BICOM SYSTEMS
ADVANCED SIMPLICITY

CALL CENTER SUPERVISOR
software that simplifies and accelerates your daily tasks

gloCOM Supervisor 5.2

COMMUNICATION EVOLVED

Dive into Unified Communications universe through gloCOM.

bicom
S Y S T E M S

gloCOM Call Center Supervisor

Call Center Supervisor edition of gloCOM is a desktop Call Center Unified Communications application enabling Real Time monitoring of Agents and Queues, tracking Agents' performance and generating comprehensive Statistics Reports. Together with Office, Business and Call Center Agent editions it provides advanced Unified Communications capabilities with all the communication tools needed to drastically increase the productivity of your Call Center or Contact Center.

You are able to see graphs and check agents' performance in real time. See which agents are logged in, paused, who each agent is talking to and much more. You can monitor ongoing calls in real time: inbound, outbound, queue calls etc...

	AGENT NAME	AGENT ID	NUMBER OF CALLS	TALK TIME (AVG/TOTAL)	IDLE TIME (AVG/TOTAL)	LOGGED IN TIME	NOT READY TIME	NOT READY COUNTS	LOGIN COUNTS
●	Mary Jones	1002	3	4 min 32 sec / 13 min ...	4 h 50 min 18 sec / 14...	14 h 44 min 30 sec	0	0	6
●	Mark Owens	1007	0	0 / 0	0 / 0	0	0	0	0
●	Elijah Green	1001	0	0 / 0	6 h 49 min 1 sec / 6 h...	6 h 49 min 1 sec	0	0	1
●	Charlotte Hugh	1005	2	5 sec / 10 sec	7 h 41 min 51 sec / 15...	15 h 23 min 52 sec	0	0	1
●	Cassey Smith	1004	6	20 min 2 sec / 2 h 0 m...	2 h 13 min 56 sec / 13...	15 h 23 min 52 sec	0	0	1
●	Caleb Brown	1006	0	0 / 0	0 / 0	0	0	0	0
●	Barry Nielson	1008	0	0 / 0	0 / 0	0	0	0	0
●	Anthony Smith	1009	0	0 / 0	0 / 0	0	0	0	0
●	Anthony Smith	1003	0	0 / 0	15 h 23 min 52 sec / 1...	15 h 23 min 52 sec	0	0	1

ⓘ Total: 9, Logged In: 5, Talking: 2, Paused: 0
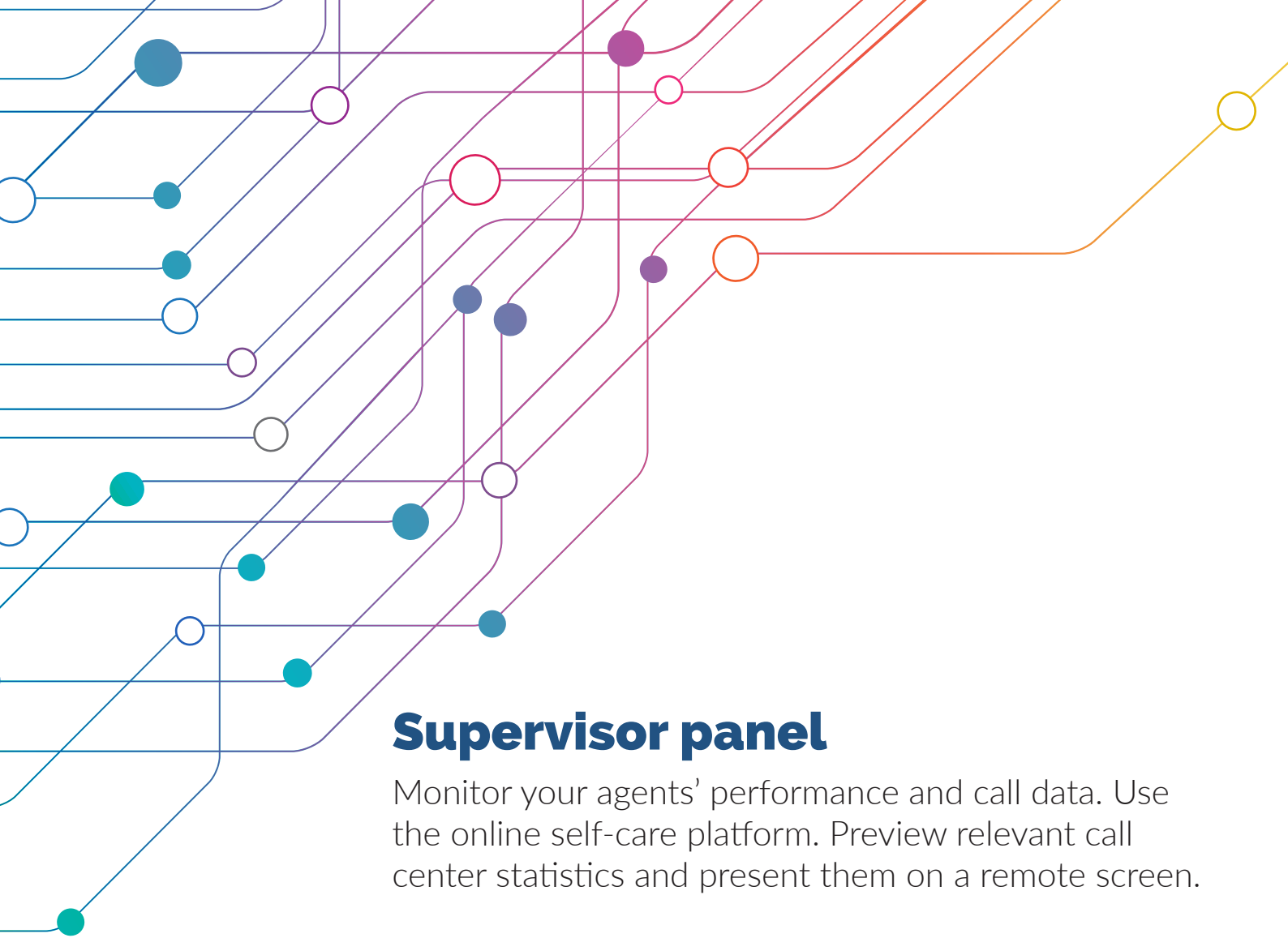
Supervisor panel

Monitor your agents' performance and call data. Use the online self-care platform. Preview relevant call center statistics and present them on a remote screen.

Control quality

gloCOM gives you a way to assist agents and be present at all times. This builds quality over time.

Collaborate

Designed to enable fast & simple utilization of Calls, Conferencing, Instant Messaging, Faxing, Online Presence, Call Center functionalities, Outlook/MS Exchange Directory, CRM integration and so much more from a desktop or mobile device.
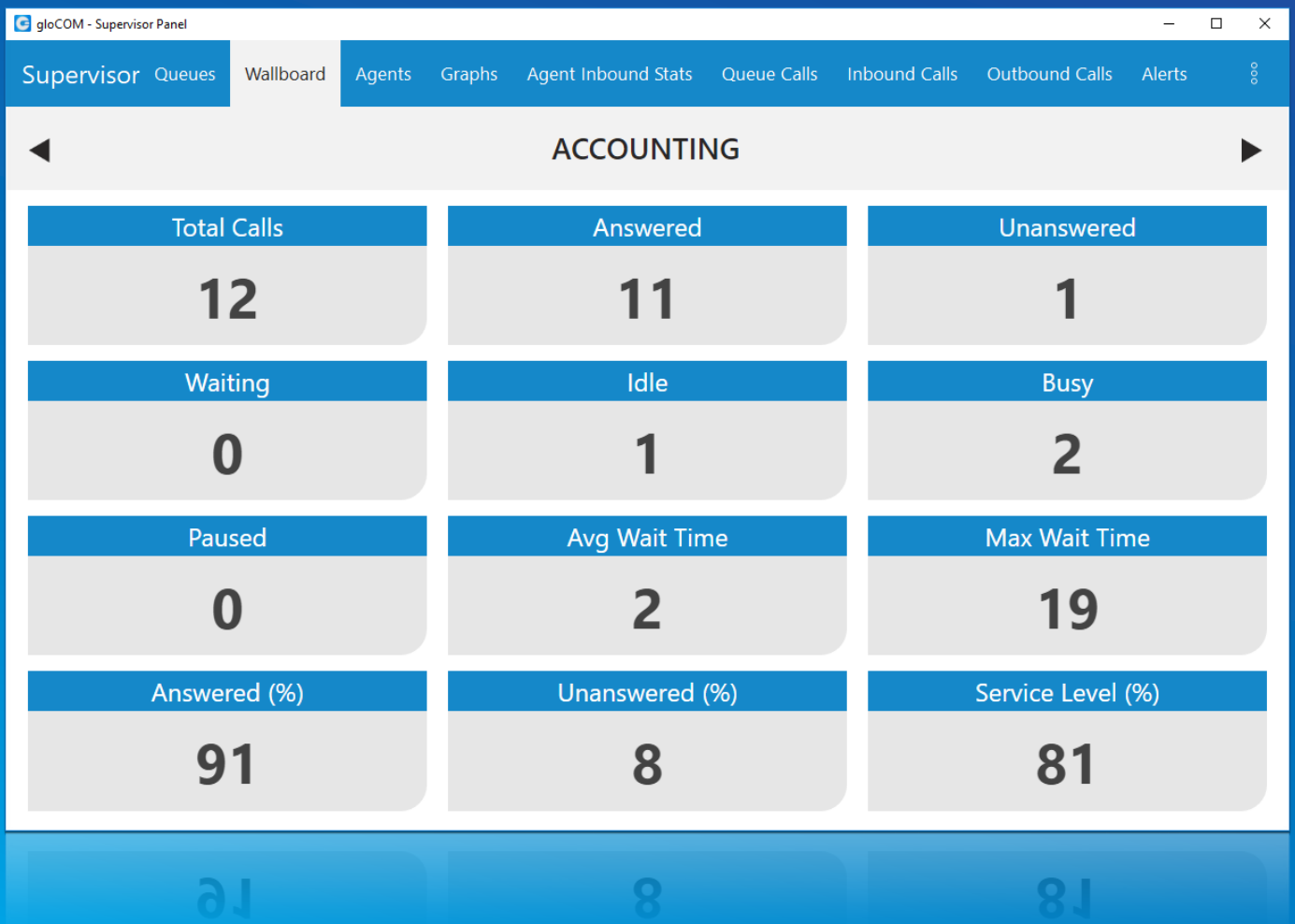
Organize data

Having everything in the right place will allow an agent to do their job without the need to open multiple tabs in their browsers, the CRM add-on will open the relevant tabs from their CRM system for them.

Wallboard

The wallboard module shows your call center's activity clearly! The ability to know what is going on is crucial to call center managers to be able to make on-the-fly decisions and organize for the future. With the wallboard module, you can see the status of every agent and each queue.

Keep in contact

Inside the wallboard module, a supervisor can simply click on an agent and select the desired function: listen to the call the agent is active with, instant message them, take the call and transfer it elsewhere or log out the agent who forgot to do so when leaving for the day.

gloCOM - Supervisor Panel		— □ ✕

| Supervisor Queues | Wallboard | Agents | Graphs | Agent Inbound Stats | Queue Calls | Inbound Calls | Outbound Calls | Alerts | ⋮ |

◄   **ACCOUNTING**   ►

Total Calls	Answered	Unanswered
12	11	1

Waiting	Idle	Busy
0	1	2

Paused	Avg Wait Time	Max Wait Time
0	2	19

Answered (%)	Unanswered (%)	Service Level (%)
91	8	81

Unified Communications on Desktop & Mobile

gloCOM is a Unified Communications application available on Microsoft Windows, MAC OS and Ubuntu Linux designed to provide business users with a set of features and benefits capable of transforming a companies communications system into a real powerhouse.

While on the move – take your office with you and seamlessly transfer from desktop to your mobile device by using gloCOM GO our mobile application available on Google Android and Apple iOS.

DID YOU KNOW?

gloCOM integrates with Salesforce, ZOHO, MS Dynamics, SugarCRM, Zendesk, Bullhorn, vTiger, Pipedrive, and SuiteCRM using their REST or SOAP API. Proprietary CRMs can be integrated with gloCOM as well using our CRM SDK. This feature provides access to CRM accounts, contacts, and leads, Caller ID detection, support for uploading Call logs and Recordings, and more.

gloCOM Brands

Good branding sets you apart from the competition, improves a company's value, promotes recognition, and makes finding new customers easier. When choosing the right type of branding for your organization, there is no one-size-fits-all solution. This is why we have designed three different branding options for gloCOM.

gloCOM: Bicom Systems branded option includes the company's logo and branding.

Communicator: A non-branded option that removes all mentions of Bicom Systems. In addition to removing all of the Bicom Systems brandings from the application, users have the option to set the homepage and the help page links, as well as their own company logo via Bicom Release Manager.

OEM: Branded according to customers' specifications. This branding option removes all mentions of Bicom Systems and allows the customer to add their brand name, logo, set the homepage and the help page link, change the application name and icon.
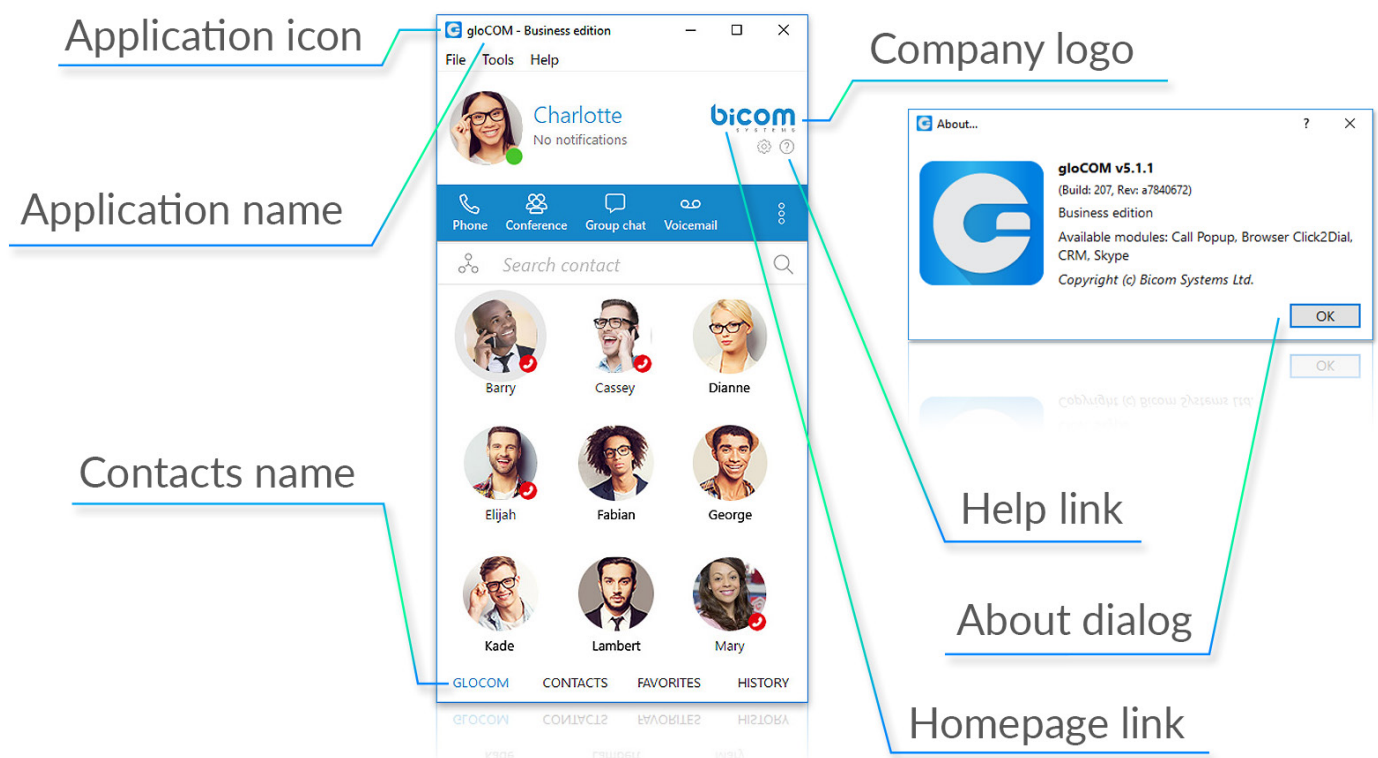
HOSTED or ON-PREMISE

At Bicom Systems, we offer both hosted and on-premise solutions for Unified Communications. When you choose the hosted deployment option, you are relieved of the burden of purchasing and maintaining the hardware. Companies that opt for the on-premise solution have the complete control over all their servers and data.

CONTACT BICOM SYSTEMS TODAY
to find out more about our services

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