

PBXware 6 RELEASE NOTES

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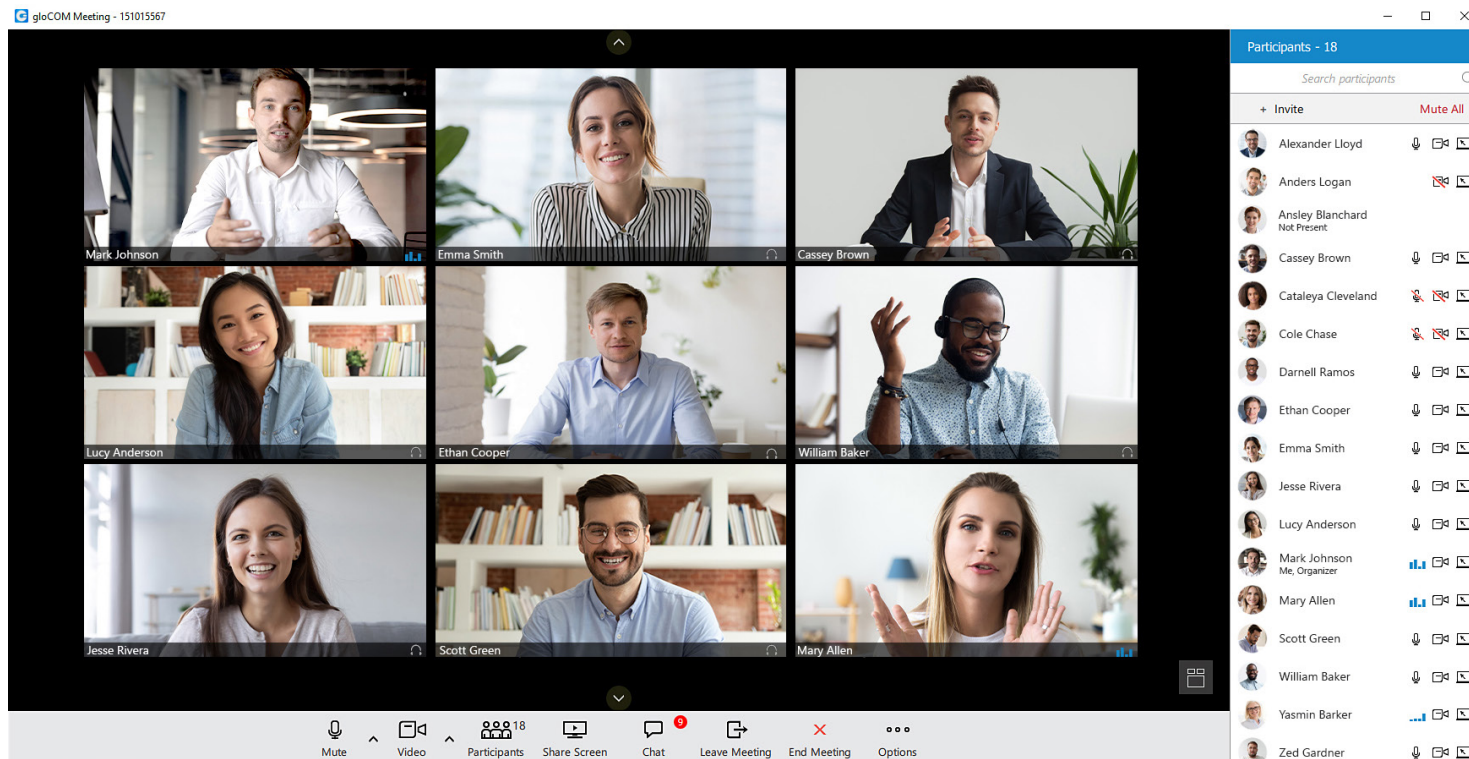
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FEATURES

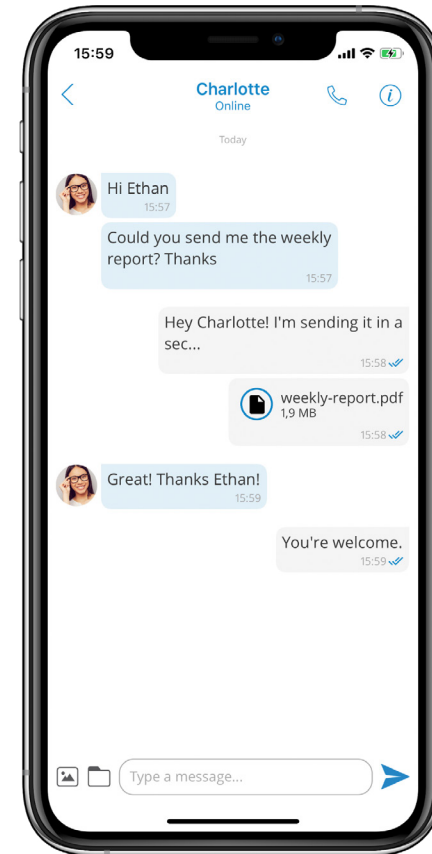
Meetings

The PBXware Meetings feature allows users to view all their previous and planned Meetings as well as to edit them (create, update, and delete). It will make it easier for users to take care of their appointments and remind them of the Meetings scheduled for the day by sending them an e-mail notification.



Mobile Chat

PBXware 6.0 brings a unified chat between Desktop and Mobile applications. The chat history is stored on the server and is always synced between all devices which ensures quick and reliable accessibility to all the messages received and sent.



File Sharing Service (FSS)

File Sharing Service (FSS) enables users to securely share data from multiple devices. All shared files are synced across devices like the chat history. They are stored permanently and can be downloaded until the expiration time is reached. Once the time is reached, users are unable to download the files which prevents any potential data misuse. However, on PBXware, the expiration time can be modified. For any image and video files, there is a thumbnail which is downloaded automatically. Files can be sent both in single and group conversations.

Security Improvements for Authentication

Users may enable 2-Step verification with QR codes to add an extra layer of security, or they may set a password expiration date. In order to reset their password, they will need to provide an old one. Aside from resetting, users can also check whether their passwords are valid or not. They may disable an account after X attempts to prevent others from stealing their data. It is a good practice to force users to change their password so that it can be even more secured, which is an available option with the current security improvements. Apart from that, users may also check for any breached passwords.

Account Settings ✕

[Change Password](#) **[2-Step Verification Setup](#)**

Please follow these steps in order to enable 2-step verification:

- 1 Install a 2-step verification application on your smartphone/tablet:
 - **Android:** Install [Google Authenticator](#) from the Google Play Store
 - **iPhone:** Install [Google Authenticator](#) from the App Store

Note: You can use any other 2-step verification application.
- 2 Open your 2-step verification application and add your account by scanning the QR code.
If you can not use a QR code enter this key: ZPMWL5EBLVFJIYCU
- 3 To verify everything enter the 6-digit code that the application generates:

✕ Close ✓ Save

IVR Tree

IVR Tree is a special form of IVR whose creation is now more graphically oriented than a regular IVR. The IVR Tree has been rejuvenated with a new user interface having similar options as before. It is still as user-friendly as ever.

The screenshot shows the main configuration interface for an IVR Tree. It features a header with the title "IVR Tree". Below the header, there is a section titled "Select an IVR" with a dropdown menu currently showing "IVR334 (#334)". To the right of this section is a toolbar labeled "IVR Actions" containing five buttons: a plus sign, "Create", a pencil icon, "Edit", a trash icon, "Delete", and a blue "Save" button with a checkmark icon. Below the "Select an IVR" section is another section titled "IVR Tree" which contains two input fields: "Action" and "Selection", each with a plus sign button to its right.

The screenshot shows the "IVR Tree Actions" configuration dialog. At the top, it has the title "IVR Tree Actions" and a sub-section "Edit Properties" with a dropdown menu showing "IVR333 (#333)". Below this is an "Options" section with several form fields: "Name" (IVR333), "Extension" (333), "Number of rings" (empty), "Response Timeout" (4), "Digit Timeout" (1), and "Selection Timeout" (3). At the bottom of the options section, there are two checkboxes: "Direct access" (unchecked, Disabled) and "Local dialling" (unchecked, Yes). A "Save" button with a checkmark icon is located at the bottom left of the dialog.

Emergency Call Notification

With this new feature, when an emergency number, such as 911, is dialed, an automated call goes out to a specified number, an extension or a ring group, playing an announcement that 911 was dialed from this extension. If set to 'Yes', users may select whether they want only the first destination to be notified when there is an emergency call. Otherwise, when set to 'No', every configured destination will get the playback individually if answered. Users may also choose the preferred destinations to be notified, and add a custom CallerID to be used for emergency calls. For instance, an Extension 101 dials 911, and an automated call goes out to the Extensions 102, 103, and 104. The one who answers will hear "9-1-1 was dialed from the Extension 1-0-1".

Emergency Call Notifications

Enable:

Notify First Only:

Notify Destinations:

Notify CallerID:

Special Routes per Tenant

The Special Routes feature allows a PBXware administrator to add Special Services' numbers that will be distinguished from Extensions' numbers (even if they have the same number of digits) and dialed through a specified Trunk, similar to how Emergency Services' numbers are dialed through an Emergency Trunk.

There are Special Routes added per tenant:

- Both Master and specific Tenants can have the same Special Route regardless of the fact whether they have the same or different Destinations.
- Special Routes set on the Tenant are checked first, and in case no match is found, they are then checked on the Master.

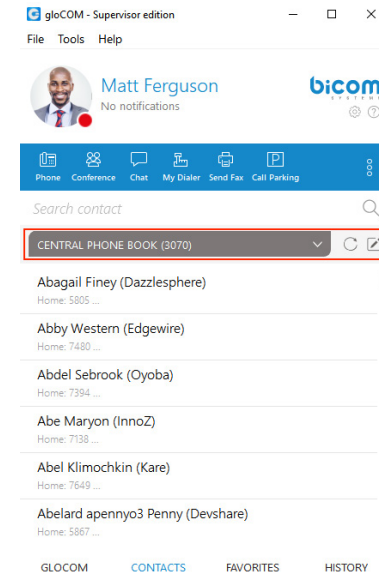
There are also different Destination types for Special Routes, depending on if it is a Tenant router or one on Master:

- Master: Trunk, Destination (any number to be dialed from this route)
- Tenant/CC: Extension, Multi-user, Ring Group, IVR, Queue, Voicemail, Conference, Trunk.

All existing Special Routes will be converted to the new format (Destination type will be set to the trunk and the value preserved).

Central Phone Book

Central Phone Book is a centralized list of contacts managed by the PBXware administrator. It is shared among all gloCOM users and supported endpoints (Polycom, Yealink, Cisco). It also works with a mini LDAP server to achieve instant sync.



Wake-Up Calls

This feature can be used to schedule a Wake-Up Call. There are two options provided, Enhanced Services - Wake-Up Call and Enhanced Services - Operator Wake-Up Call.

- ★ Wake-up Call *411 ✕ ✓
- ★ Operator Wake-up Call *412 ✕ ✓

The ES Wake-Up Call allows its users to manage their own Wake-Up Calls by dialing *411, while the ES Operator Wake-Up Call allows users to manage Wake-Up Calls which will be applied on any existing Extension by dialing *412.

Short Code CallerIDs

(*65 by default) - This Access code was modified to support the shortcode CallerIDs. The original way of using it is still supported, but with a new pattern added: *65dxxxxxx*.

The new pattern stands for:

- *65 is the access code
- d is the single-digit shortcode configured on the extension
- xxxxxx is the destination to be dialed

In case no CallerID is matched with the sent shortcode provided for that Extension, the call will fail. Otherwise, the CallerID associated with that short code will be used.

Allowed list of CallerIDs (via App and Access Code):

Short Code	Caller ID number	Label		+
0	06111222	Local	≡	×
2	003876111222	Foreign	≡	×

Touchless Provisioning

Touchless provisioning allows you to automatically provision a phone without the need to enter the provisioning settings in the phone's user interface, using a provider's redirection service. When the phone is factory reset, it will automatically pull all the data needed for provisioning and it will be provisioned to the assigned Extension. Once the phone is provisioned, it will be removed from the provider's redirection service.

Date Range: May 05 2019 00:00:00 - Dec 05 2019 23:59:59

Action: All

Status: All

Search:

Date	MAC Address	Provider	Action	Status	Message
Nov 20 2019 09:20:50	805EC026330E	Yealink	Deregister	200	✓ OK
Nov 20 2019 09:18:33	805EC026330E	Yealink	Register	200	✓ OK
Nov 20 2019 08:04:46	805EC026330E	Yealink	Deregister	200	✓ OK
Nov 15 2019 09:17:52	805EC026330E	Yealink	Register	200	✓ OK
Nov 13 2019 14:23:03	805EC026330E	Yealink	Deregister	200	✓ OK
Nov 13 2019 14:21:11	805EC026330E	Yealink	Register	200	✓ OK
Nov 13 2019 14:21:06	805EC026330E	Yealink	Deregister	200	✓ OK
Nov 05 2019 13:27:13	000006DDDDDD	Yealink	Update	200	✓ OK
Nov 05 2019 13:27:13	805EC026330E	Yealink	Update	200	✓ OK
Nov 05 2019 13:26:47	000006DDDDDD	Yealink	Update	200	✓ OK
Nov 05 2019 13:26:47	805EC026330E	Yealink	Update	200	✓ OK
Nov 05 2019 13:17:55	805EC026330E	Yealink	Register	200	✓ OK
Nov 05 2019 13:17:34	805EC026330E	Yealink	Deregister	200	✓ OK











CallerID List (with Emergency CallerID)

In this section, users can see all the Extensions on the Tenant, along with the values from Enhanced Services/ CallerIDs for each Extension (System/Network CallerID, Emergency CallerID, Trunk CallerID). All those values are applied here and visible in one place so that users can associate each Emergency call with the calling Extension.

 CSV Download

Search

Search by Extension Name or Number

Extension Number ▲ ▼	Extension Name ▲ ▼	System/Network Caller ID	Emergency Caller ID	Trunk Caller IDs
100	MASTER EXT	-	-	
101	Adrienne Harrower	12004652178	12004652333	
102	Cheston Bellany	12004652183	12004652334	
103	Shae Baudichon	-	-	
104	Miquela Sushams	-	-	
105	Fayre Watmore	-	-	
106	Adah Korneluk	-	-	
107	Noah Oakenfull	-	-	
108	Joyann Bellfield	-	-	
109	Adrienne Goscar	-	-	

APITestTrunk1: 12004652184
APITestTrunk2: 12004652185
APITestTrunk3: 12004652186

◀ previous

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next ▶

Add an Emergency Trunk per Extension

1. On *Servers/Tenants > Edit*, there is a new option called “Emergency Trunks per Extension” under the general section.
2. If the above option is set to ‘Yes’, then under *Extensions > Edit*, users can see a new group named “Emergency Trunks.”

In PBXware 6.0, users are now able to add an Emergency Trunk per Extension. Emergency Trunks will override the Trunks previously set on the Trunks and Tenants section. The Trunks allowed to be set on that Tenant will be the Trunks available for the selection (defined in Trunks and Tenants). This will be applied only if the value is not set as “Default”. Users may as well select Emergency Primary/Secondary or Tertiary Trunks.

Emergency Trunks

Primary Trunk:	APITestTrunk1	▼
Secondary Trunk:	APITestTrunk2	▼
Tertiary Trunk:	-- Default --	▼

API Keys Management

Here you can generate random Keys used for authentication with PBXware when utilizing the PBXware API. The page displays all currently created API Keys. Every system has a Master Key which has all permissions set by default and this Key can not be deleted, however it can be edited and its permissions can be changed. On new systems, the Master Key is randomly generated, while on the upgraded systems, it will have the value of the Key that was previously used.

API Key > Tenant 500

Name: Tenant 500

API Key: hDzqE9J4qw7iazpswjMf6rzi4PirPnYm

Inactivity Suspension: 1 Month

All tenants:

Tenants: 500 - Tenant x

Allow All IP Addresses:

Allow All Methods:

Extensions Trunks DIDs IVRs Ring Groups CDRs Routes Tenants Service Plans Destinations UADs

<input checked="" type="checkbox"/> ext			
list	<input checked="" type="checkbox"/>	billing	<input checked="" type="checkbox"/>
configuration	<input checked="" type="checkbox"/>	billing_info	<input checked="" type="checkbox"/>
add	<input checked="" type="checkbox"/>	slaves	<input checked="" type="checkbox"/>
edit	<input checked="" type="checkbox"/>	billing_history	<input checked="" type="checkbox"/>
delete	<input checked="" type="checkbox"/>	reset_inclusive_minutes	<input checked="" type="checkbox"/>
balance	<input checked="" type="checkbox"/>		
<input checked="" type="checkbox"/> extLes-actions			
set	<input checked="" type="checkbox"/>	edit	<input checked="" type="checkbox"/>
get	<input checked="" type="checkbox"/>	configuration	<input checked="" type="checkbox"/>

Call Forwarding

Call Forwarding is changed in a way that every section has been split into two separate sections (Local and External) and a Timeout has been added for each section. This allows users to set different Call Forwarding rules for Internal and External calls respectively. For instance, if a user selects *Unconditional* and checks the box named “Different Rules for Local Calls”, they will be prompted to set a Destination for External Calls and its Timeout, and also to set another Destination for Local Calls with a separate Timeout.

The screenshot displays the 'Call Forwarding' configuration page for an 'ES' service. It features several sections for configuring different call forwarding rules:

- Unconditional:** This section is checked. It contains two sub-sections:
 - Destination for External Calls:** A table with a 'Destination' field containing '115' and a 'Timeout (sec)' field containing '5'.
 - Destination for Local Calls:** A table with a 'Destination' field containing '180' and a 'Timeout (sec)' field containing '3'.
- Busy:** This section is checked. It contains one sub-section:
 - Destination:** A table with empty 'Destination' and 'Timeout (sec)' fields.
- No Answer:** This section is unchecked. It contains one sub-section:
 - Destination:** A table with empty 'Destination' and 'Timeout (sec)' fields.
- Line Unavailable:** This section is unchecked. It contains one sub-section:
 - Destination:** A table with empty 'Destination' and 'Timeout (sec)' fields.
- Exclude List:** This section contains a table with two entries:
 - Caller ID: 102
 - Caller ID: 103
- Options:** This section contains two radio button options:
 - Play Call Forward message:** Radio buttons for 'Yes' and 'No', with 'No' selected.
 - Allow ES CallerID:** Radio buttons for 'Yes' and 'No', with 'No' selected.

At the bottom right, there is a blue 'Save' button and a grey button labeled 'All enhanced services' with a left-pointing arrow.

Import and Export CSV for Operation Times

Three new options have been added:

- CSV Upload: Option to upload Operation Times configuration from CSV file.
- CSV Download: Option to download Operation Times configuration from CSV file.
- Download CSV Template: Option to download CSV Template which will present users with a file that already contains necessary headers which should help them while creating a new Operation Times CSV file.

Operation Times ✕

[📄 CSV Upload](#) [📄 CSV Download](#) [📄 Download CSV Template](#) Current date: 03 Oct 2019 13:56 CEST

On Off Inherit

Default Destination: 100 – Ext 100 Is Voicemail Greeting: None

Closed Dates:

Description	Destination	Date From	Date To	Time From	Time To	
Christmas	100	25 Dec 2019 📅	25 Dec 2019 📅	00:00	23:59	✕

Custom Destinations:

Destination	O	Days	Time from	Time to	
110	<input checked="" type="checkbox"/>	Mon Tue Wed Thu Fri Sat Sun	07:00	19:00	✕

Open Days:

Description	Days	Time from	Time to	
-------------	------	-----------	---------	--

Save

LCR Section on Master Tenant

The LCR (Least Cost Routing) section allows fine tuning slave Trunks usage according to the price and quality. This option allows users to select the least expensive way to route the calls.

From version 6.0, through the Tenants section, users will be able to choose if they want to use the System Default LCR (the one on Master Tenant) or not.

The screenshot shows the Bicom Systems interface for configuring LCR rules. The top navigation bar includes the Bicom logo, a dropdown menu for 'Master Tenant', and a user profile for 'Administrator'. A sidebar on the left lists various system settings, with 'LCR' highlighted. The main content area features a table with columns for 'Route', 'Start digits', 'Primary', 'Secondary', and 'Tertiary'. Each cell in the table contains a dropdown menu set to 'Default'. A 'Save' button is located at the bottom right of the table.

Route	Start digits	Primary	Secondary	Tertiary
One	1	Default	Default	Default
International	00	Default	Default	Default
New LCRs rules	00	Default	Default	Default
National	0	Default	Default	Default
TestRoute	0	Default	Default	Default

Other Networks: Allow users to select different ways to filter numbers

Previously, there was only one way to filter the numbers and it was done by using regular expressions, however it was not user-friendly. We kept the same functionality, but added two more ways to match the numbers according to the users' preferred Match Type, 'Range' and 'Begins With.'

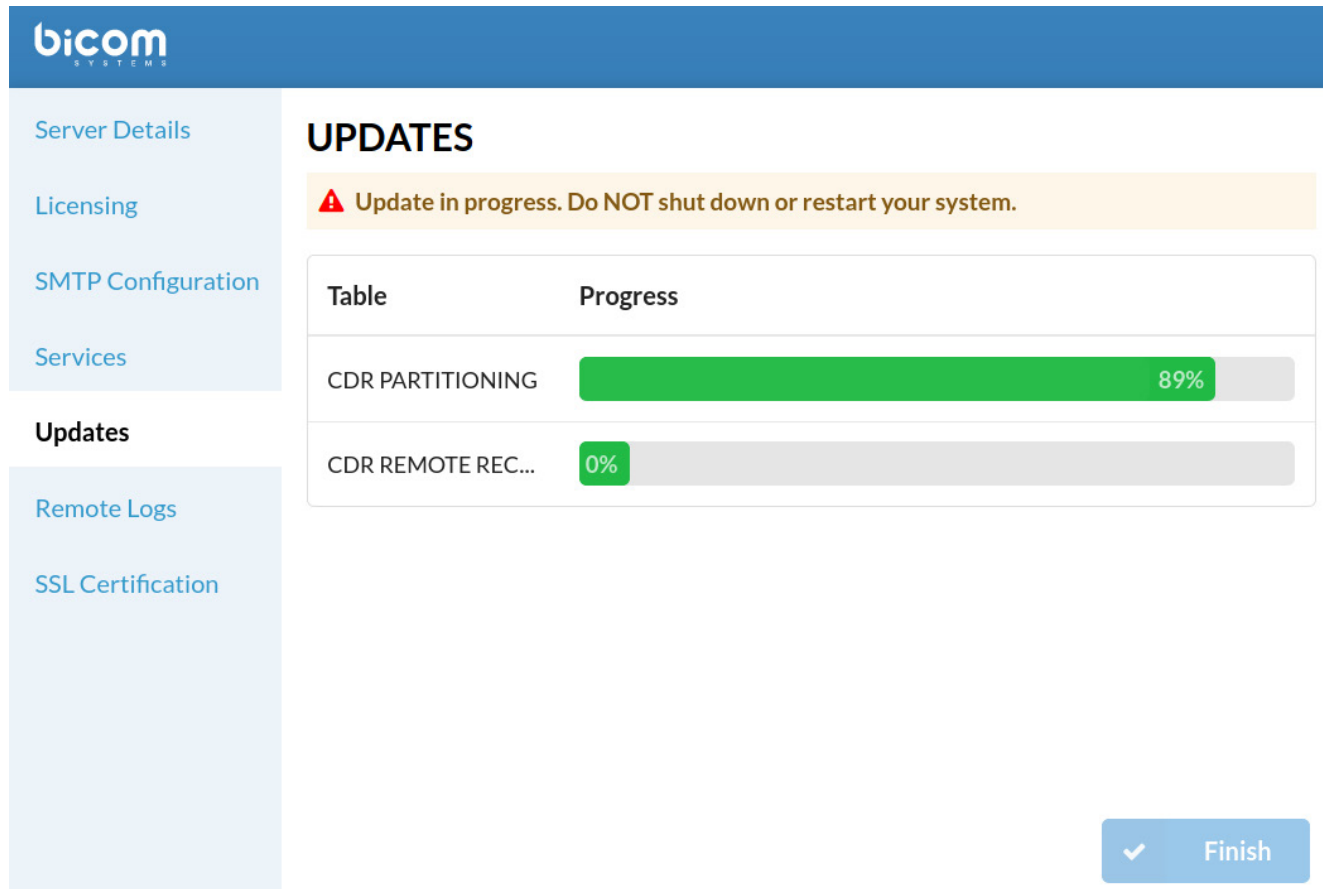
Other Networks **Add network** ✕

Other Network

Name:	<input type="text" value="Test"/>	✓
Prefix:	<input type="text" value="9"/>	✓
Strip Prefix:	<input checked="" type="checkbox"/>	
Match Type:	<input type="text" value="Begins With"/>	✓
Match:	<input type="text" value="555"/>	
Hidden Prefix:	<input type="text"/>	
Trunk:	<input type="text" value="202"/>	✓

System Update Improvements

When it comes to the System Update improvements, we have changed the way that altering tables has been previously done, so that it does not create issues on huge tables and slow systems. The progress bars have been added for each upgrade step on the Setup Wizard Update page.



The screenshot displays the Bicom System Setup Wizard Update page. The interface features a blue header with the Bicom logo and a left-hand navigation menu. The main content area is titled "UPDATES" and includes a warning message: "Update in progress. Do NOT shut down or restart your system." Below this, a table shows the progress of two update steps: "CDR PARTITIONING" at 89% and "CDR REMOTE REC..." at 0%. A "Finish" button is located at the bottom right.

Table	Progress
CDR PARTITIONING	89%
CDR REMOTE REC...	0%

Greeting Access codes

Users may set new greetings for Destinations by using different Access codes. If setting a new greeting, users may dial *303 + Destination for which they intend to set this greeting. If dialing *304 + Destination, users may be able to set a new greeting but also delete an old one.

Send Sound Files of Conferences to an E-mail address

At the end of a Conference call, the sound file of the Conference would be emailed to a pre-specified E-mail once everyone has exited the Conference room.

HubSpot CRM Integration

PBXware can now be integrated with Hubspot Customer Relationship Management solution (CRM). The supported CRMs are Salesforce, SugarCRM, SuiteCRM, Zoho, Vtiger, Pipedrive, Zendesk, Microsoft Dynamics 2015, Bullhorn CRM, ProprietaryCRM and Hubspot.



Voicemail Notification via Call

Users are now able to receive a call notification when a Voicemail comes into a Group box. They may select one of the two ring options: *order by* or *ring all*. If *order by* is selected, Extensions will be rung in the specified order, while the *ring all* option will have all Extensions in a Voicemail Group ring at the same time.

System > Sound Files > Search Page Simplification and Upload Improvements

The upload option for sound files has been improved so that .mp3 files can be uploaded directly from the interface. Previously, a user had to use an external application to upload sound files by using “Sound Converter”. Now, direct file conversion is added, so users will have their .mp3 or .wav files auto-converted to other native formats. Other file formats supported by asterisk will be uploaded without automatic conversion.

Also, the system will now allow the upload of files bigger than 8MB. Upload is resumable, meaning it will start uploading where it had stopped previously. A progress bar is displayed while uploading.

Furthermore, the search process is now simplified and users will not be prompted to select Types (gsm, ulaw, alaw, ilbc, sln, wav, g729) and Letters of the alphabet from the filter nor to specify Types from the file presentation. To search for a file all they need to know is the name of the file and the search will do the rest!

New Features and Improvements

- › Meetings: Be informed of all planned or scheduled Meetings and edit them accordingly.
- › Mobile Chat: Have all of your messages synced between all the devices used.
- › Security Improvements for Authentication: Provide stronger security for the account.
- › IVR Tree: Have a graphical representation of the IVR Tree.
- › Emergency Call Notification: Have others informed of all Emergency numbers dialed.
- › Special Routes per Tenant: Have the Special Services' numbers distinguished from Extensions' numbers even if they contain the same digits.
- › Central Phone Book: Have a centralized list of contacts shared among all gloCOM users and the supported endpoints.
- › Wake-Up Calls: Schedule Wake-Up Calls.
- › Short Code CallerIDs: Use the short code CallerID and dial numbers faster.
- › Touchless Provisioning: Provision phones automatically without providing the provisioning settings in the phone's user interface.
- › CallerID List (with Emergency CallerID): View the CallerID list along with all the existing Extensions.
- › Add an Emergency Trunk per Extension: Alongside Trunks on Extensions, also add Emergency Trunks.
- › API Keys Management: Generate random Keys.
- › Call Forwarding: Set different rules for Internal and External calls respectively.
- › Import and Export CSV for Operation Times: Change data faster by managing CSV files.
- › LCR Section on Master Tenant: Use the System Default LCR.
- › (Other Networks) Allow users to select different ways to filter numbers: Choose a suitable Match Type.
- › Greeting Access codes: Set new greetings easily by dialing one of the Access codes provided.
- › Send Sound Files of Conferences to an E-mail address: Receive Conference Sound files via E-mail.

- › HubSpot CRM Integration: It is possible to have PBXware integrated with HubSpot CRM.
- › Voicemail Notification via Call: Be notified of any new Voicemails via Call.
- › System > Sound Files > Search Page Simplification and Upload Improvements: Upload files faster without selecting Types and Letters.

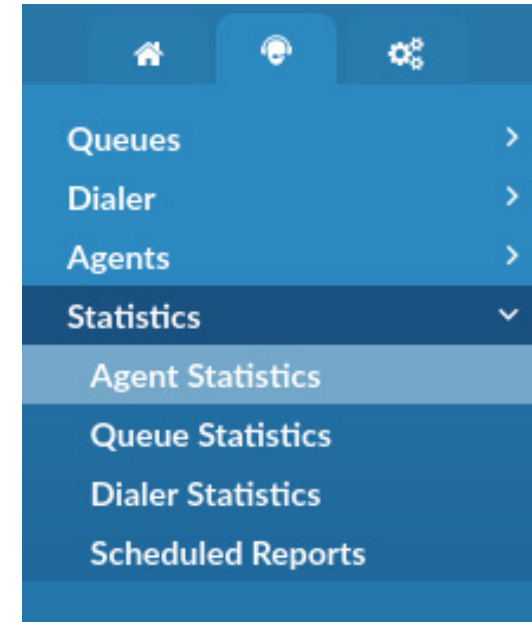
Contact Center Edition

This edition of PBXware is designed to simplify and enhance call management at the busy call centers and contact centers of any size. Together with the Business and Multi-Tenant Editions, Contact Center PBX enables you to increase efficiency in the workplace and transform the way you conduct business, with each edition supporting specific features maximizing performance, reliability, and expandability.

FEATURES

Agent Statistics

Contact Center Edition 6.0 brings improved organizational changes in Agent Statistics' layout. A completely separate section dedicated to *Agents Statistics* is now readily available so that users may find Agents' sessions, performance, and Reports of Inbound, Outbound, direct in, and direct out calls. Now, Reports of every Agent logged in the system can be easily seen.



1. Agent direct in calls Reports

Together with the Agent Statistics, *Agent direct in calls Reports* are added. These Reports show which Agent received direct in call, i.e. when someone dialed an Agent by using an Agent number.

2. Agent direct out calls Reports

Agent outbound calls Reports are now converted to Agent direct out calls Reports. Outbound is now related to Dialer calls only.

3. Agent direct out calls per project Reports

Also, *Reports about Agent direct out calls per project* are new. These reports provide users with details about calls made within a certain Project. There is a Project code displayed as well.

To comprehend the significance of Statistics, it is of essential value to understand that Agents and their sessions *are not related* to Queues and Campaigns, so they can work independently. This is very important to know as it impacts the way users analyze Agents' data. For instance, Agents can log in without being assigned to any Queue or Campaign, and still have direct in and out calls.

This notification may clear up the confusion which some of our customers had regarding the Queue Statistics page. Some of them wanted to search and filter out Agent direct out calls Reports in Queue, but they only ended up with an empty search message saying "No records found". That is why it is of high importance to differentiate between Agents/their sessions and Queues/Campaigns.

The screenshot displays the Bicom Systems interface for Agent Statistics. The sidebar on the left contains navigation links for Queues, Dialer, Agents, Statistics, Agent Statistics, Queue Statistics, Dialer Statistics, and Scheduled Reports. The main content area features a search bar with 'CC60' and a user profile for 'Administrator'. Below this are filter sections for Date Range (18 Mar 2020 00:00 - 18 Mar 2020 23:59), Agents (ALL), Call Duration, Hold Duration, and Time format (dd hh mm ss). A 'Hide Advanced Options' link is also present. The 'Reports table' section includes a search bar and a table with the following data:

Name	Type	Direction
Agent availability	Agent	All
Agent calls per direction	Agent	All
Agent direct in calls	Agent	Direct in
Agent direct out calls	Agent	Direct out
Agent direct out calls per project	Agent	Direct out
Agent occupancy	Agent	All
Agent pauses	Agent	All
Agent sessions and pauses	Agent	All
All calls	Summary	All
Direct out answered calls	Summary	Direct out

At the bottom of the page, there are 'Admin Settings' and 'Sign out' buttons, along with pagination controls showing 'Page 1 of 2'.

Here is the list of all Reports displaying *Name*, *Type*, and *Direction*:

Name	Type	Direction
Agent Availability	Agent	All
Agent Calls per Direction	Agent	All
Agent Direct In Calls	Agent	Direct In
Agent Direct Out Calls	Agent	Direct Out
Agent Direct Out Calls per Project	Agent	Direct Out
Agent Occupancy	Agent	All
Agent Pauses	Agent	All
Agent Sessions and Pauses	Agent	All
All Calls	Summary	All
Direct Out Answered Calls	Summary	Direct Out
Direct Out Calls	Summary	Direct Out
Direct Out Unanswered Calls	Summary	Direct Out
Project Calls	Project	Direct Out

Agent Group Improvements

In order to ensure easier organization, users can now see the number of Agents present in each Group, and edit the Group accordingly to their needs by clicking the Edit button. If any changes are made to Agent Groups, they are also immediately applied to Queues and Campaigns where this Group is used.


Group ▲▼	Agents	
Abraham	6	 
Support	5	 

← previous Page 1 of 1 next →

Furthermore, users can now see all Agents inside one Agent Group, and have the choice to remove or add Agents to the Group as presented below.

Groups > Edit

General

Group Name: 

Agents:

Agent Real-Time Statistics

It is now possible to access Agent Real-Time Statistics that presents users with all types of Agent calls (Inbound, Outbound, Direct in, and Direct out). All of these calls are included into the calculation. The previous version had only Inbound Real-Time Statistics, but with this improved feature, users can have all their data compiled in one place.

Regarding the calculation's operating manner, it is reset every day at midnight and accessible from Supervisor or PBXware. With the new backend in place also used with historical Reports, the statistics are accurate and precise not relying on cached data.

Agents Realtime Statistics												
Refresh		Last refresh				Search						
1m		18 Mar 2020 09:18:42										
Agent	Calls			Talk Time			Idle Time		Sessions		Pauses	
	Total	Answered	Unanswered	Total	Mean	Mean Delay	Total	Mean	Total	Count	Total	Count
Agent/1000 (Agent 1000)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 09h 18m 42s	00d 00h 00m 00s	00d 09h 18m 42s	1	00d 00h 00m 00s	0
Agent/1001 (Agent 1001)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 09h 18m 42s	00d 00h 00m 00s	00d 09h 18m 42s	1	00d 00h 00m 00s	0
Agent/1002 (Agent 1002)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 09h 18m 42s	00d 00h 00m 00s	00d 09h 18m 42s	1	00d 00h 00m 00s	0
Agent/1003 (Agent 1003)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 09h 18m 42s	00d 00h 00m 00s	00d 09h 18m 42s	1	00d 00h 00m 00s	0
Agent/1004 (Agent 1004)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/1005 (Agent 1005)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 09h 18m 42s	00d 00h 00m 00s	00d 09h 18m 42s	1	00d 00h 00m 00s	0
Agent/1006 (Agent 1006)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/1007 (Agent 1007)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 09h 18m 42s	00d 00h 00m 00s	00d 09h 18m 42s	1	00d 00h 00m 00s	0
Agent/1008 (Agent 1008)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 09h 18m 42s	00d 00h 00m 00s	00d 09h 18m 42s	1	00d 00h 00m 00s	0
Agent/1011 (Agent 1011)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/1012 (Agent 1012)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	0	00d 00h 00m 00s	0
Agent/2002 (AG_2002)	0	0	0	00d 00h 00m 00s	00d 00h 00m 00s	00d 00h 00m 00s	00d 09h 18m 42s	00d 00h 00m 00s	00d 09h 18m 42s	1	00d 00h 00m 00s	0

Blending Mode (Inbound/Outbound)

The newest version of the Contact Center supports *a blending mode* for Agents.

1. Automatic Blending

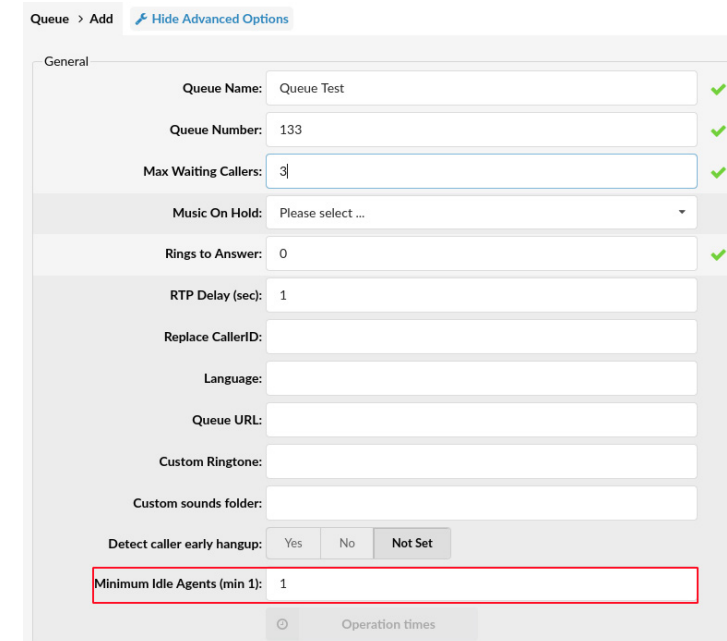
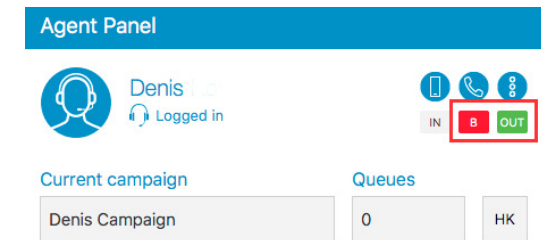
If an agent is in the blending mode, the system automatically switches the Agent between Inbound (Queue) and Outbound (Campaign).

2. Manual Blending

Also, it is possible to manually switch between IN and OUT by using the Agent panel in gloCOM. The switching mode can also be managed by using the Supervisor panel. This may be useful in case the blending system does not work, or an Agent has to work only Inbound/Outbound for a certain period.

For the blending mode to work, users need to define certain criteria for each queue. One of the required fields to define is the minimum number of Idle Agents that this Queue must have, as it is shown in the screenshot. This will tell the system to primarily try to fulfill Inbound requirements before putting Agents in Outbound.

For instance, if the Minimum Idle Agents field is set to “2” on a Support Queue, the system will try to add Agents from Outbound Campaign to the Support Queue. If at any time, Agents go beyond 2, all extra Agents will be put in the dedicated Campaign.



Call Agent by Number (Direct in call)

An Agent can be dialed using an Agent number. From now on, the Agent number must be unique across the whole system. Dialing Agents using Agent numbers will allow users to reach the Agent, and not the Agent's Extension. Users may access the Statistics regarding all calls which are received by Agents and not coming from Queue or Dialer. In the case of a Dynamic Agent, callers will be bridged with his active channel. These calls are included in Agent's Statistics, but they also have a specifically tailored *Agent direct in call Report Template*.

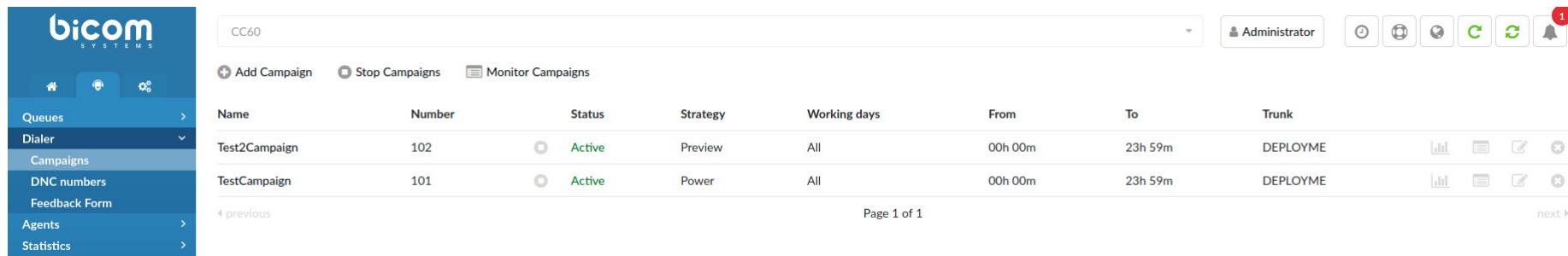
Reports table



Name ▲ ▼	Type ▲ ▼	Direction ▲ ▼	
Agent availability	Agent	All	+
Agent calls per direction	Agent	All	+
Agent direct in calls	Agent	Direct in	+
Agent direct out calls	Agent	Direct out	+

Dialer

Contact Center Edition 6.0 has now a licensed Dialer feature. This new feature allows lists of data to be loaded to a database, after which an application runs and dials these numbers based on the algorithm or settings entered by the Administrator. The Agent's interface of the Dialer displays Agents with specified information regarding each call. Furthermore, this information is customizable through the Administrator login.



The screenshot displays the Bicom Systems Dialer interface. On the left is a blue sidebar with the Bicom logo and navigation options: Queues, Dialer (selected), Campaigns, DNC numbers, Feedback Form, Agents, and Statistics. The main content area shows a dropdown menu set to 'CC60', a user profile for 'Administrator', and several utility icons. Below this are three buttons: '+ Add Campaign', '● Stop Campaigns', and '☰ Monitor Campaigns'. A table lists two campaigns:

Name	Number	Status	Strategy	Working days	From	To	Trunk	
Test2Campaign	102	● Active	Preview	All	00h 00m	23h 59m	DEPLOYME	📊 📄 📝 ⚙️
TestCampaign	101	● Active	Power	All	00h 00m	23h 59m	DEPLOYME	📊 📄 📝 ⚙️

At the bottom of the table, there are navigation links: '4 previous', 'Page 1 of 1', and 'next >'.

Dialer is managed through Campaigns. Every Campaign has lists of Leads and associated Agents (members). A Campaign is in charge of dialing the Leads and connecting them to Agents or any other different Destinations. Same as in Queue, an Administrator has a lot of possibilities to choose how a Campaign will perform dialing and bridging.

Monitor Pages

A brand new Monitor page for the Dialer section is introduced in Contact Center Edition 6.0 providing a great insight into comprehensive data on Campaigns. Also, a new edition of the Contact Center allows its users to enjoy the benefits of having a redesigned Queue page making it easy to navigate through the system and obtain all necessary information. The modernized design gives users a unique experience and better control.

1. Campaigns' Monitor Page





A Campaigns' Monitor page allows users to see a full list of all existing Campaigns on the system and access further information regarding important Real-Time data. Users may see a table divided into three main sections Calls, Agents, and Contacts. These three sections are then divided into several subsections for a better organization which makes it completely user-friendly.

To access the Monitor Campaigns' page, a user can find a Campaigns' subsection under the Dialer section and access the Monitor page as shown below.



Name	Number	Status
Test2Campaign	102	Active
TestCampaign	101	Active

Once clicked, a user will be prompted to the following Monitor page. In case a user wants to have an even more detailed representation of the data, they may choose one of the options provided in the first column of the table as it is shown in the previous screenshot.

Monitor Campaigns											
		Calls			Agents				Contacts		
	Campaign	Dialing	Connecting	Connected	Logged	Paused	Idle	Busy	Total	Rate	
 	Test2Campaign	0	0	0	0	0	0	0	0	0.00%	
 	TestCampaign	0	0	0	0	0	0	0	0	0.00%	

They will be able to see the data as presented below. The first screenshot includes an Overview and additional data regarding Leads and Agents.

Overview

Dialed 0

No Answer 0

Connected 0

Abandoned 0

Leads

Dialing 0

Connecting 0

Connected 0

Agents

Total 0

Logged in 0

Paused 0

Agents

Number	Name	Endpoint	State	Lead	Status	Login Time
No data available in table						

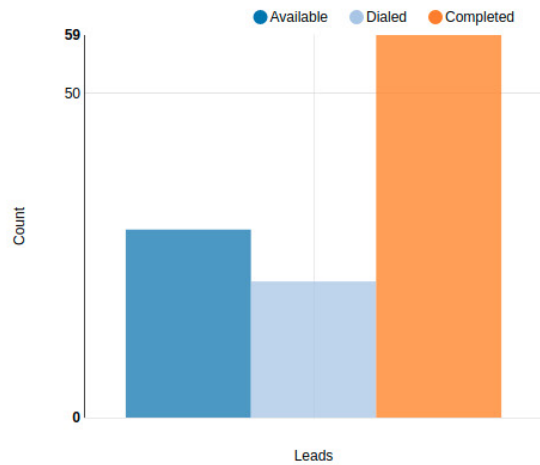
Leads

Channel ID	Lead	List	Destination	Status	Time
No data available in table					

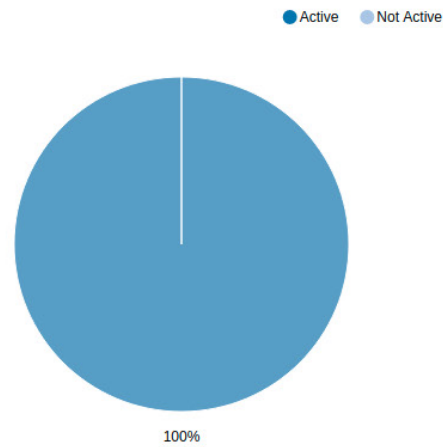
The screenshot provided here relies on a graphical representation of the same information.

Last refresh: 19 Mar 2020 14:22:46

Data Overview



Available Comparison



System Dispositions

Disposition	Total
CONNECTED	16
NO ANSWER	70
ABANDONED	1
BUSY	1

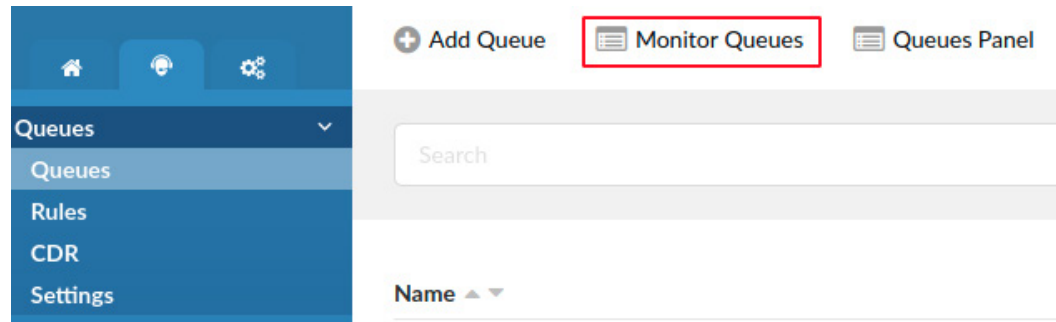
Agent Dispositions

Disposition	Total
DNC	1
Retry	2

Total	Available	Dialed	Completed
88	29	21	59

2. Queues' Monitor Page

A Queue's Monitor Page has already been included in the system in previous versions, but it is now redesigned for users' easier navigation and data tracking. Apart from the redesigning element, a Queue's Monitor page has been moved to a brand new section. A Queue's section, as well as Monitor Page, can be seen below.



By clicking Monitor Queues, users will be prompted to the table below which has further details on all Queues currently present on the system.

Monitor Queues ✕								
Refresh		Search						
5 sec		Please select...						
	Queue	Waiting	Avg. Wait	A. Logged	A. On Calls	A. Idle	A. Not Logged	A. Not Ready
	NewQ	0	0	0	0	0	2	0
	NewTest	0	0	1	0	1	1	0
	QQ	0	0	0	0	0	2	0
	QueueCallback	0	0	0	0	0	0	0


Contact Center Edition 6.0 also offers users the possibility to see Real-Time information on Agents, Members, and Extensions giving them full control over a single Queue and its data. There is also a possibility to open multiple tabs for each Queue and monitor them across multiple computer monitors. Users may as well customize the data they prefer to see.

Overview
Entered 0 Connected 0 Abandoned 0

Callers
Total 0 Connected 0 Waiting 0

Agents
Total 0 Logged in 0 Paused 0

Extensions
Total 0 Online 0



Agents

Number	Name	Extension	State	Caller	Status	Login Time
No data available in table						

Extensions

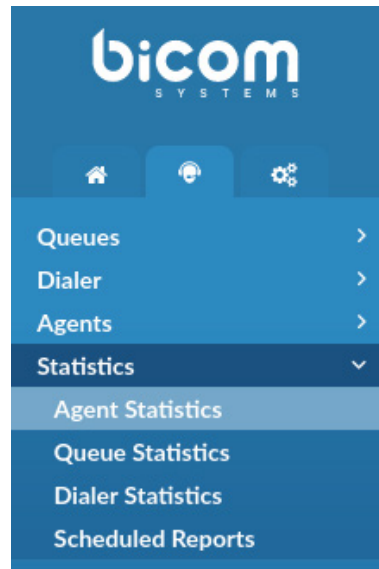
Number	Name	Extension	State	Online
No data available in table				

Callers

Channel ID	Caller ID	Destination	State	Time
No data available in table				

New Menu

Dedicated Contact Center 6.0 functionalities can now be managed through a separate menu. This will enable an Administrator to have better navigation and user experience.



The structure overall stayed the same, however, Statistics are now separated in a completely different section where users can find all Reporting Templates.

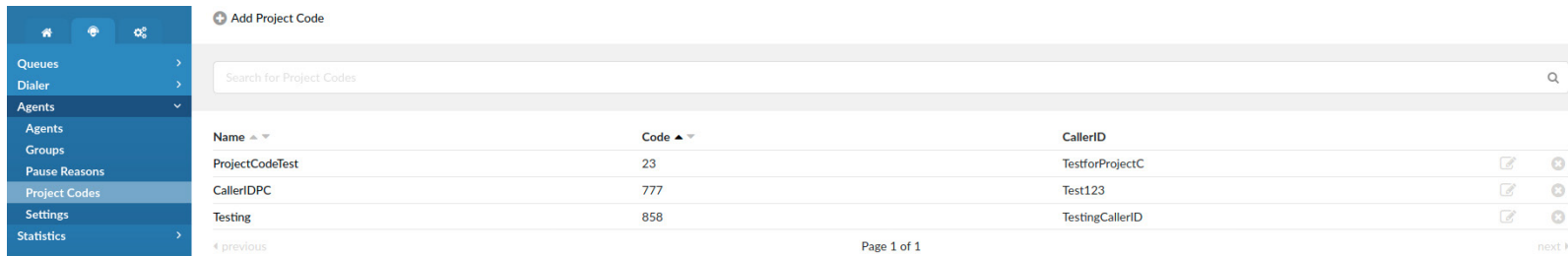
- Agent Statistics
- Queue Statistics
- Dialer Statistics
- Scheduled Reports

Project Codes

Project Codes is a simple feature which should solve any potential problems for users searching for information regarding Queues and wanting to filter direct out Statistics.

With this feature, an administrator is able to create and manage Projects by associating each Project with an identification code. This code is later used when identifying Agent calls.

An Agent can now make a direct out call and associate it with a Project that is defined on the server. This could be done by dialing the access code (*212*) together with the Project code. Each Project can have a different Caller ID defined, so when the Agent calls by using a certain Project code, the Caller ID associated with the Project will be used as well.

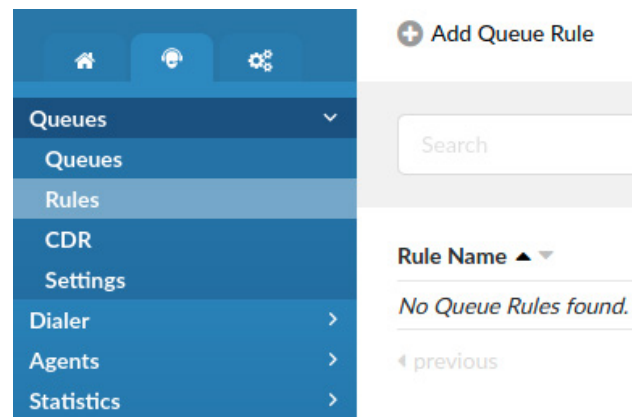


This is simplified with gloCOM as well. gloCOM can provide the interface where an Agent should select some Project to place a call. In the background, this call will be logged with a Project code. Statistics and monitoring should also be provided per a Project code.

For more details on gloCOM features for Contact Center, please see Release Notes for gloCOM.

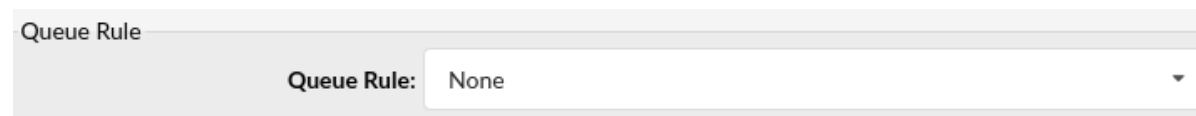
Skill Based Routing (SBR)

Skill Based Routing (SBR) allows users to create a certain set of Rules in order to change the value of the Minimum and Maximum Penalty in a mid-call. With this feature, it is possible to open one call to more members or a completely different set of members.



Agents with different penalties can answer a call in different periods as previously defined in the Rules section.

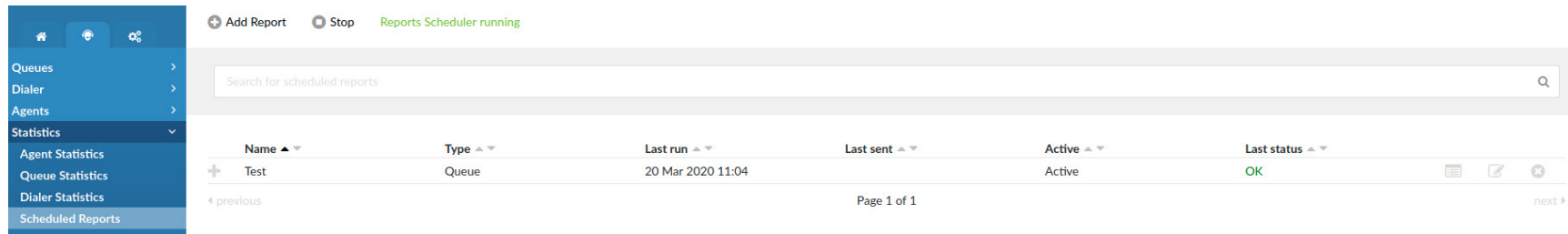
Once a Queue Rule is created and selected for the specific Queue, that same rule will be used to manage how Agents answer the calls coming to a Queue.



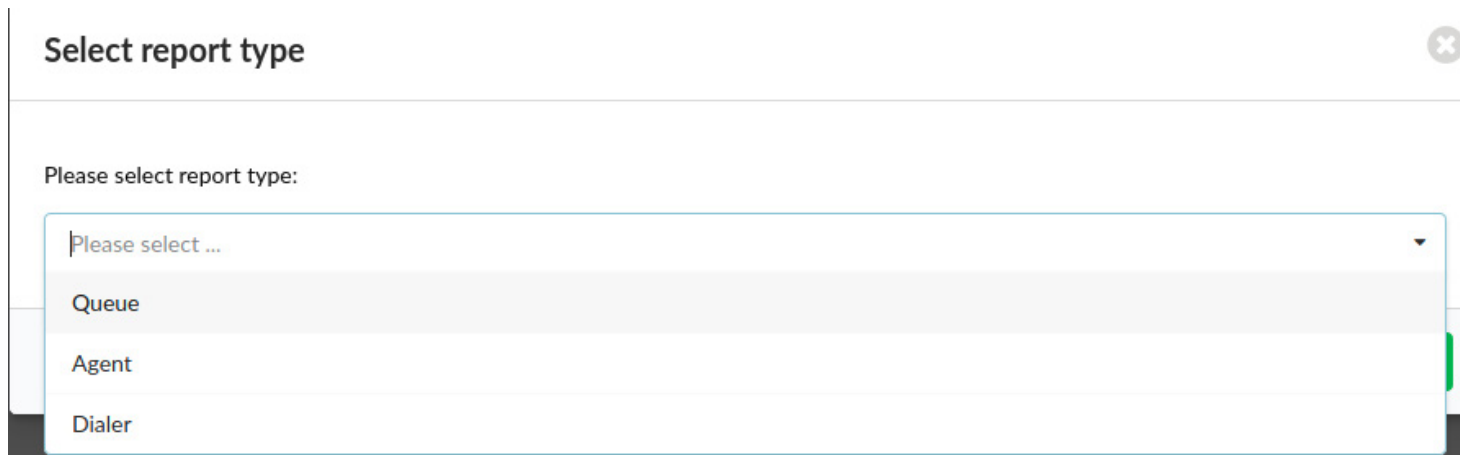
When a call enters the Queue, the Rule for that specific call cannot be changed. If a Queue Rule is set to None in the Queue section, it will manage the work of Agents as usual.

Scheduling Reports

Scheduling Reports are extended to Agent and Dialer Reports as well. Now, upon adding a Scheduled Report, users need to define what type of Report Template they want to create. They may select a Queue, Agent, or Dialer Report Template.



Each of these Report Templates has several different filters that can be changed while editing.



New Features and Improvements

- › Agent Statistics: Enjoy improved organizational layout changes.
- › Agent Group: Create groups and enable easier login into Campaigns and Queues.
- › Agent Real-Time Statistics: Access Agent Real-Time Statistics with all types of Agent calls (Inbound, Outbound, Direct in, and Direct out).
- › Blending Mode: Choose between Automatic or Manual Blending mode.
- › Call Agent by Number: Dial the Agent directly by number.
- › Dialer: Have lists of data loaded to a database and an application run and dial numbers based on the algorithm or settings.
- › Monitor Pages: Track data on a redesigned Monitor's Queue Page and newly created Campaigns' Monitor Page.
- › New Menu: Use a separate menu for better navigation.
- › Project Codes: Make direct out calls and associate Project Codes with them.
- › Skill Based Routing: Define sets of Rules and change the value of Minimum and Maximum penalty.
- › Scheduled Reports: Select preferred Report Templates.
- › Pwproxy: Use pwproxy for backend apps (latest Asterisk 16, AgentPool App, Dialer App).

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