RELEASE NOTES

gloCOM Web 7.0

bicom
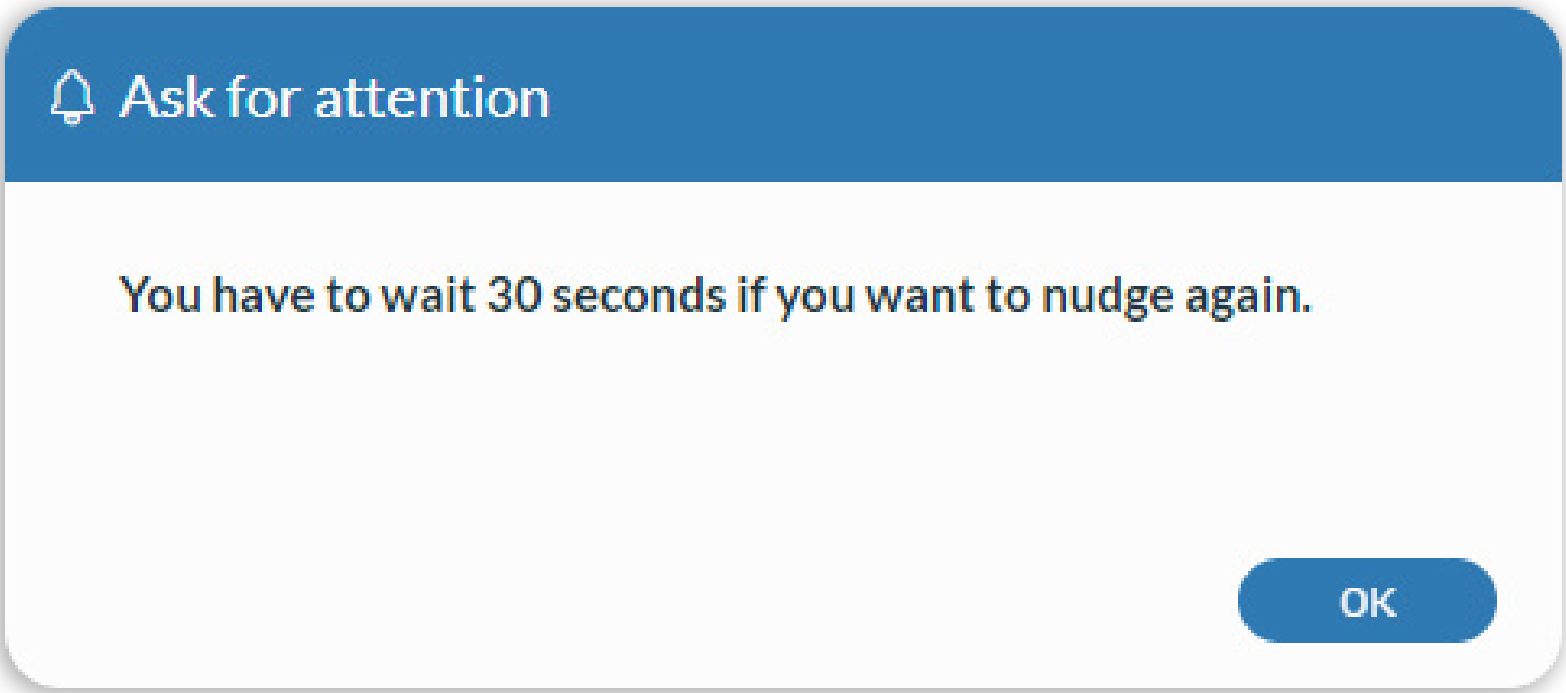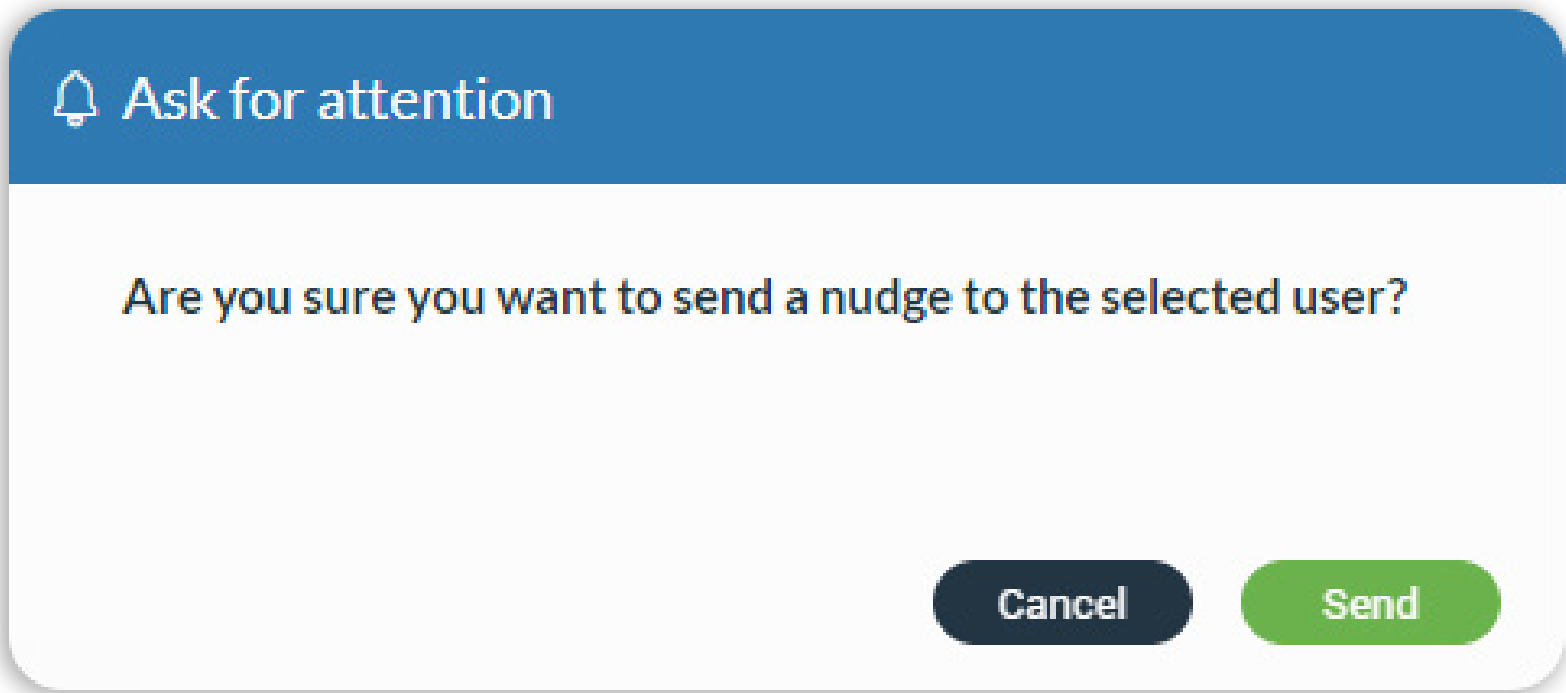S Y S T E M S

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FEATURES

Ask for Attention

Allows the user to ask the other side for immediate attention. Not available for group conversations.

To prevent feature abuse, users can only use the Ask for Attention feature every 30 seconds.

Call Popup

The Call Popup module can be used to push the call details to the browser-driven third-party software.

It is possible to do a Call popup based on the URL, which can be set per Queue and ERG. It can only be done if the option "Enable Queue/ERG URL Popup. If enabled, application will use URL configured on server." is checked. (Preferences → Modules → Call Popup).

Users can set the Call Popup to open when the call is started, answered, or finished. The user can specify whether to enable each setting for Inbound and/or Outbound calls or turn Silent mode on. In the Silent mode, a URL request will silently be sent to the server, meaning it will not open the web browser or a new tab in an already opened web browser.

The Call Popup is macro-based. In the URL field, the user can use the following macros: callerid, callerid name, extension, duration, called, did, direction, queue number, and queue name.

(e.g., In the Call started URL field, the user may enter yourcrm.com/calls?id=callerid% and check the Inbound calls below. Now, whenever the user receives a call from a customer Call popup will open the web browser up and write the customer's phone number in).

All of this information can be silently sent to the user's CRM server to create reports such as how many inbound calls has the user received, how many outbound calls has the user made, average call duration, etc.

Call Parking

Call Parking

Allows the user to park a call so that another user can pick it up. The user can park a call by clicking the Park button and choosing a parking lot from the provided list.
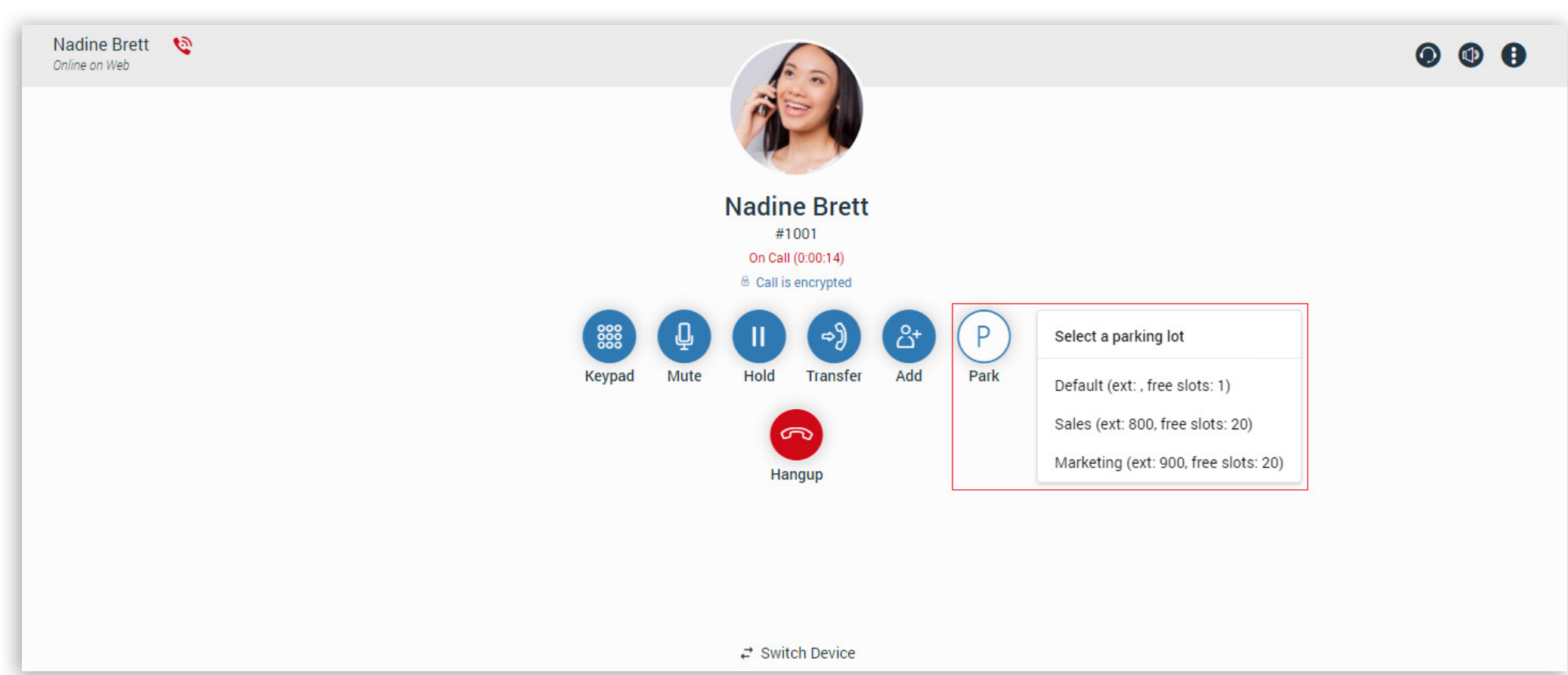
After the parking lot is selected, a confirmation dialog box will appear. This dialog can be prevented from appearing again by checking the Do not show this message again option.
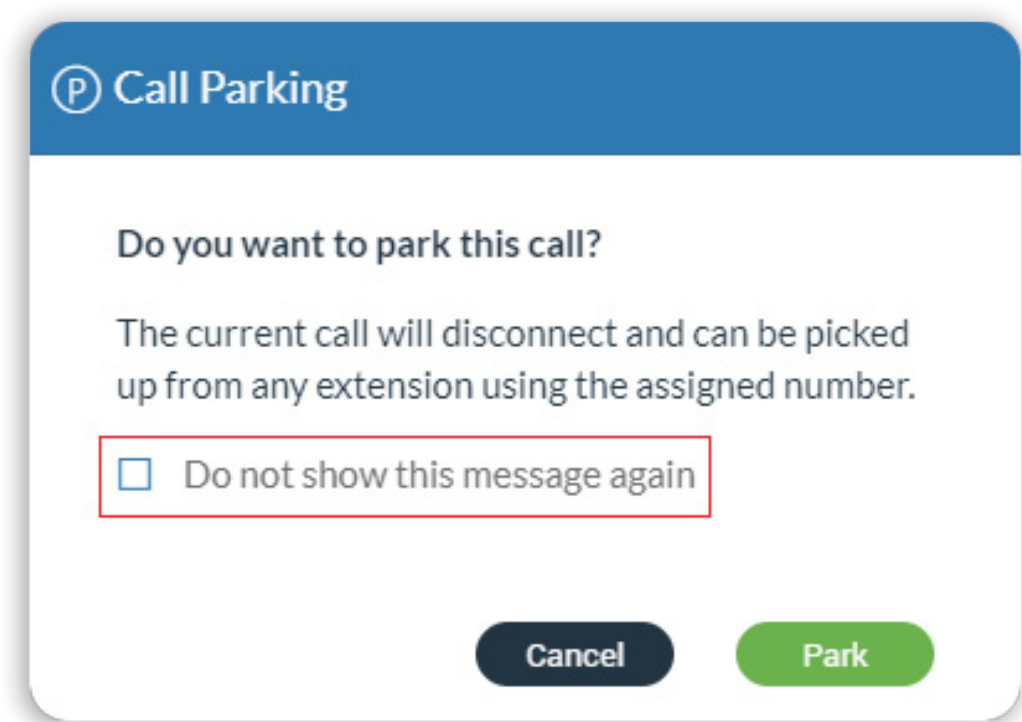
Parked Calls

Once a call is parked, it can be picked up by clicking on the additional options in the top right corner of the navigation bar and then selecting Parked Calls or dialing the parked extension.
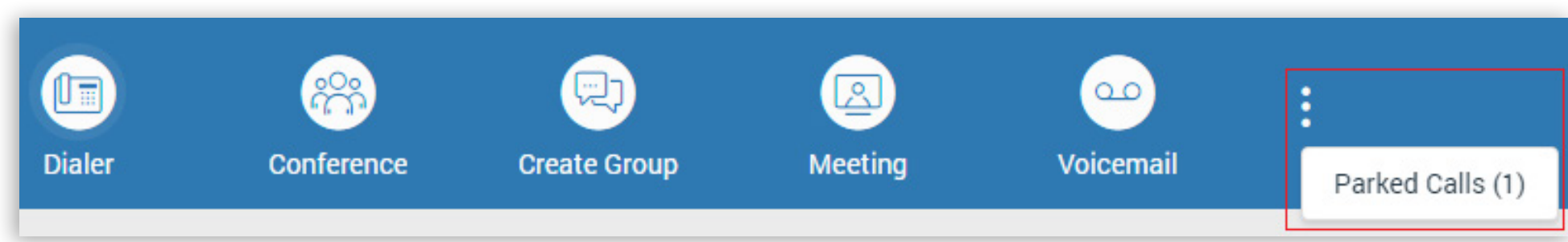
In the Parked Calls section, users can filter calls by selecting the My Calls or All Calls buttons.

SMS / MMS

Introduction

An SMS feature allows users to send/receive SMS/MMS messages.

The MMS message is an enhancement to the standard SMS message. The main difference between the two is that the user can send multimedia and other files in their messages via MMS. It includes media such as videos, pictures, audio clips, GIFs, etc. The maximum file upload size is 500 KB or up to ten (10) files per message. MMS also allows up to 1000 text characters in a message.
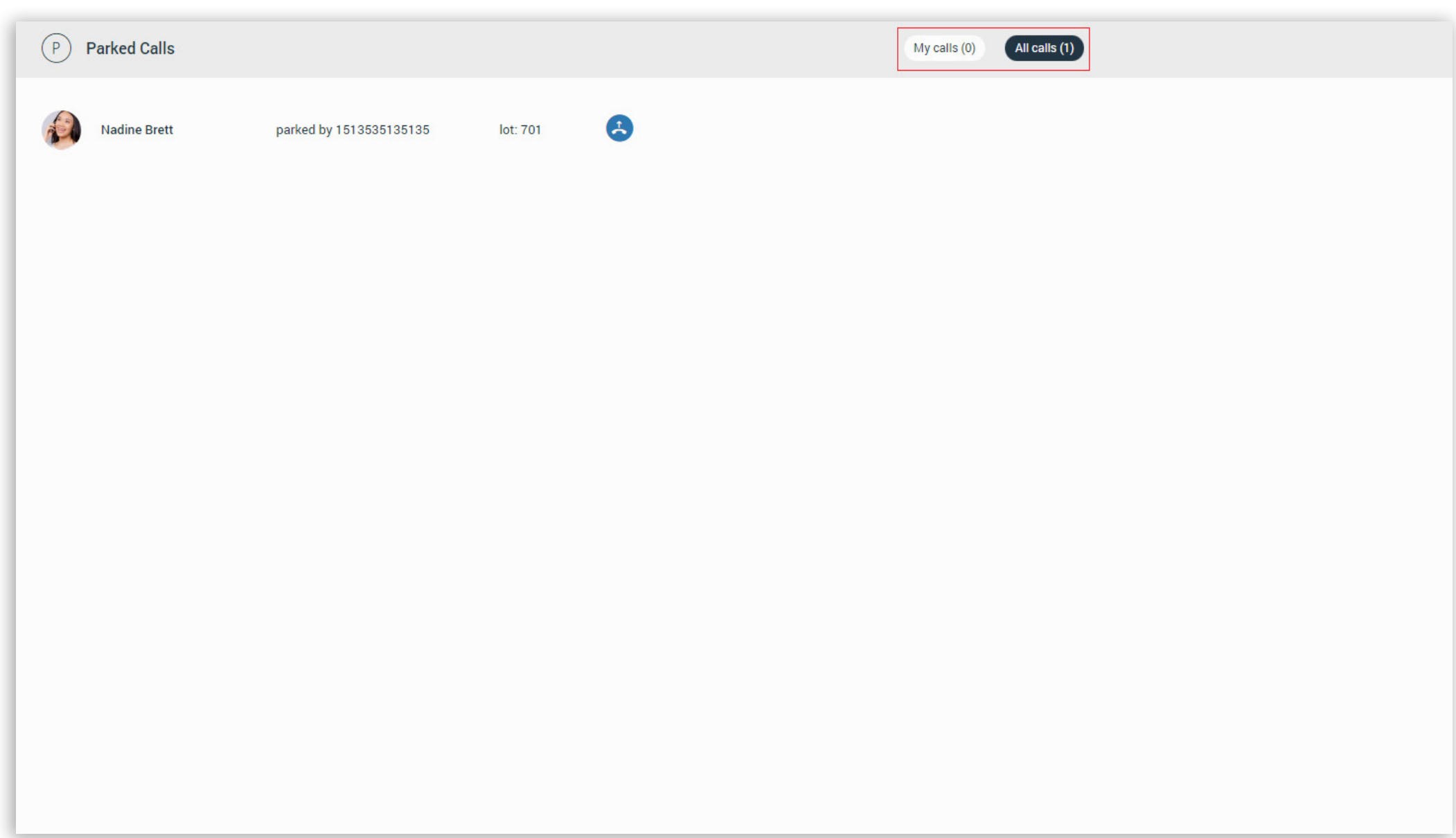
Note: The gloCOM Web app allows users to synchronize their SMS conversations and messages across multiple devices, ensuring they can access their messages from any of their personal devices that have the gloCOM app installed.

SMS Number

If a user has associated an SMS number with their Extension, they can see it by opening the Personal Information screen.
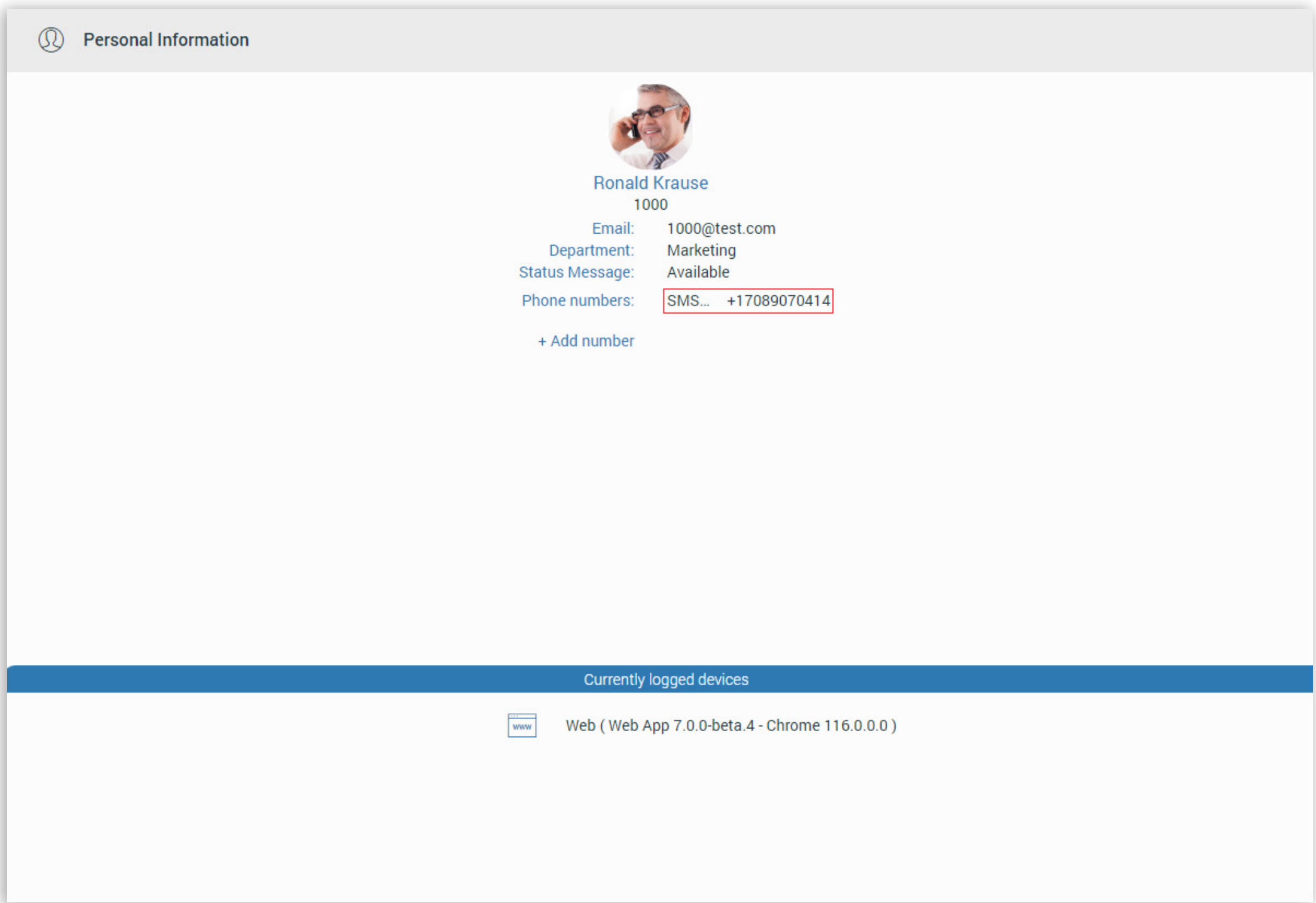
To see the SMS number of the contact, open the Contact Information screen.
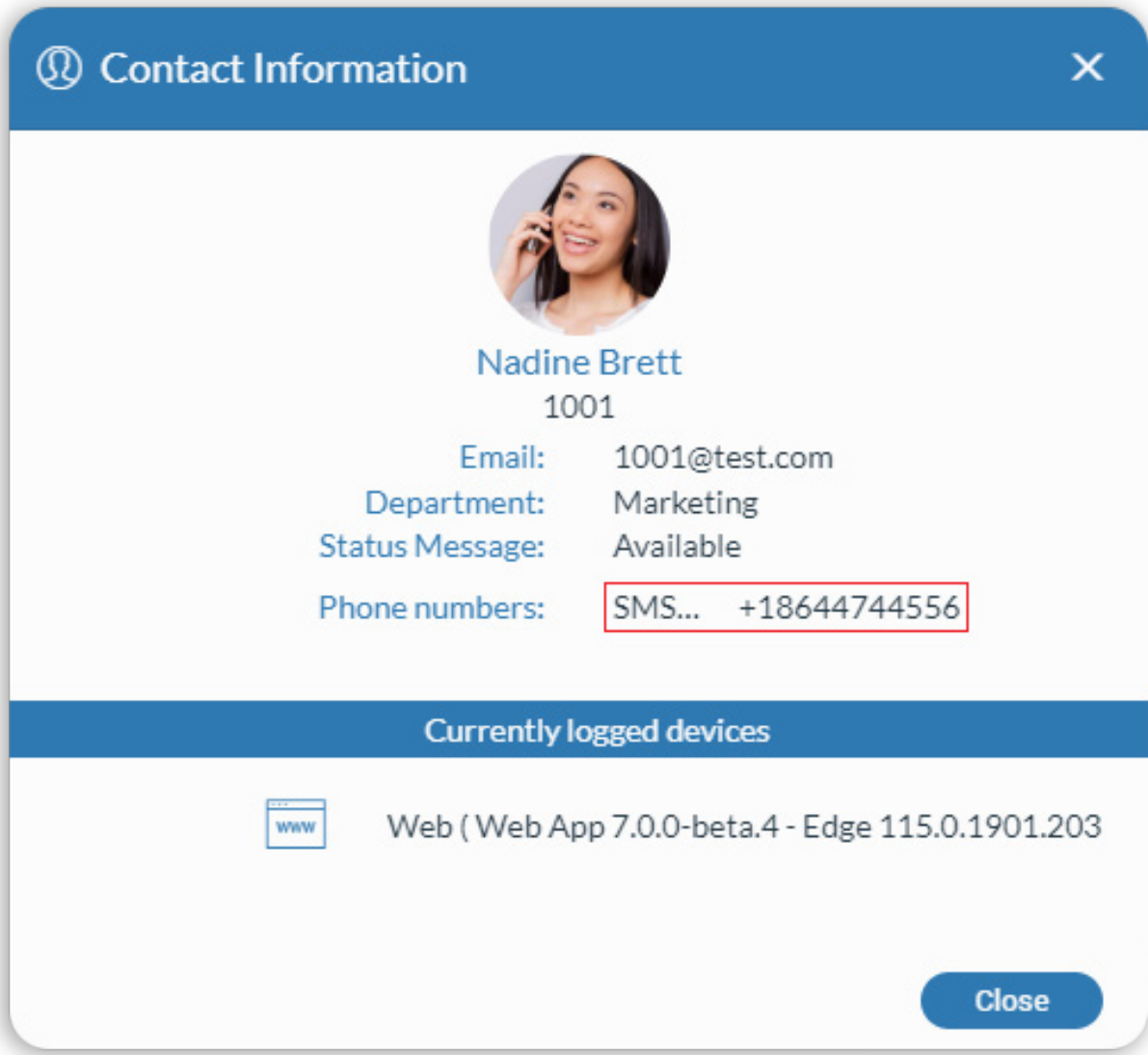
Shared SMS Number

An SMS number can be shared between multiple extensions. In that case, if the user receives a message from a number used by multiple extensions, the SMS conversation will be displayed as in the picture.
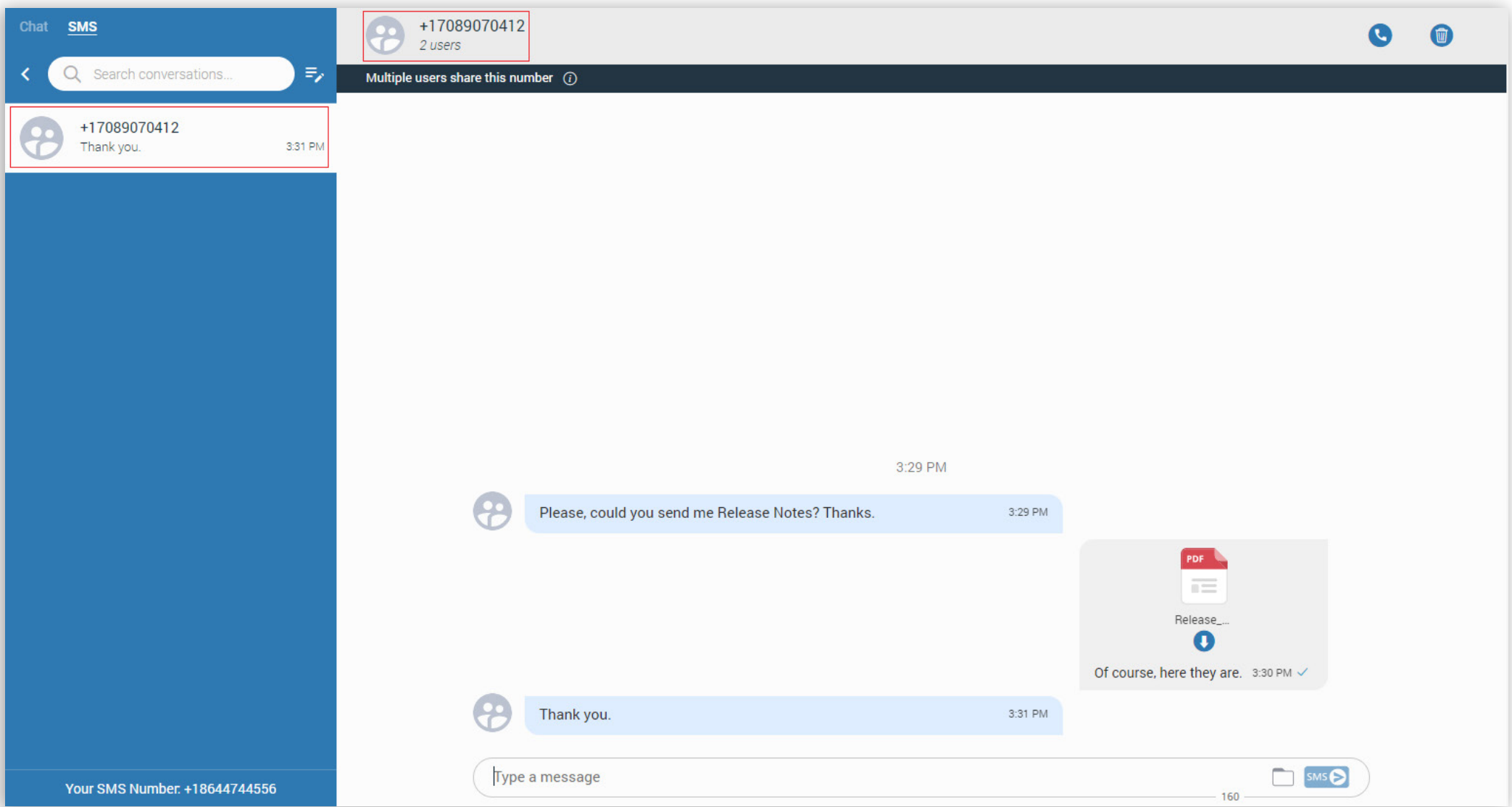
Note: All extensions using this number can see all sent/received messages.

Furthermore, within the conversation, click the label below the context bar to see who uses this SMS number.
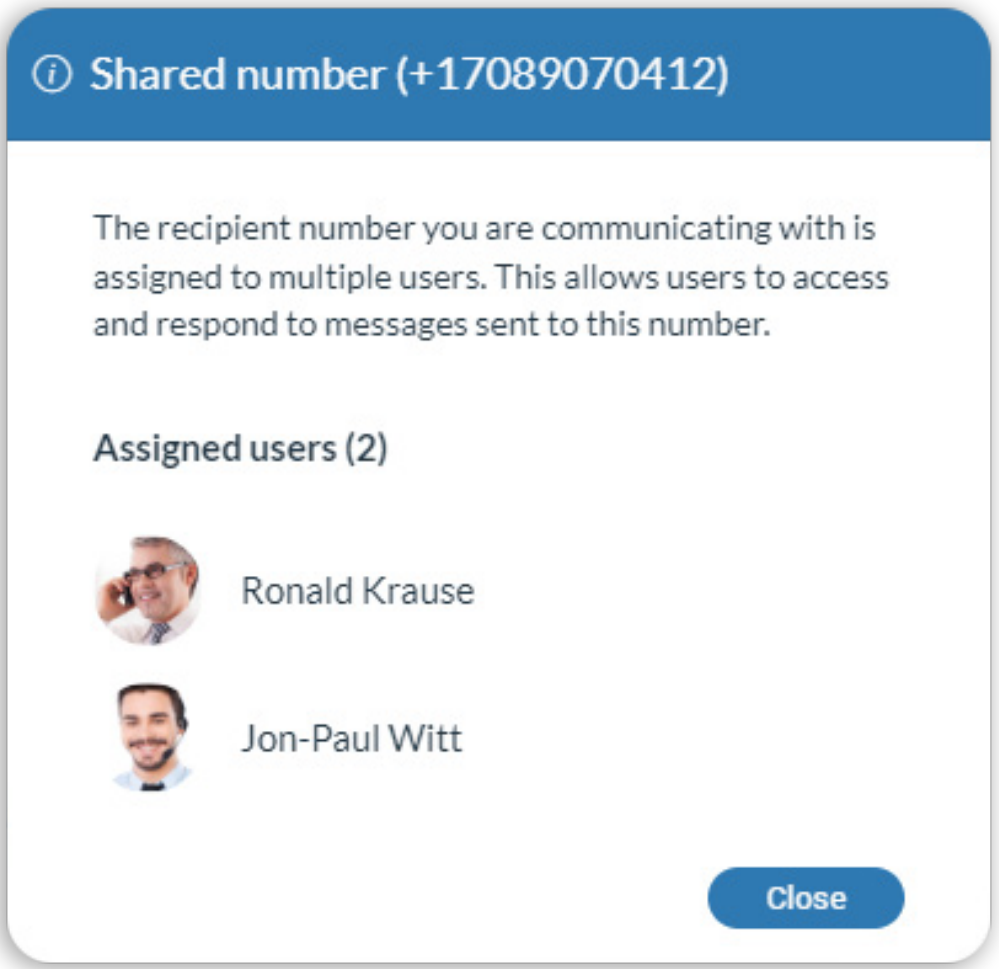
Your messages and messages of the other users you share the number with will have a header with their name and avatar as in the picture.
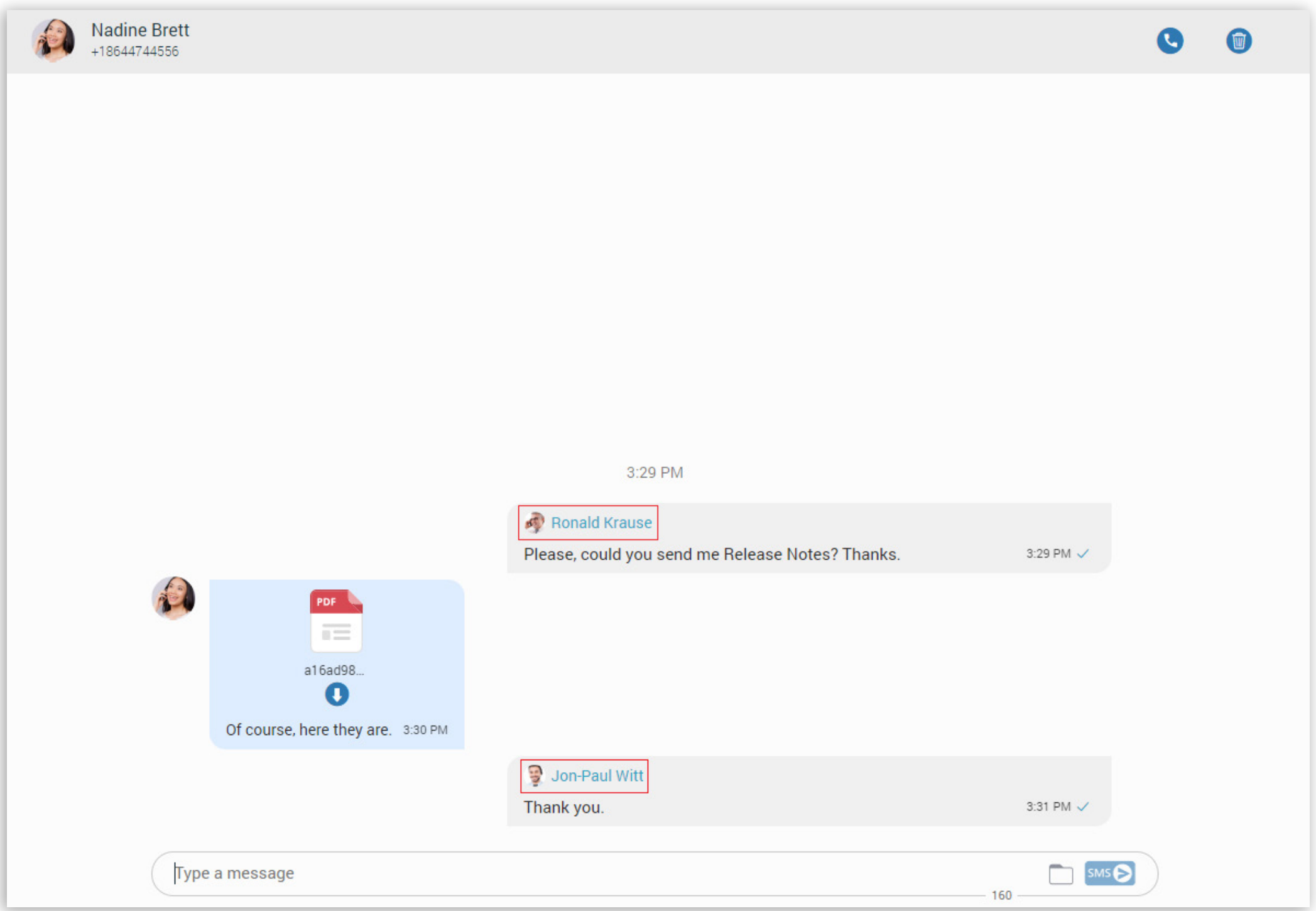
Start an SMS conversation

To start an SMS conversation, right-click on the contact within the contact list, and select the Send SMS option from the drop-down menu.
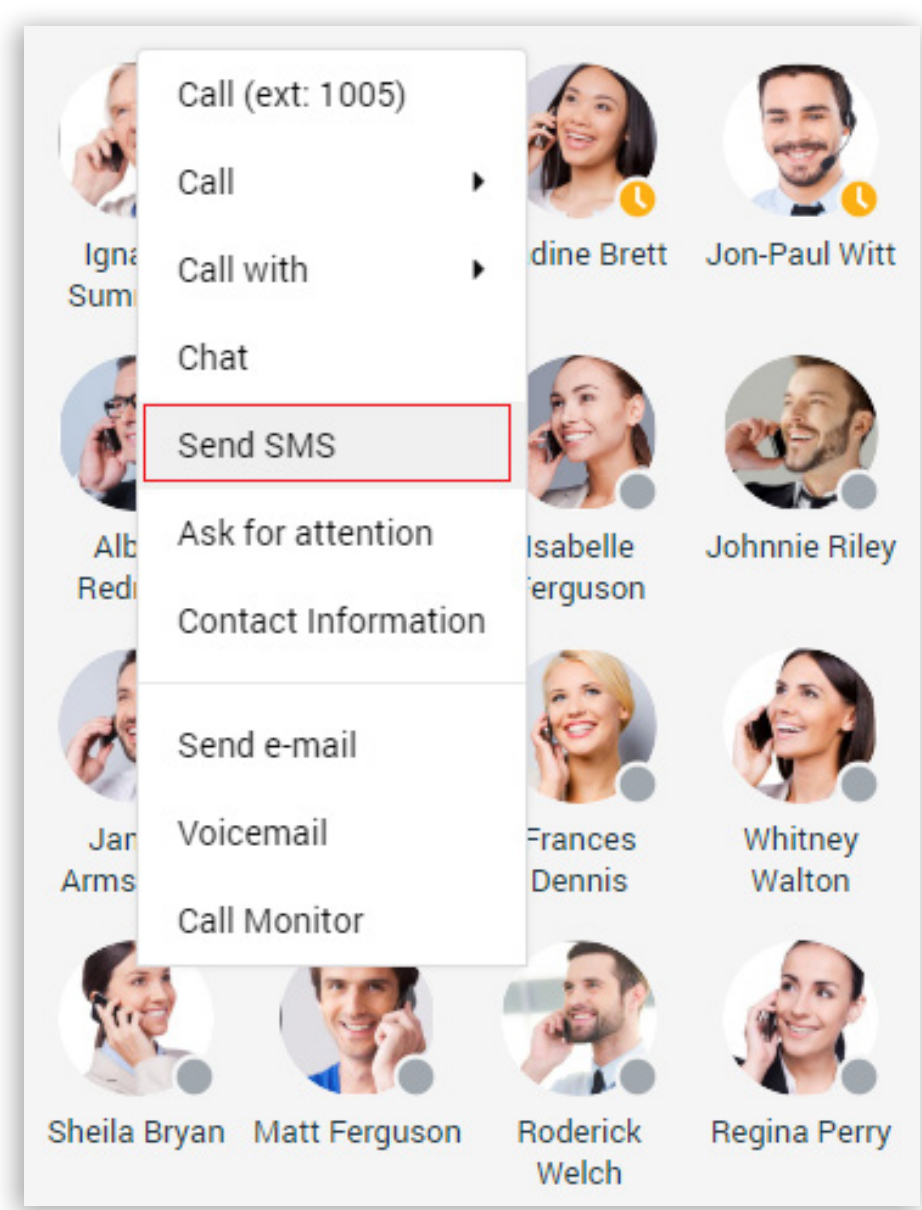
The second way is starting the SMS conversation from the group chat. To do this, click on the contact's avatar within the group conversation, and from the drop-down menu, select the Send SMS option.
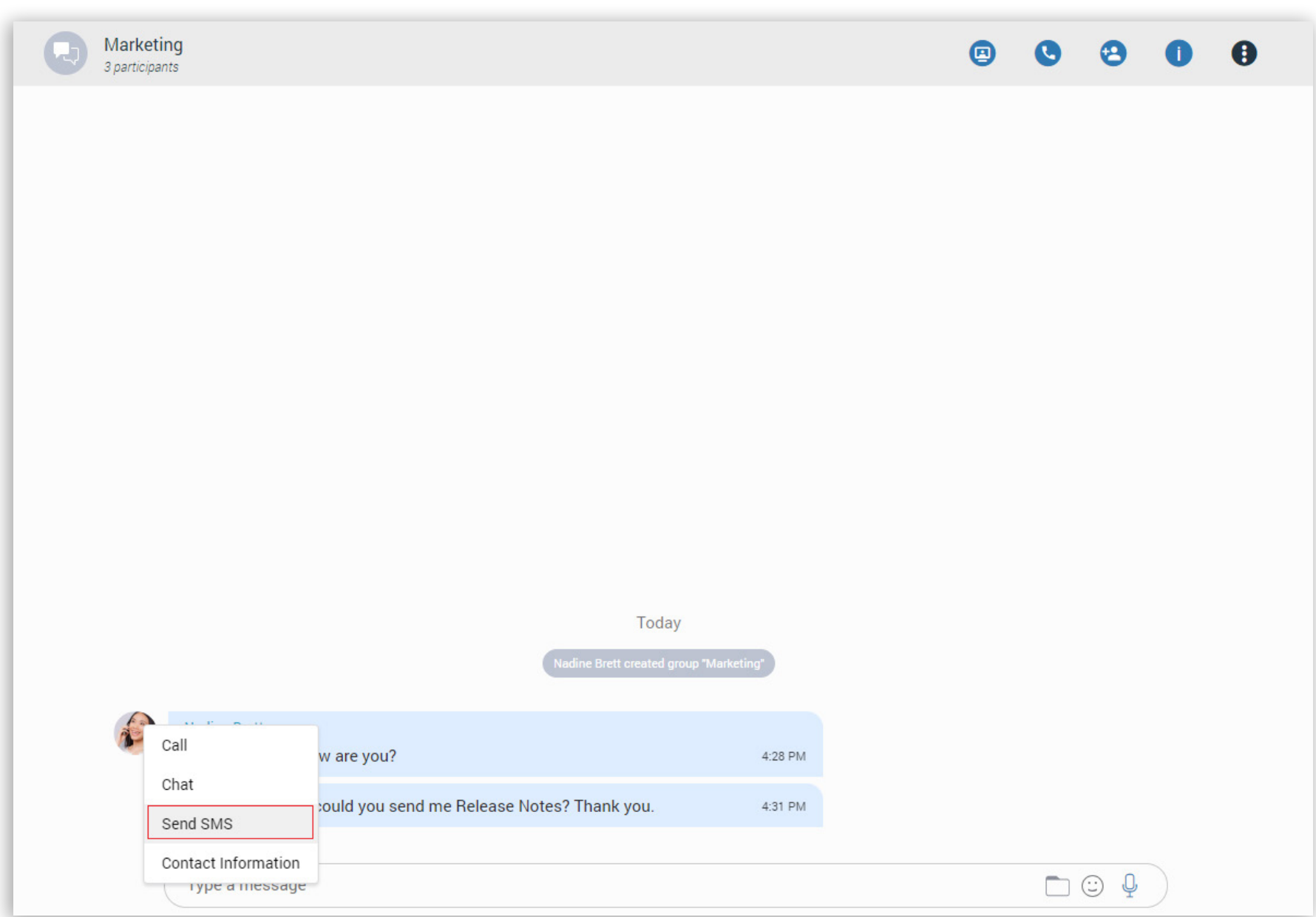
The third way is by clicking on the SMS tab below the avatar image on the left side of the screen.
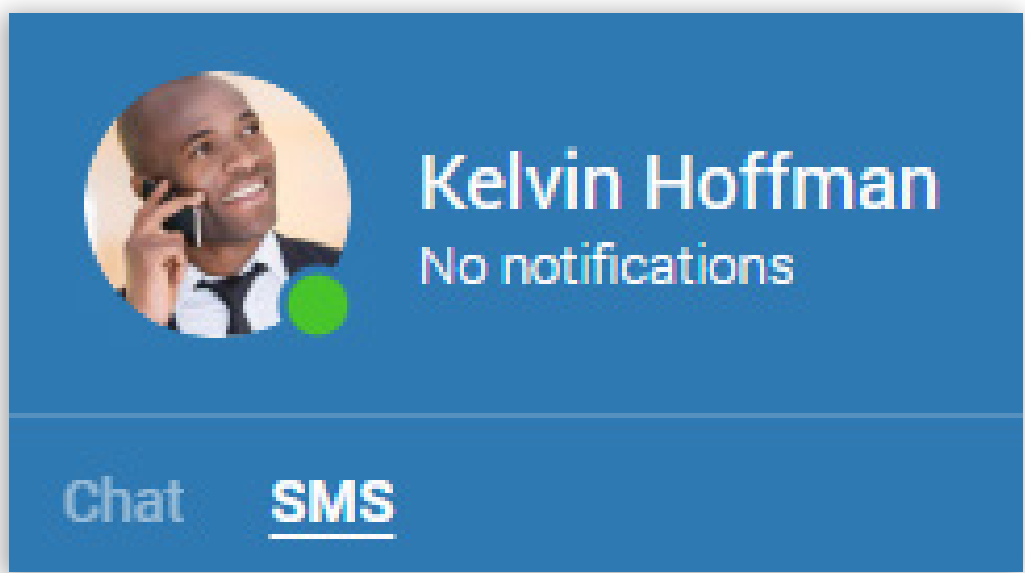
Note: If an SMS feature is enabled, the Chat and SMS tabs are displayed below the avatar image. Otherwise, only the chat conversation list will be available.

By clicking on the "Create new SMS" button, a list of contacts to whom the SMS message can be sent will open.
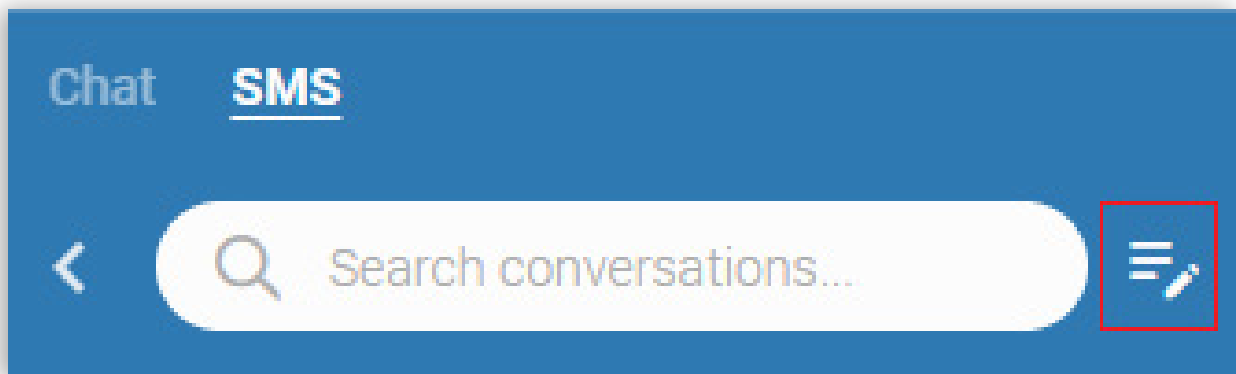
The list contains only the extensions associated with the SMS number and the contacts from the local and central phone book.
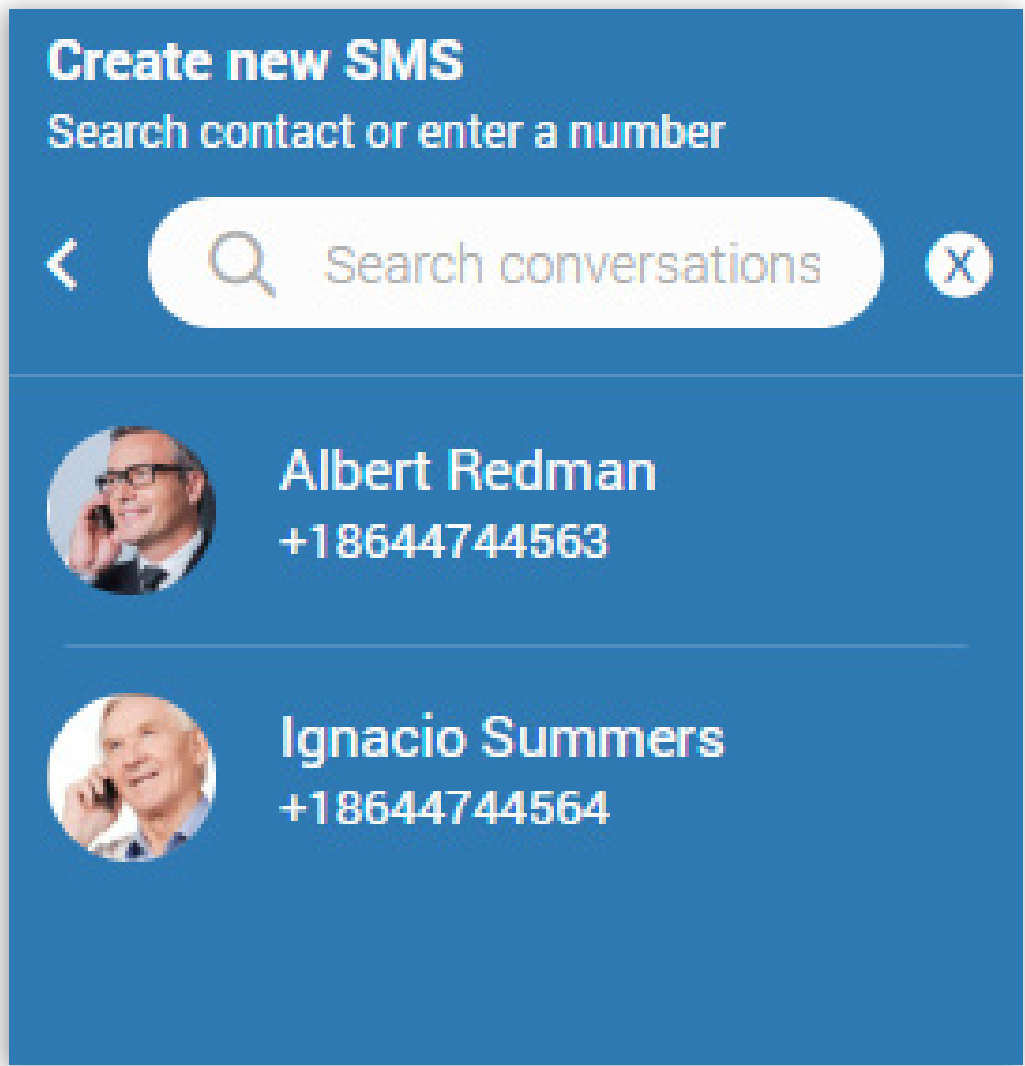
After selecting the desired contact, the SMS conversation will be created and displayed in the middle of the screen and within the conversation list.
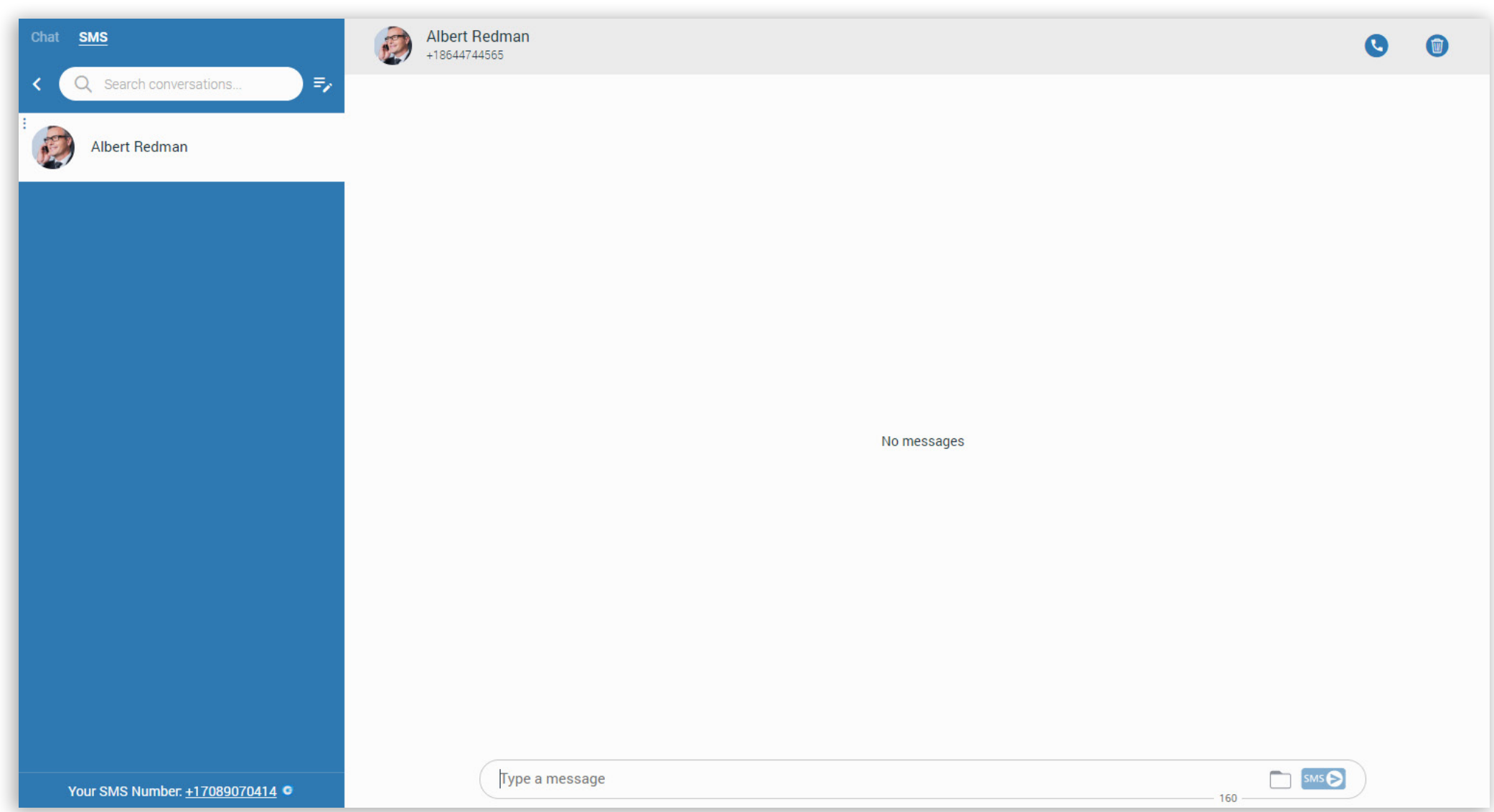
However, if the contact has multiple phone numbers, a modal dialog box will be displayed, asking the user to choose the number to which they want to send an SMS message to.
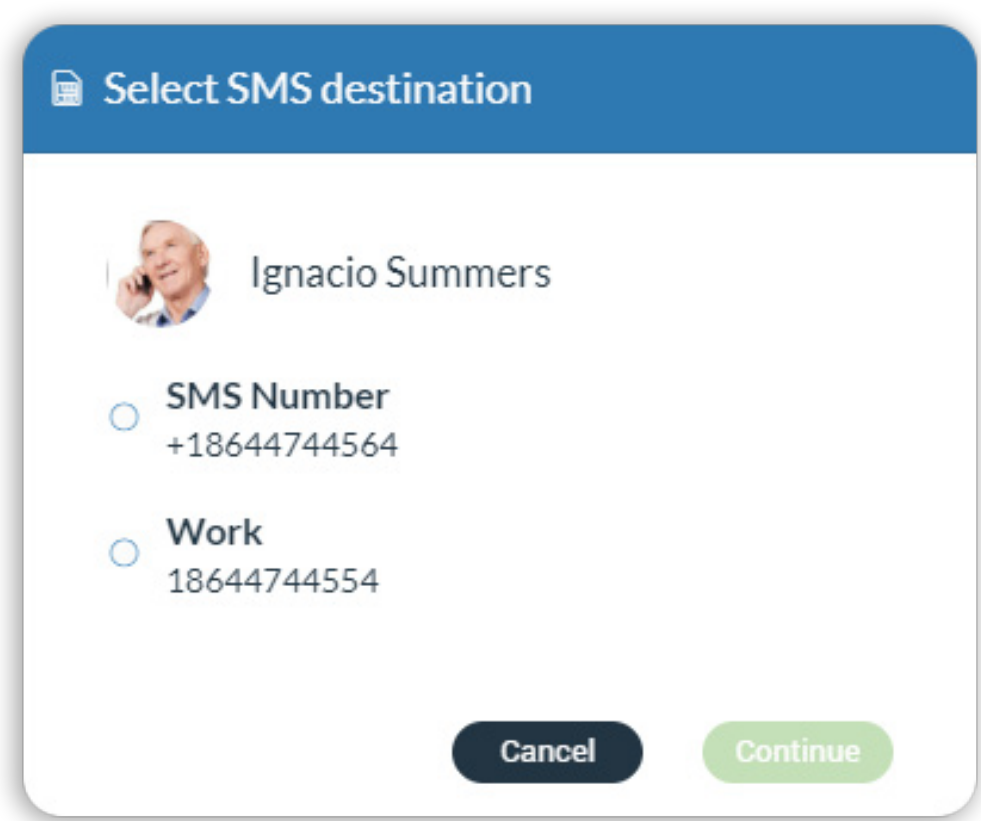
Note: If the number is not written in the +E164 format, a modal dialog box will be displayed, asking the user to correct the number format.
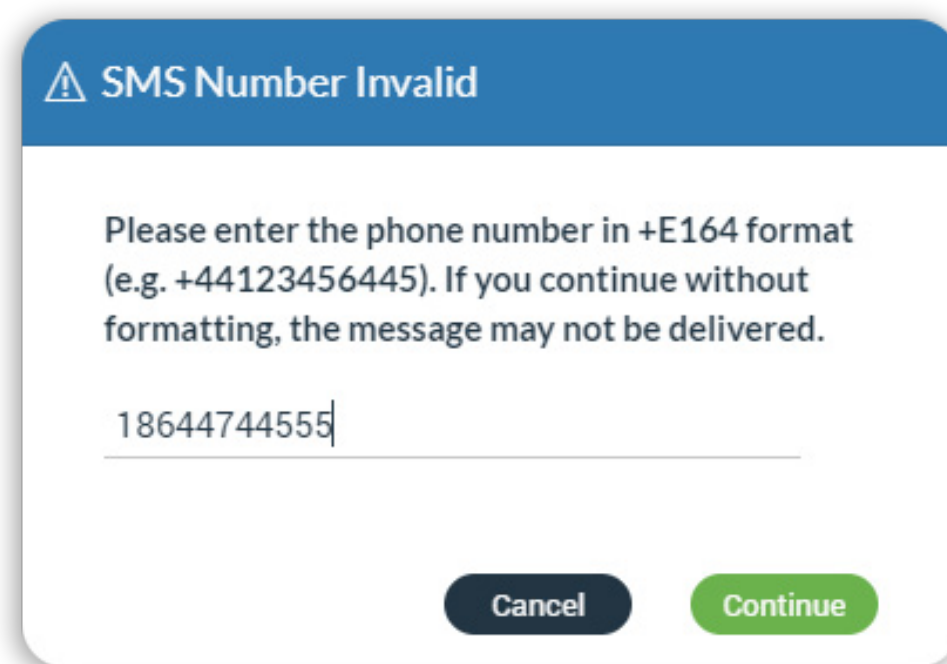
Additionally, instead of selecting a contact from a list, users can enter the number to which they want to send an SMS message to.
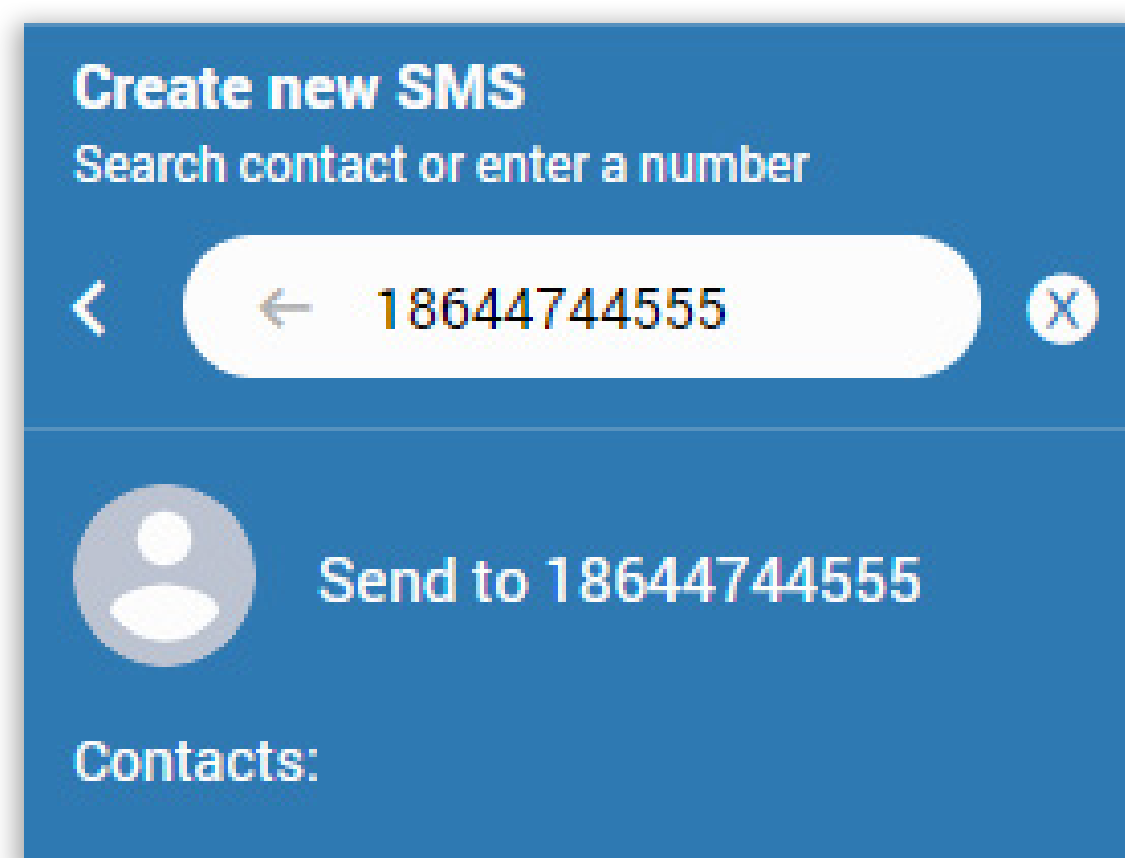
SMS conversation list

The SMS conversation list contains a search field, which can be used to filter existing conversations or to start new ones in case the user enters the contact's number. To collapse the conversation list, click on the arrow positioned on the left side of the search field. As mentioned, the "Create new SMS" button on the right side of the search field is used for creating new SMS conversations.

Below the search field is a list of all of the user's conversations sorted by their most recent activity.
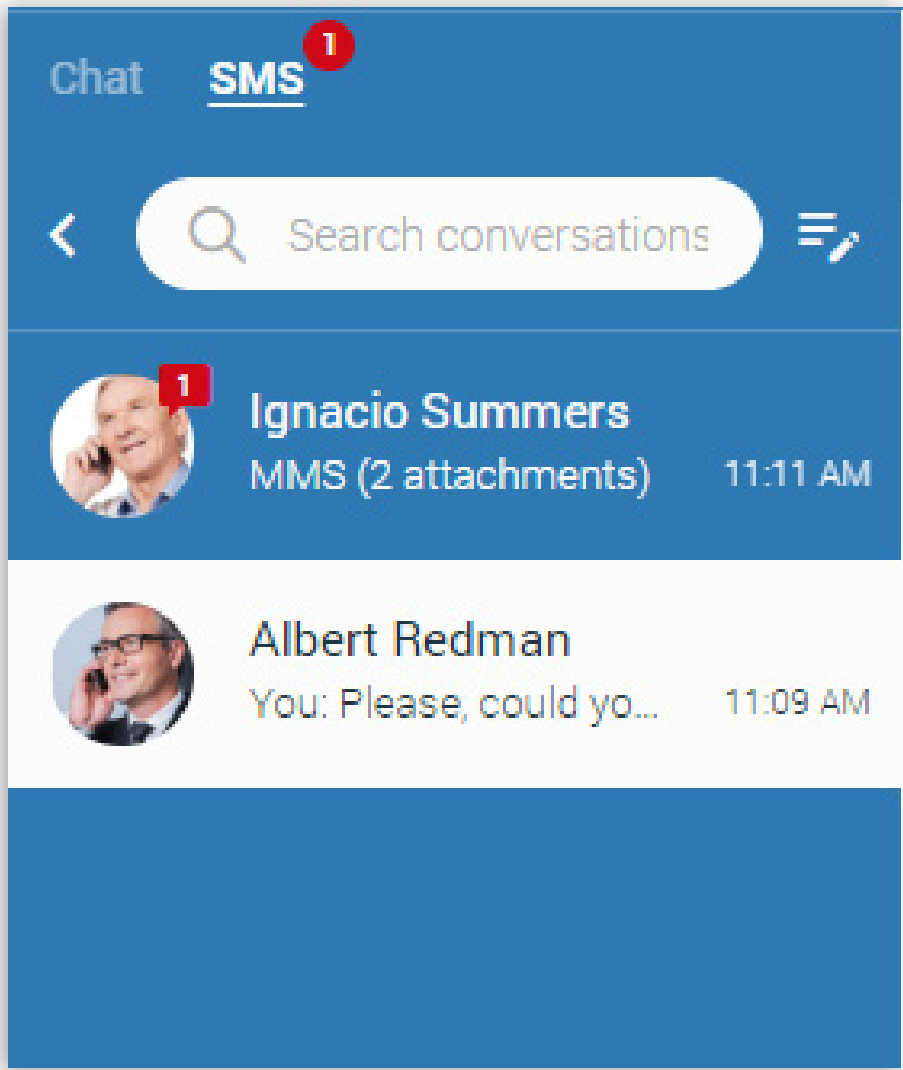
Note: The associated SMS number (or alert message) is displayed at the bottom of the list. What will be displayed depends on whether the SMS option is enabled or not.

If the user has associated an SMS number with their extension, the SMS number will appear. It means that they can send/receive SMS/MMS messages.

Suppose the SMS number is not associated with the user's extension. In that case, the alert icon will appear with the message "No SMS number assigned", meaning that SMS/MMS messages cannot be sent or received by said user.

To delete an SMS conversation, hover over it and click on the Additional Options button which is represented by three dots in the upper left corner of the hovered conversation.
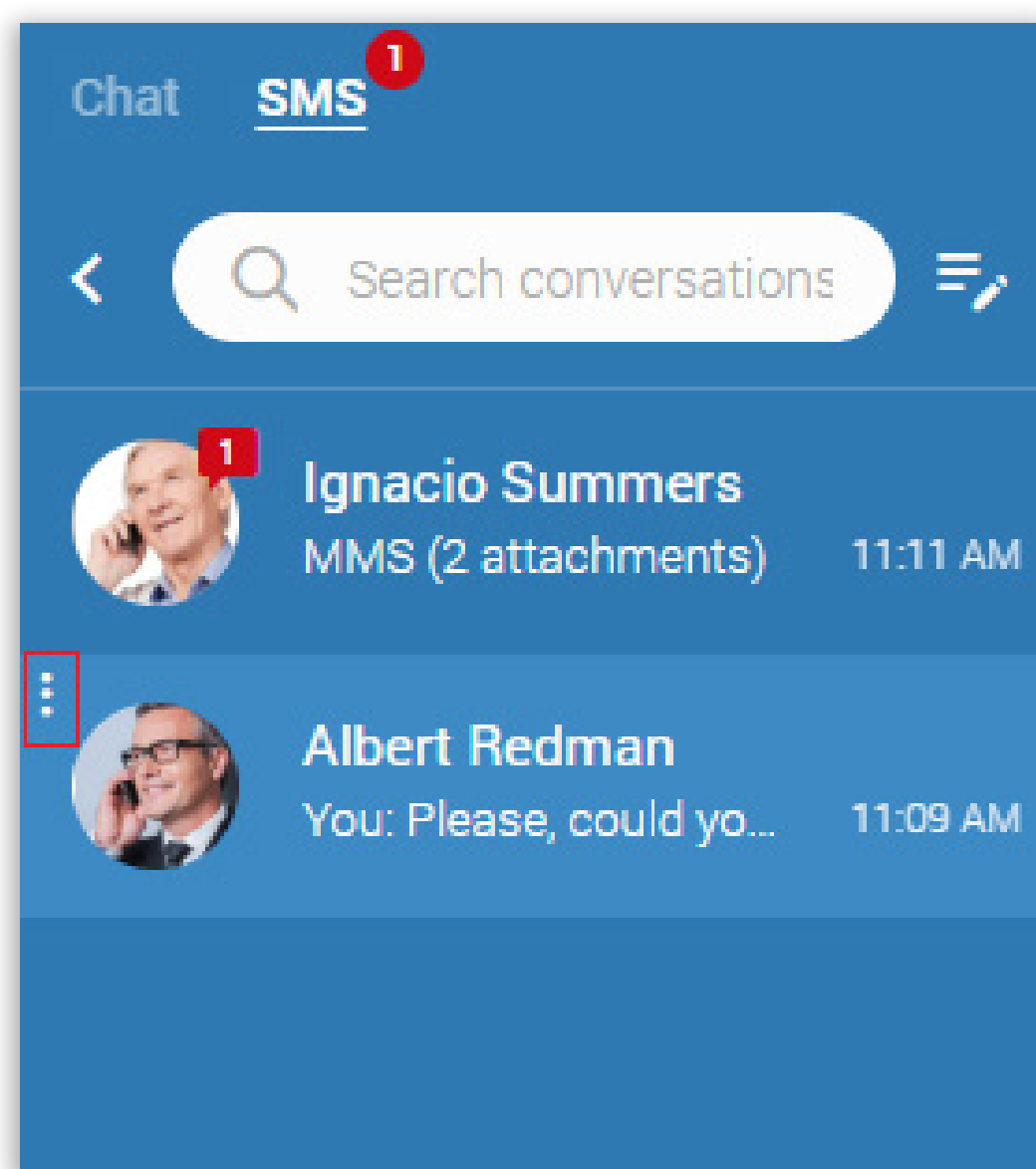
Clicking the Delete option will open a modal dialog box with the following message "Are you sure you want to delete this conversation?". Click the Delete button to delete the conversation or the Cancel button to cancel the action.
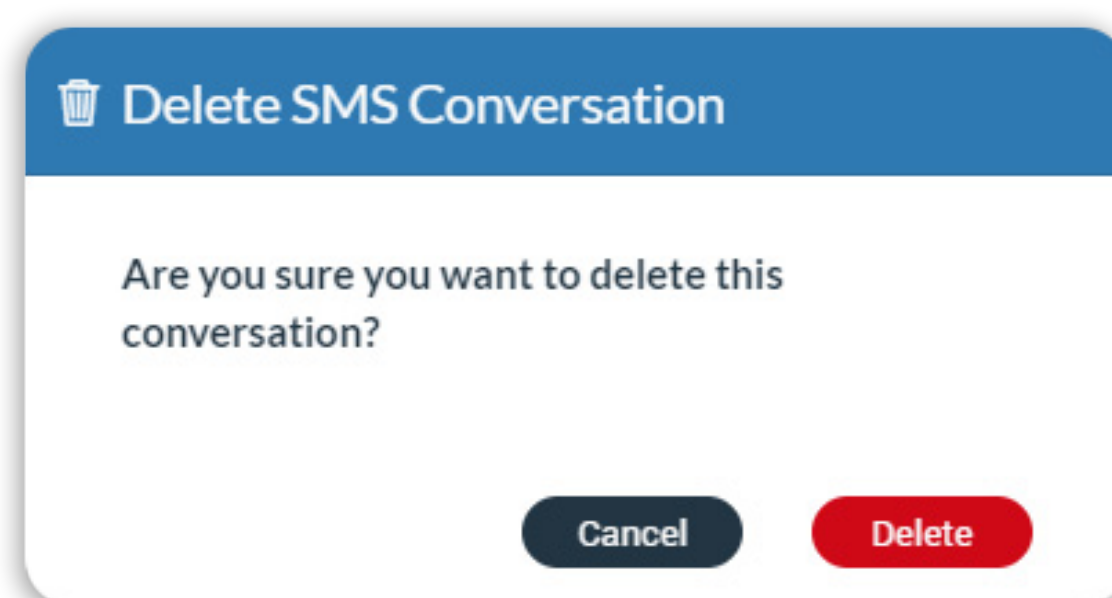
SMS messages view

The SMS messages view is positioned in the middle of the screen.

At the top of the view is a context bar with two options:

1. To call the currently selected user.

2. To delete the current conversation.

All exchanged SMS/MMS messages will be displayed within the area below the context bar.

Note: The gray rectangle represents outgoing messages, and the blue one represents incoming messages.

Right-clicking within the gray or blue rectangle brings the delete options for deleting the specific message. Additionally, clicking on the three dots on the right side of the rectangle gives the same result.
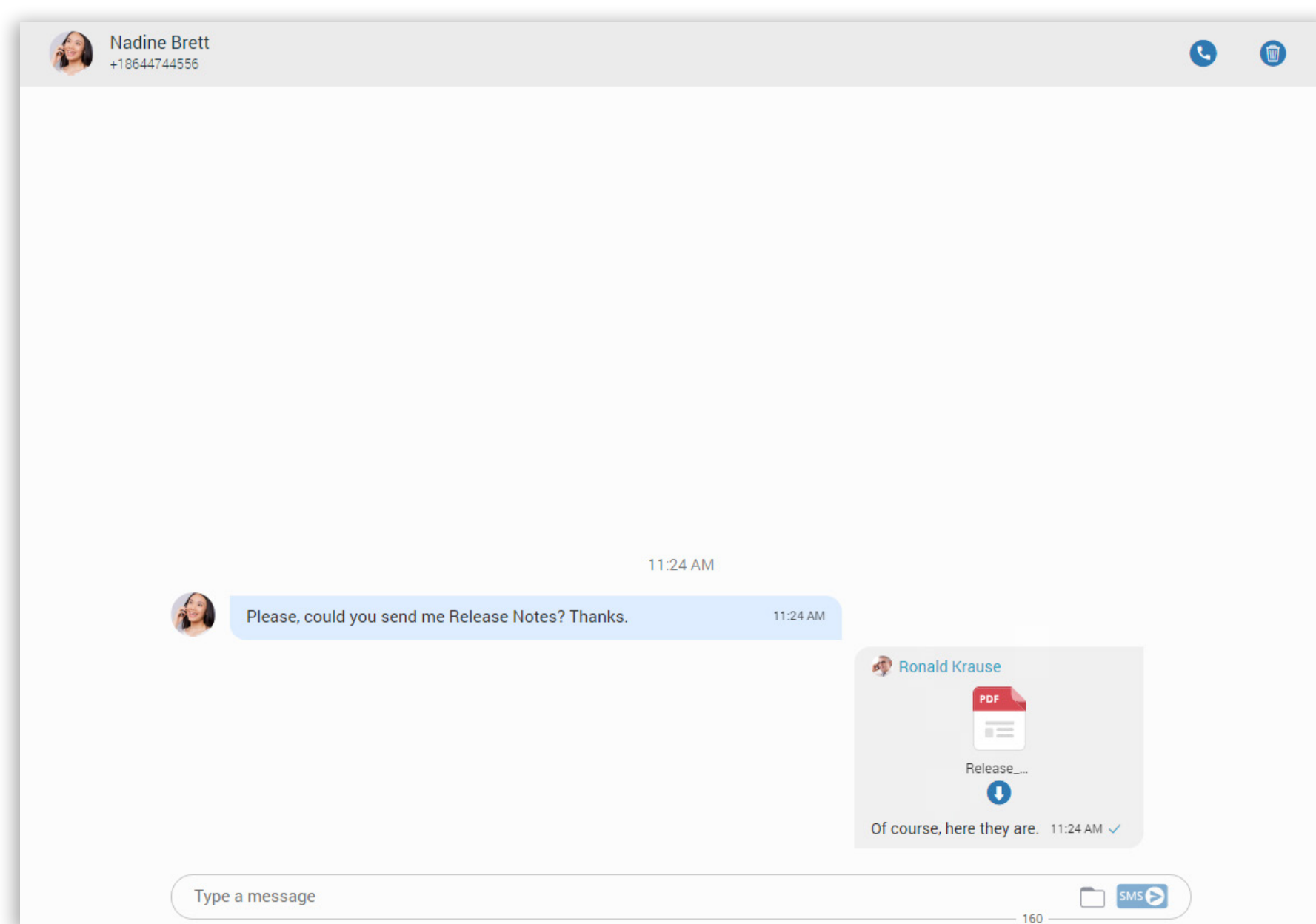
The SMS/MMS messages can be sent using the input field at the bottom of the SMS conversation. After entering the text message or uploading the media files, you can send the message by pressing the SMS/MMS button on the right side of the input field (The Enter key on the keyboard represents a new line.).

While writing the SMS message, the counter at the bottom of the input shows the number of characters that the user has remaining for the current message. It is not possible to send more than four (4) messages at a time.

A folder icon which is used for sending files can be found next to the Send SMS icon. Clicking on the icon opens up a dialog box where the user can select up to ten (10) files to be sent to the currently selected conversation.

Note: The user can upload a max of 500 KB of multimedia data.

Additionally, the user can upload files by dragging them from Windows Explorer (Finder on macOS) to the message area. If the amount of selected data is larger than 500 KB or more

than ten (10) files are selected, a pop-up message will appear displaying the following: " # file(s) were not added since they exceeded the maximum size. The maximum size for MMS attachment is 500KB."

Please note that supported MMS files are as follows:

- **Image Files:** jpeg, png, gif

- **Audio Files:** MP3, OGG, AMR

- **Text Files:** PDF, Vcard, txt

- **Video Files:** mp4

The application will compress images (jpeg and png) before sending them, allowing the user to send images larger than 500 KB. The application will preserve the quality as much as it possibly can and adjust the resolution as needed.

If a file is selected, an SMS message becomes an MMS message, and the counter of the remaining kilobytes is displayed instead of the character count.

After selecting the files, a thumbnail with the file name for each individual file will be displayed above the text area within the input field.

Also, you can remove chosen files from the MMS message by hovering over them and selecting the blue circle with a white dash at the top right corner of the file's thumbnail.
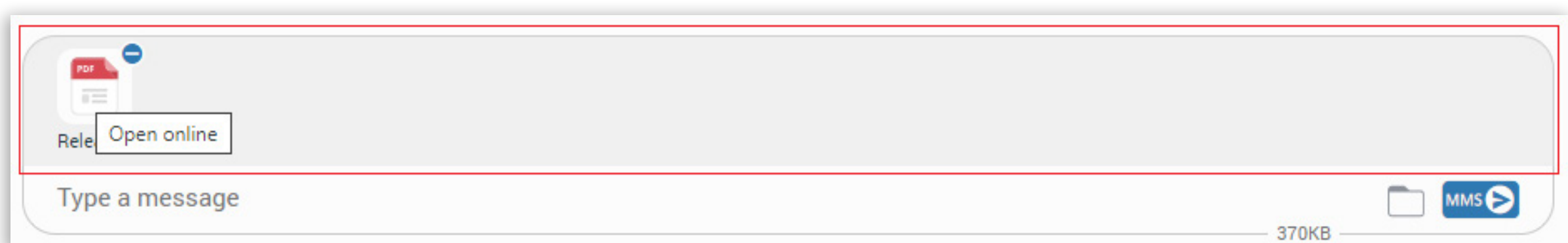
Note: Clicking on the thumbnail will try to open the corresponding file in the web browser.
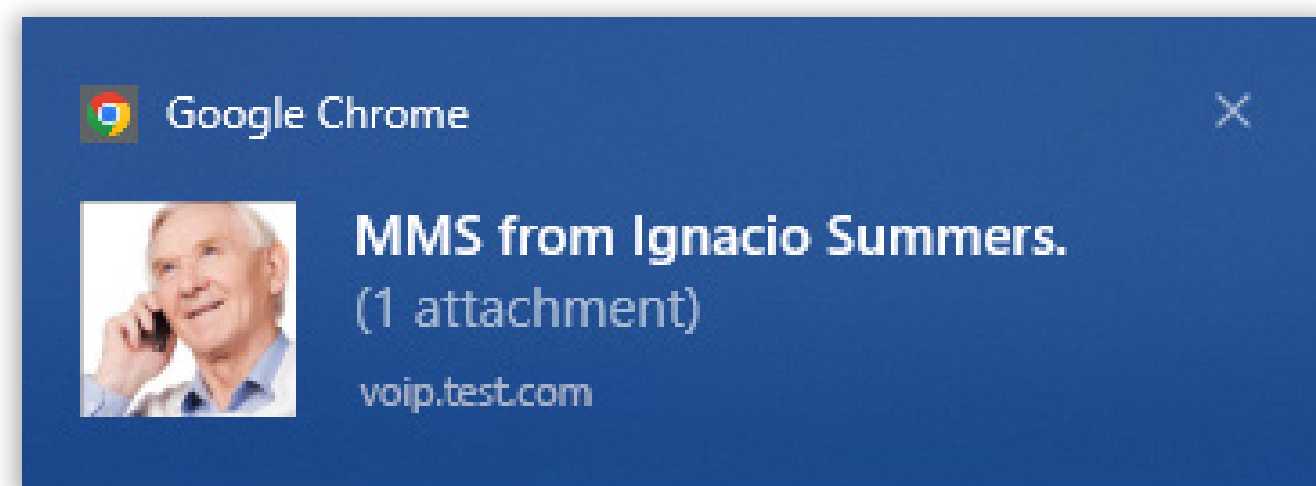
SMS Message States

The SMS/MMS message has only three states:

- Sending

- Sent (It does not mean that the message was delivered.)

- Failed (When the SMS/MMS message is in this state, click the Retry option to try sending it again.)

SMS/MMS Notifications

SMS/MMS notifications have the same behavior as chat notifications. When the SMS/MMS message is received, a notification pops up.

**Note:** The app will display the number of unread SMS messages.
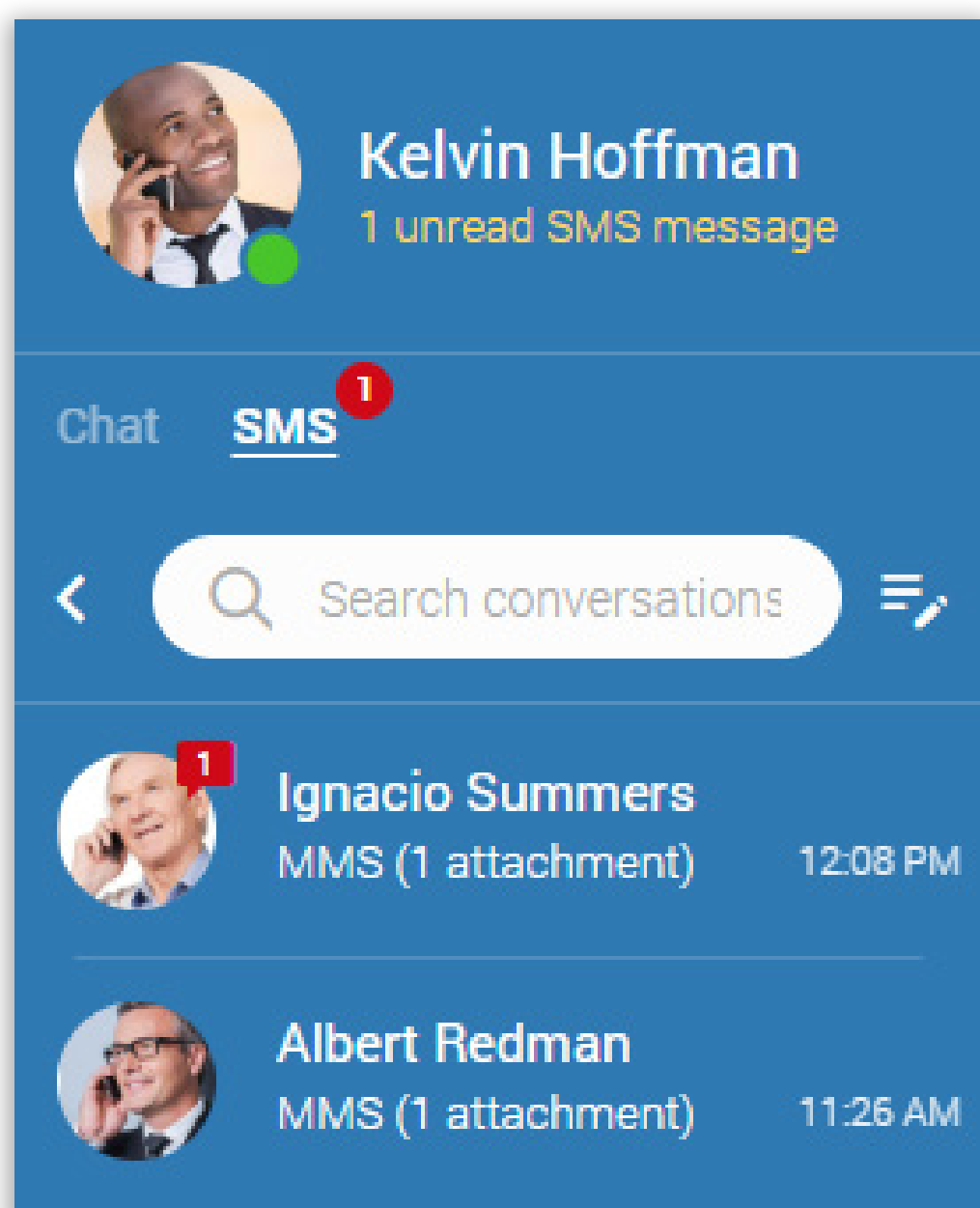
Meeting Co-Organizers

As a Co-Organizer, the user has the ability to start, edit scheduled meetings, add/remove participants, and assign new Co-Organizers.

Note: External participants cannot be assigned as Co-Organizers.

Assigning participants to Co-Organizers can be done by dragging and dropping them from the contact list to the Co-Organizers list or by clicking the three dots button next to the participant within the participant's list and selecting the Assign Co-Organizer option.
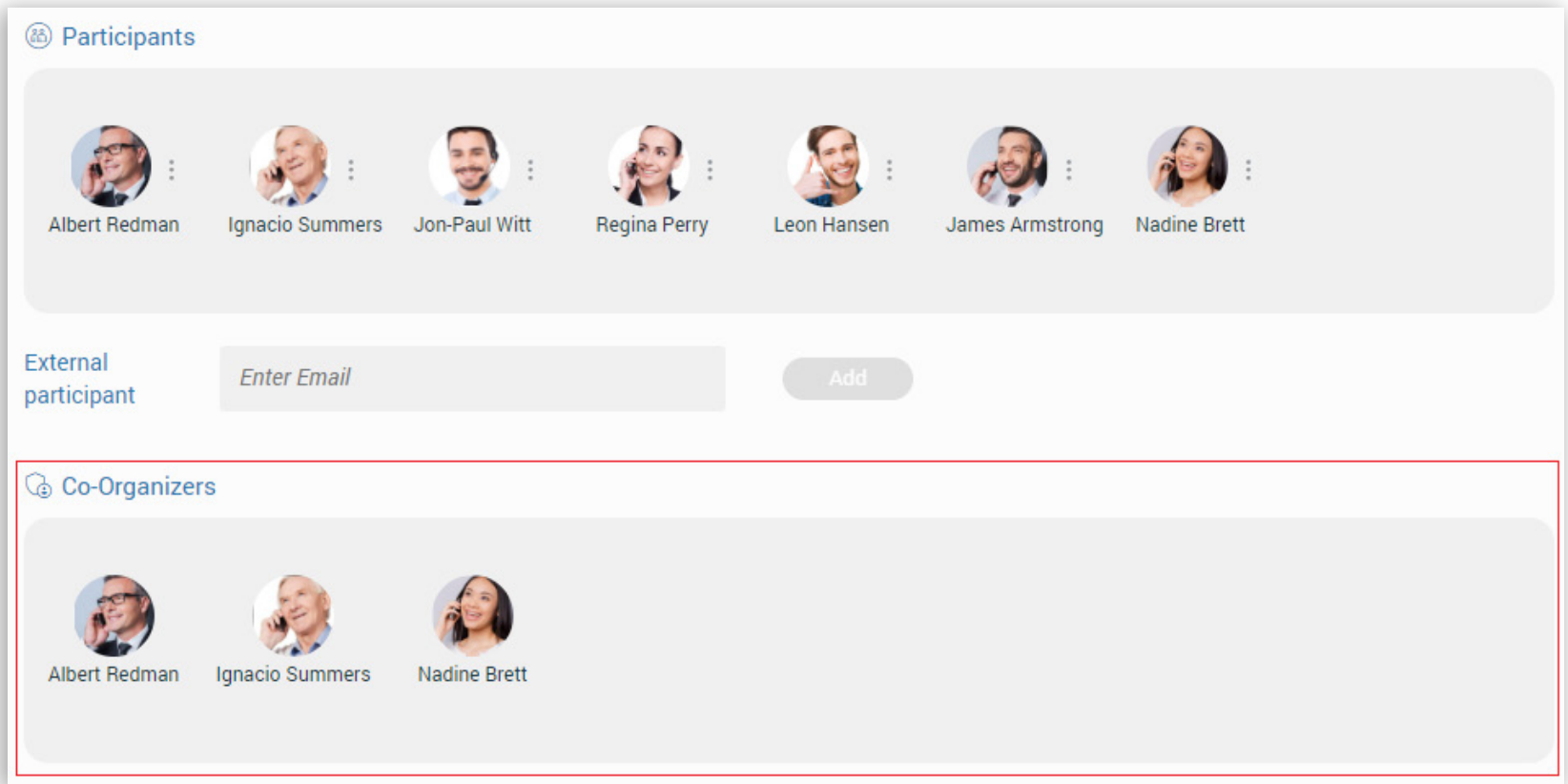

Removing the Co-Organizer from the Co-Organizer's list can be done by clicking on them within the Contacts/Participants/Co-Organizers list or by clicking the three dots button next to the participant within the participant's list and selecting the Remove option.

Note: The Co-Organizer cannot remove other Co-Organizers, which can only be done by the meeting administrator.

Meeting Auto Join

Automatically join a meeting.
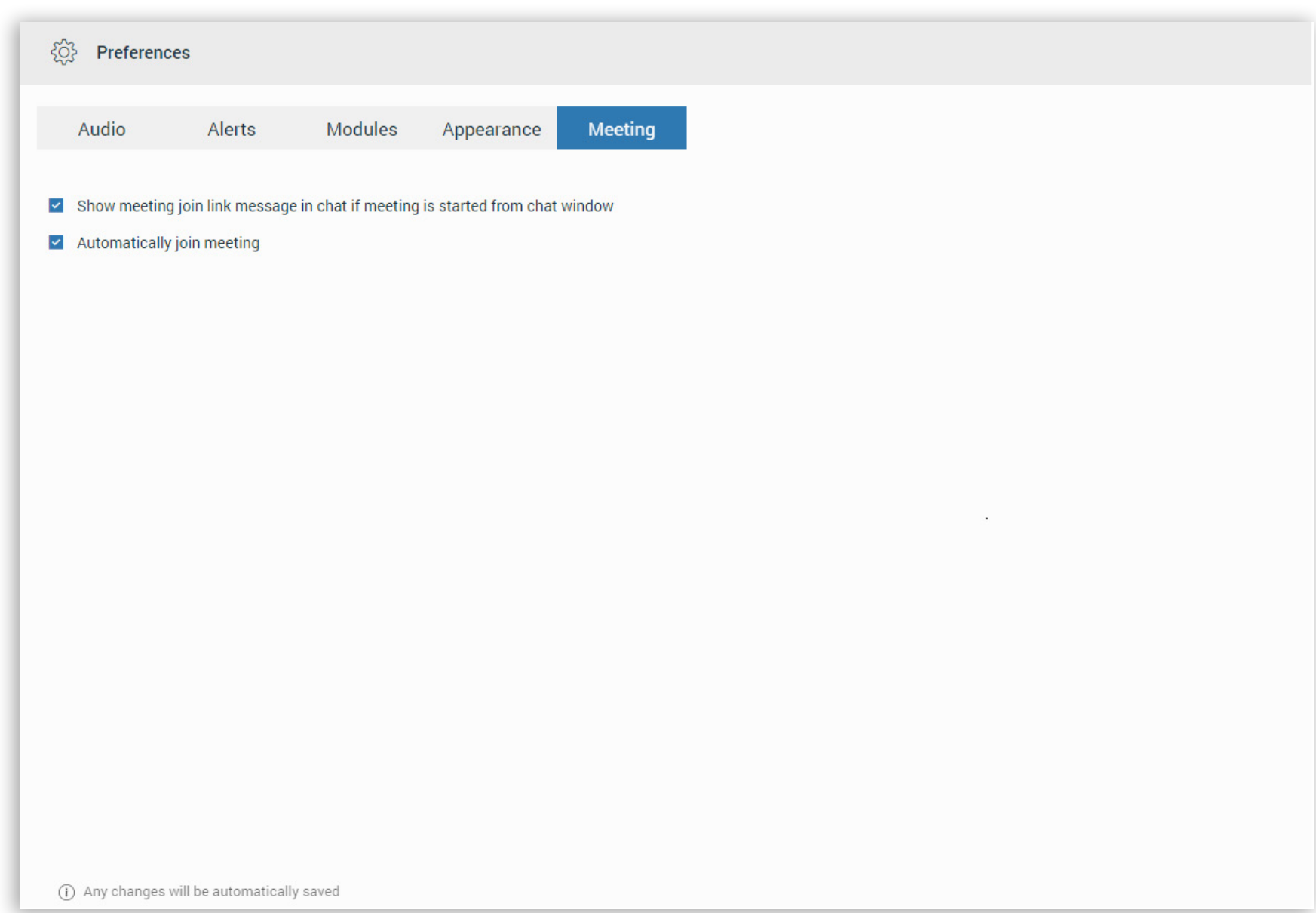
Bug Fixes & Improvements:

- Various performance improvements (optimization of image elements, call history virtual scroll list).

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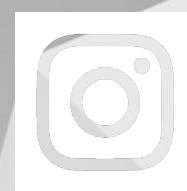Italy

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