following the provided step-by-step instructions.

If needed, the PBXware administrator can reset 2FA by editing the extension, toggling the "Reset 2FA" button, and saving the changes. After the modifications are saved, the user will regain the ability to log in using only their password and will be able to go through the 2FA setup process again.

File System changes

One of the features that our customers requested and we were more than happy to deliver is the ability to archive and delete gloCOM chat history in order to preserve drive space and improve gloCOM client sync times. Although the difference might not be as noticeable on smaller PBXware systems, thanks to the optimization we already have in place, both on the server and client side, on large systems benefits should be easy to notice.

By default, the setting for Chat is "Never archive" but administrators can change this to one of the available options: 3 months, 6 months, 9 months, 1, 2, 3, 4 or 5 years.

Force E.164 CallerID

To adhere to the updated regulatory standards in the UK, which mandates that the Caller ID must be delivered in E.164 format, we are introducing a new PBXware feature named: **Force E.164 Caller ID**. This implementation guarantees compliance with the regulatory requirements

When an extension attempts an outbound call using a Caller ID that is not in full E.164 format, the system will go through a sequential check process where it will first scan the Caller IDs available under the extension's Enhanced Services → Caller ID. Should no E.164 formatted Caller ID be located there, the system proceeds to review the list of Caller IDs within the Trunks & Tenants settings. If none are found, it then checks the Default Caller ID specified under the tenant's settings. As a final step, it will check the trunk's Outbound Caller ID.

If no E.164 formatted Caller ID is detected during the check, the system will not terminate the call. Instead, it will use the original Caller ID in its non-E.164 format, even though this might potentially lead to the call being dropped by the trunk provider.

New update notifications

In our latest update, we are introducing a feature designed to make PBXware administration even smoother. Starting from version 7.1, PBXware's GUI will now notify administrators of available updates, allowing for seamless system maintenance.
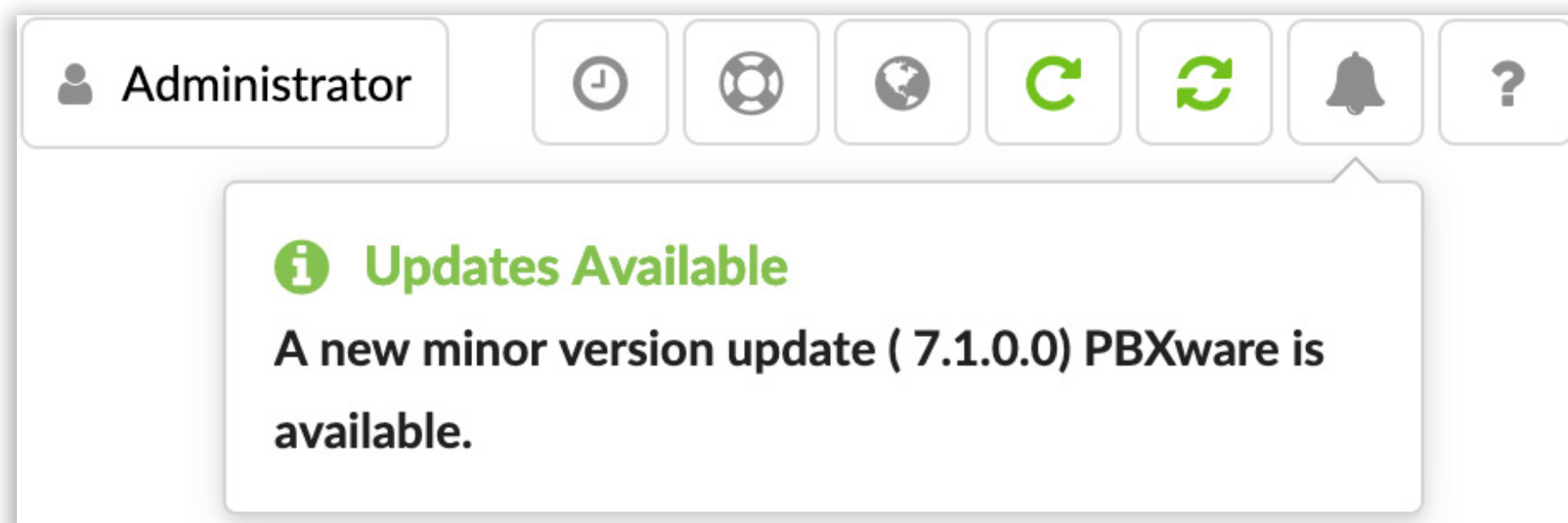
Keeping your system up-to-date with the latest enhancements and security patches is now simpler than ever before.

Voicemail SMS notifications

With our new feature, PBXware users will receive SMS notifications on their designated mobile phone numbers whenever a new voicemail is left on their extension, making sure important voicemail messages are never missed again.

New Endpoints

Snom D862

Snom D865

Yealink T31W

Yealink T34W

MEETING MODULE

Features

Add dial-in info to the calendar invite

This feature will include all the necessary dial-in information in the calendar invite and ensure it is displayed in the calendar.

When the meeting is scheduled, the calendar invite will be automatically populated with the dial-in details so that the person joining remotely can access them directly from the calendar appointment.
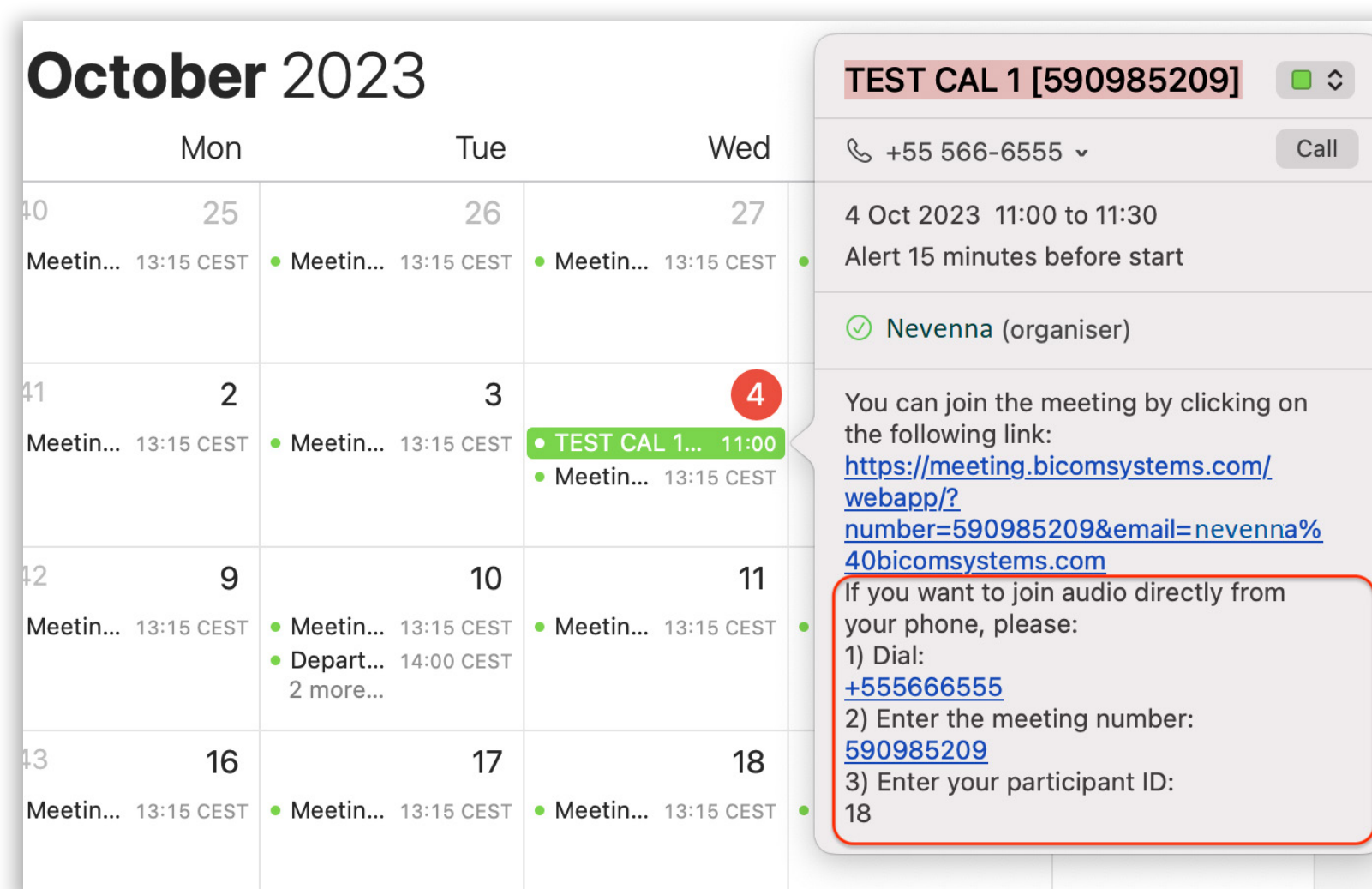
Enable dial-in to public meetings without the participant's ID

This feature enables participants to join public meetings with only the meeting ID and, instead of entering a participant's ID, allows them to simply press the '#' key. We have also updated the recording to inform participants about this option. When joining without a participant's ID, they will be displayed on the list as a phone number.

Bug Fixes & Improvements

- Meeting: Add co-organizers as confbridge admins.

- Meeting: Make Ignoo connection to the meeting server more resilient.

- Meeting: Fixed an issue with "Not Active" DIDs being sent back.

- Meeting: Fixed an issue where the Meeting event was not added to the calendar for the meeting organizer.

- Meeting: Fix for the meetings list not working.

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

Bicom Systems (FRA)
c/o Athena Global Services
Telecom
229 rue Saint-Honoré – 75001
Paris
Tel : +33 (0) 185 001 000
www.bicomsystems.fr
sales@bicomsystems.fr

Bicom Systems (ITA)
Via Marie Curie 3
50051 Castelfiorentino
Firenze
Italy
Tel: +39 0571 1661119
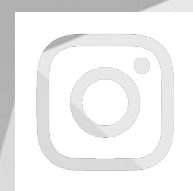Email: sales@bicomsystems.it

Bicom Systems (RSA)
12 Houtkapper Street
Magaliessig
2067
South Africa
Tel: +27 (10) 0011390

email: sales@bicomsystems.com

Follow us

bicom
SYSTEMS