



RELEASE NOTES

gloCOM 7.2.0

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SYSTEMS

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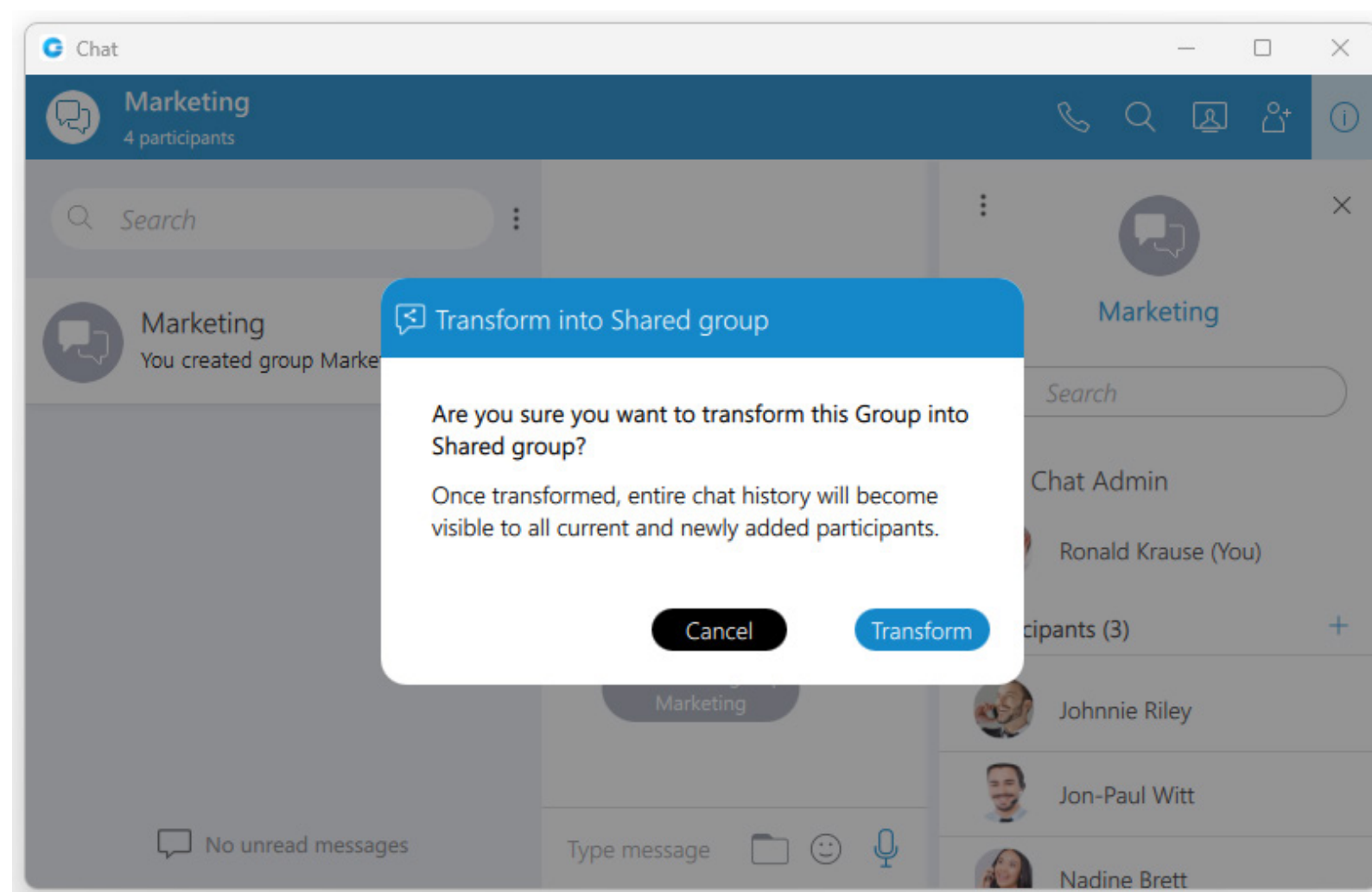
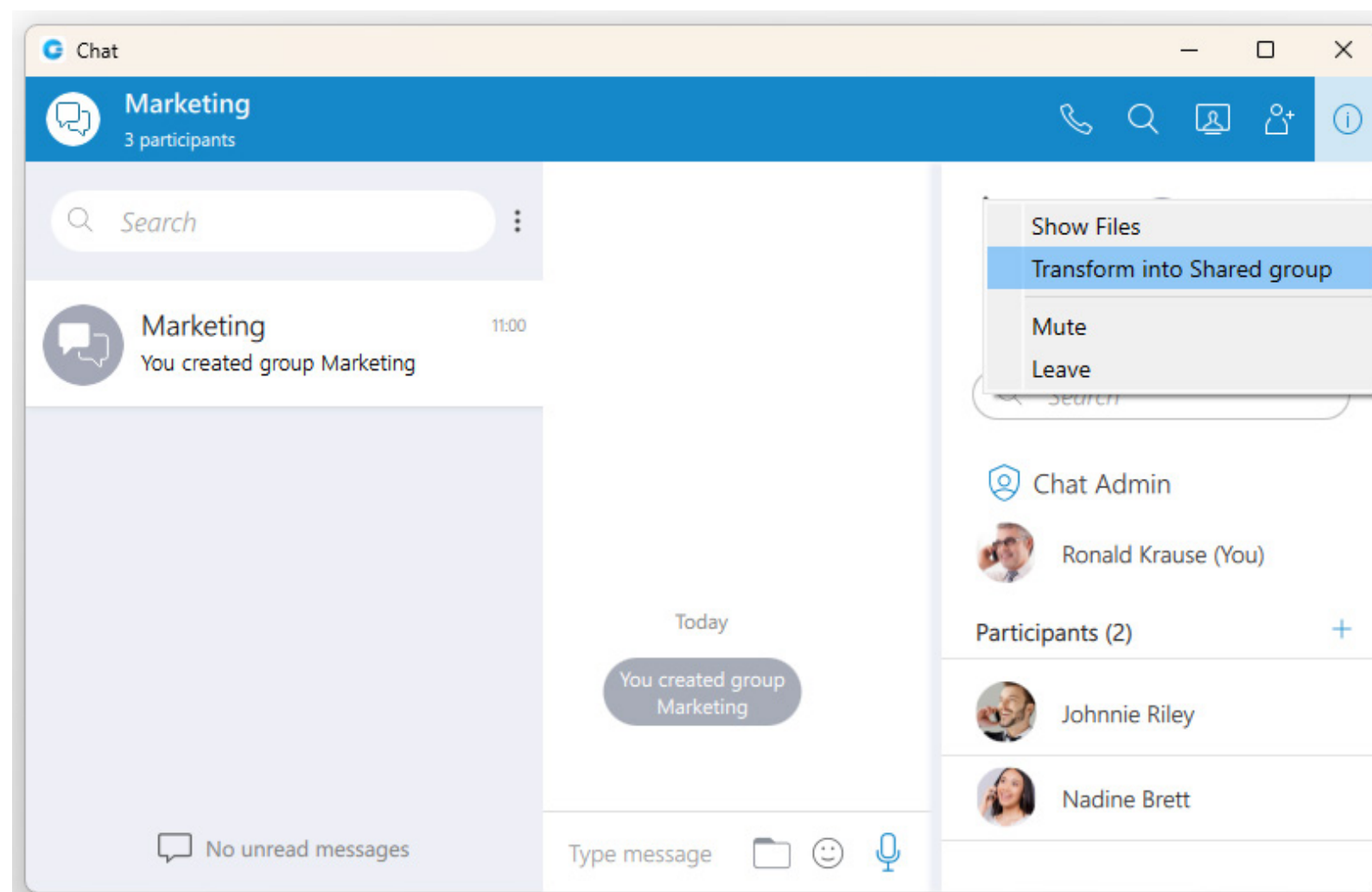
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FEATURES

Transform standard group to shared group

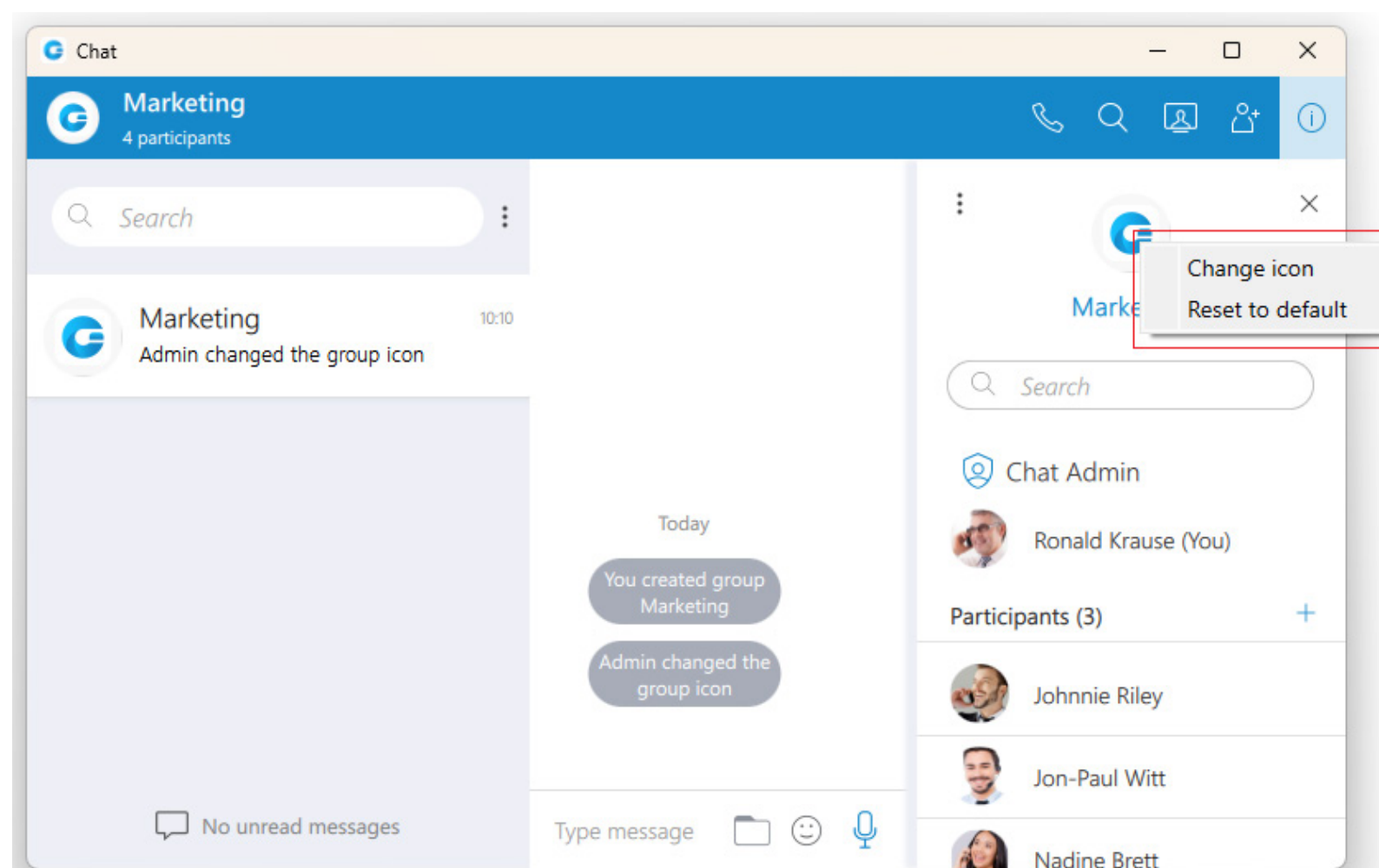
The “Transform into Shared group” option allows the admin to change the existing standard group into a shared group with full history visibility to all existing and newly added participants. Once transformed, it cannot be undone. Caution should be exercised when using this option.



Ability to set the group chat icon up

The “Set group chat icon” option allows the admin to set/change the group icon at any time. Clicking on it brings the file explorer window up where the user can select an image from the computer as the new group icon. In case the group icon has already been set, clicking on it will open a drop-down menu with the following options:

- Change icon: Selecting this option allows the user to change (update) the group’s icon.
- Reset to default: Selecting this option will reset the group’s icon to the default option.



MEETING MODULE

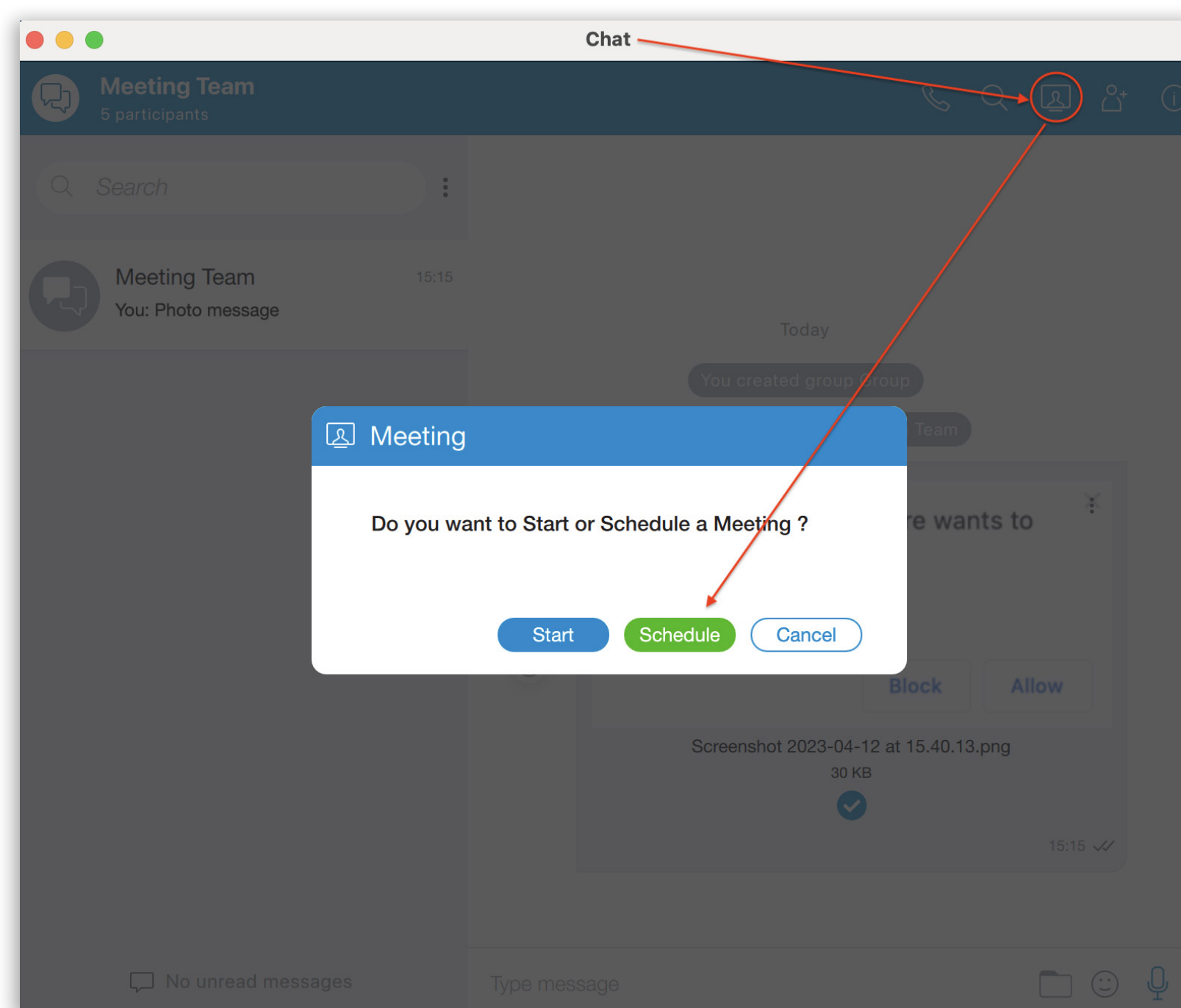
Schedule a meeting from the chat

This feature allows users to schedule a meeting from the chat ((individual or group chat).

Previously, we had an option only to start an instant meeting from the chat, but if users wanted to schedule a meeting, they had to go to the Schedule a meeting option and add participants manually.

Now, with the option to schedule a meeting from the chat, all participants from that chat will be added to the scheduled meeting automatically which will save time and make collaboration more streamlined.

To schedule a meeting from the chat, click on the Meeting icon in the gloCOM chat. A popup message appears, asking the user to Start or Schedule a meeting:



Press the Schedule button in the pop-up window and the “Schedule Meeting” window should open. Note that the participant list is pre-populated with all participants from that chat, so the user does not have to add them manually. It is allowed to add new participants or remove some of the existing ones.

The meeting subject is also pre-populated with the chat group name plus Meeting. This field is also editable.

Schedule meeting

Schedule

Subject: Meeting Team Meeting

Start: Nov, 20 2023 16 : 00

Duration: 0 hr 30 min

Time Zone: CET

Recurring:

Description:

Participants: Alyssa Ashley, Anna Smith, Vernon Wolfe, Warren Mckay

Co-Organizers:

Public Meeting:

Contacts: Alyssa Ashley, Amanda Wilson, Anna Smith, Ben Carter, Jennifer Ali, Joshua Santiago, Katrina Brewer, Vernon Wolfe, Warren Mckay

Schedule Cancel

When finished with scheduling, the Meeting user should press the Schedule button to confirm changes. After that, the Meeting will be added to gloCOM's Scheduled meetings list and can be managed the same way as all other scheduled meetings.

Meetings

Meeting List Calendar URL

Search meeting by name or meeting number

Scheduled Previous Recordings

Thu Nov 23 16:00 - 18:30 Meeting Team PI Planning Jenna Lane

Thu Dec 21 16:00 - 18:30 Meeting Team PI Planning Jenna Lane

Meeting Info

Subject: Meeting Team PI Planning

Number: 493991182

Start: November, 23 2023; 16:00 CET

Duration: 2 hr 30 min

Invite link: <https://meeting.bicomsystems.com/webapp/?number=493991182> [Copy Link](#)

Status: Not started

Type: Recurring

Participants

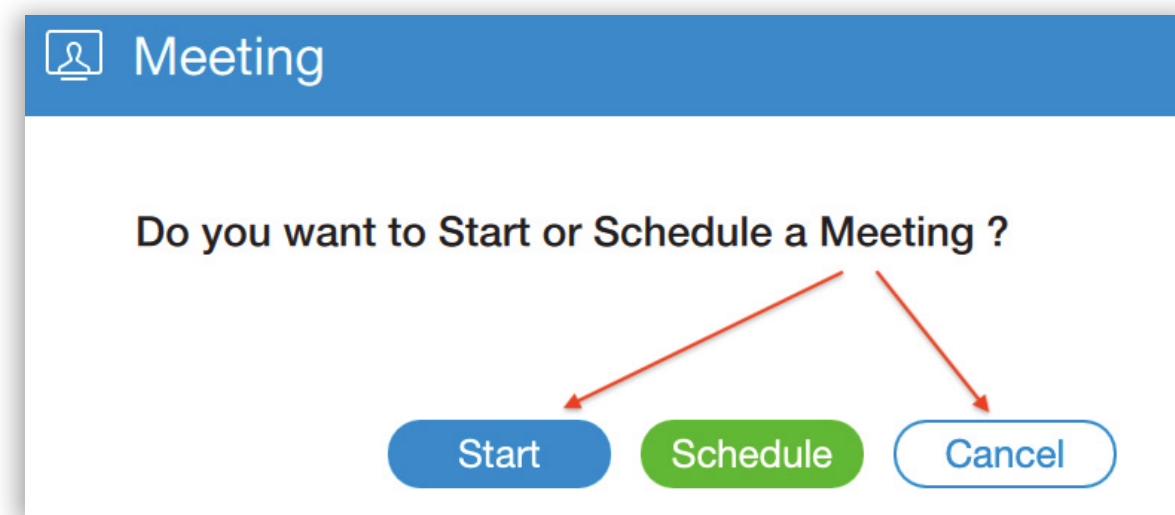
Alyssa Ashley Anna Smith Vernon Wolfe Warren Mckay

[COPY INVITATION](#) [START](#) [EDIT](#) [DELETE](#)

Note:

Besides the option to Schedule a meeting from the chat, the user is also able to:

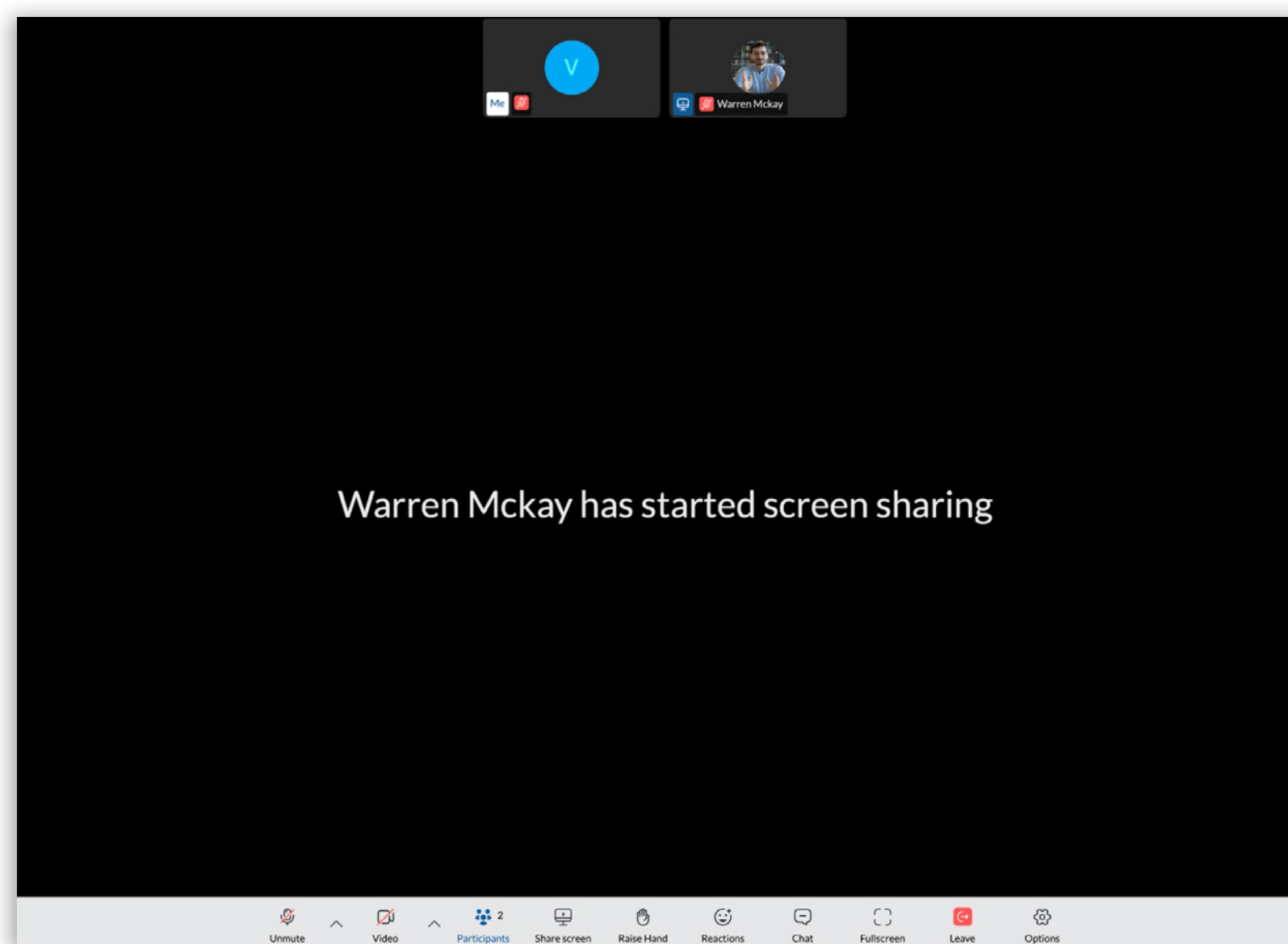
- Start an instant meeting with all participant(s) from that chat by pressing the Start button in the popup window
- Choose the Cancel button if they do not want to schedule or start the meeting.



Screen sharing notifications

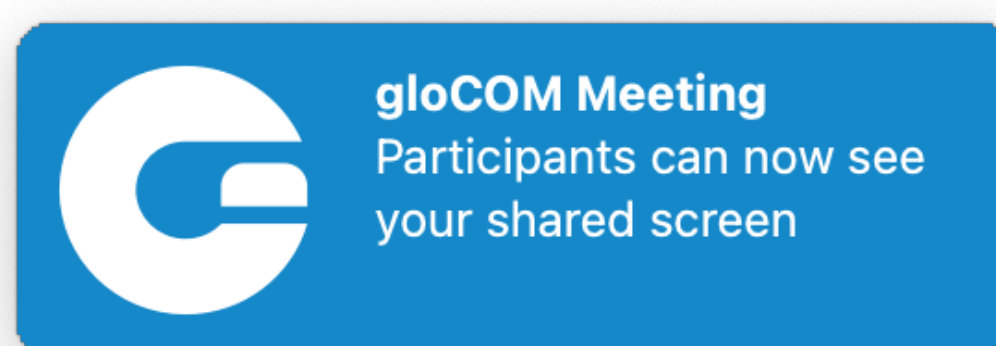
Screen sharing starting message - Notification on the viewer's side

When a presenter starts screen sharing, the viewer will, instead of a black screen, see a label with a message showing that screen sharing is about to start as well as the name of the presenter.



Participants can now see the shared screen - Notification on the presenter's side

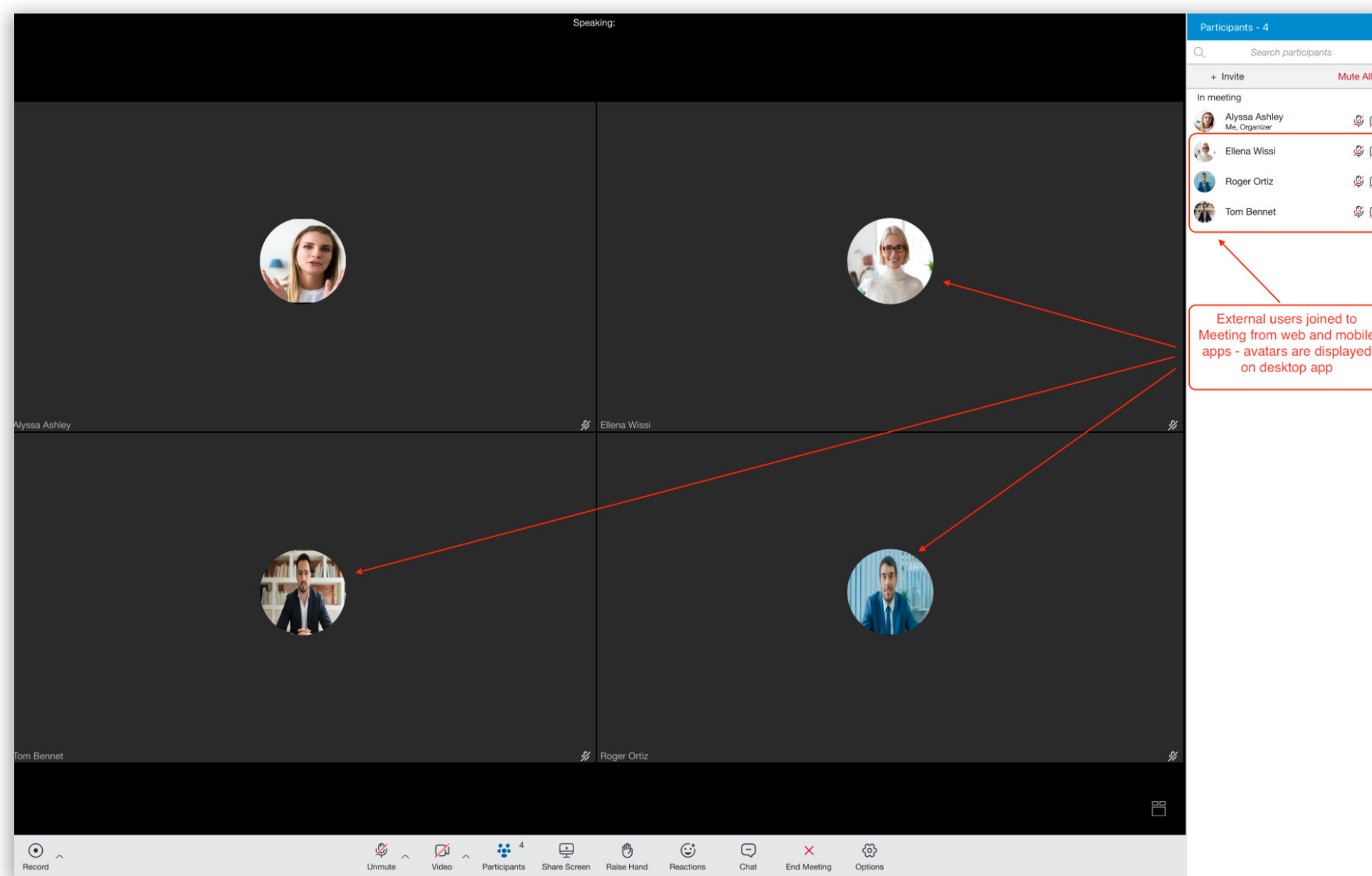
This feature enables presenters who start screen sharing to know if other participants can see the shared screen. Usually during a meeting the presenter will ask if the screen is visible to others, so to avoid or minimize this, the presenter will have a notification displayed when other participants see the shared screen. The notification appears in the control window on the gloCOM Meeting desktop app.



Avatars for external participants

We have added the possibility for web and mobile participants to upload their own avatars and use them during the Meeting. These avatars will then be visible to all participants in the meetings.

For external users, i.e. users that don't have an extension on gloCOM, the uploaded avatar from the web & mobile clients will be displayed on all other participants' apps (desktop, web, mobile).

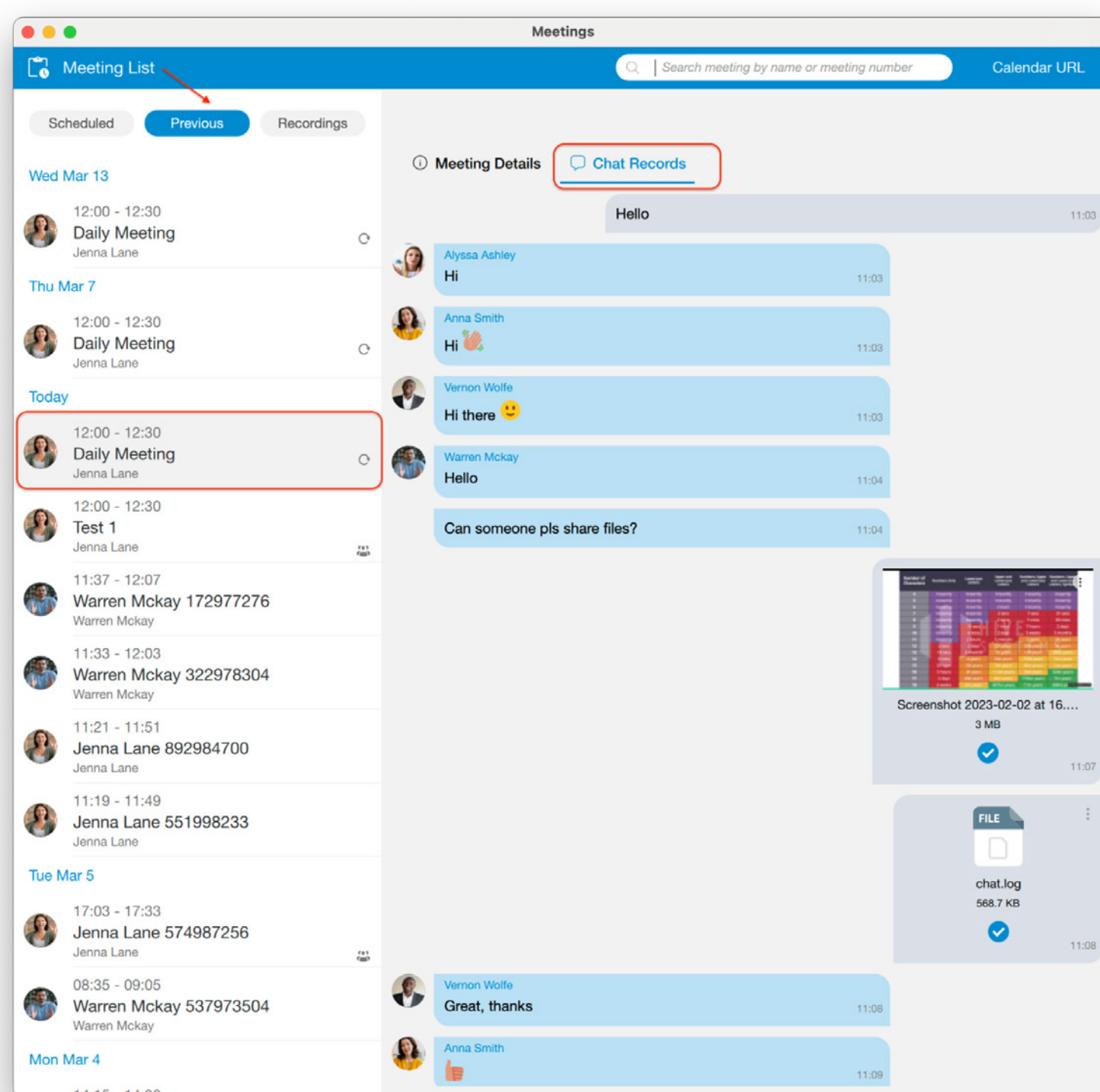


If the user has the gloCOM extension, the corresponding gloCOM (desktop) user avatar will be displayed for desktop app users, not the uploaded avatar from the web or mobile client. But for other web and mobile participants, uploaded avatars from web and mobile clients will be displayed in this case.

Store & show chat records in the Previous Meetings List

Previously, we had a chat history file in the form of a .txt file, but you could not see and open any files after the meeting had finished. Also, chat was not stored if the meeting was not recorded.

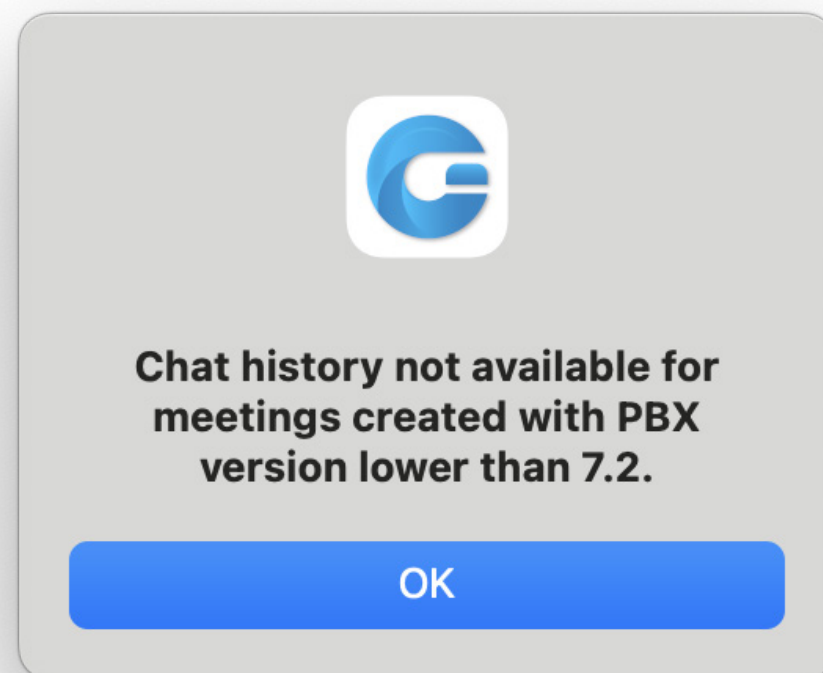
To address these problems, we have implemented a completely new chat history solution. This one involves generating and displaying chat records for every meeting that contains at least one message in the meeting chat, regardless of whether the meeting itself is being recorded or not. Chat records are accessible in the Previous Meeting list. Chat records are in the same form as chat is - users can see all messages, emojis, pictures, files, etc. They are also able to open files and pictures exchanged in the in-meeting chat.



This implementation will contribute significantly to the seamless management of chat histories across various devices.

Note: Organizers & co-organizers will not have the possibility to delete finished meetings from the list since in that case the meeting, and therefore the meeting chat history as well, would be deleted for all meeting participants.

In case of app version mismatch, e.g. If a meeting is created before the v7.2 desktop app, the chat history will not exist. If you try to open the chat history on this meeting, the following message appears:



CONTACT CENTER MODULE

Integration with Facebook

The latest enhancement to Contact Center Edition now includes integration with Facebook Messenger! This means businesses can directly communicate with customers on Facebook, tapping into its massive customer base for enhanced engagement.

By offering Facebook as a communication channel, users meet customers where they already are, making it convenient for them to engage with user's business without navigating to a separate platform or website.



Integration with WhatsApp

We are delighted to announce the integration of WhatsApp into our omnichannel application, enabling businesses to enhance their communication strategies and connect with customers on one of the world's most popular messaging platforms.

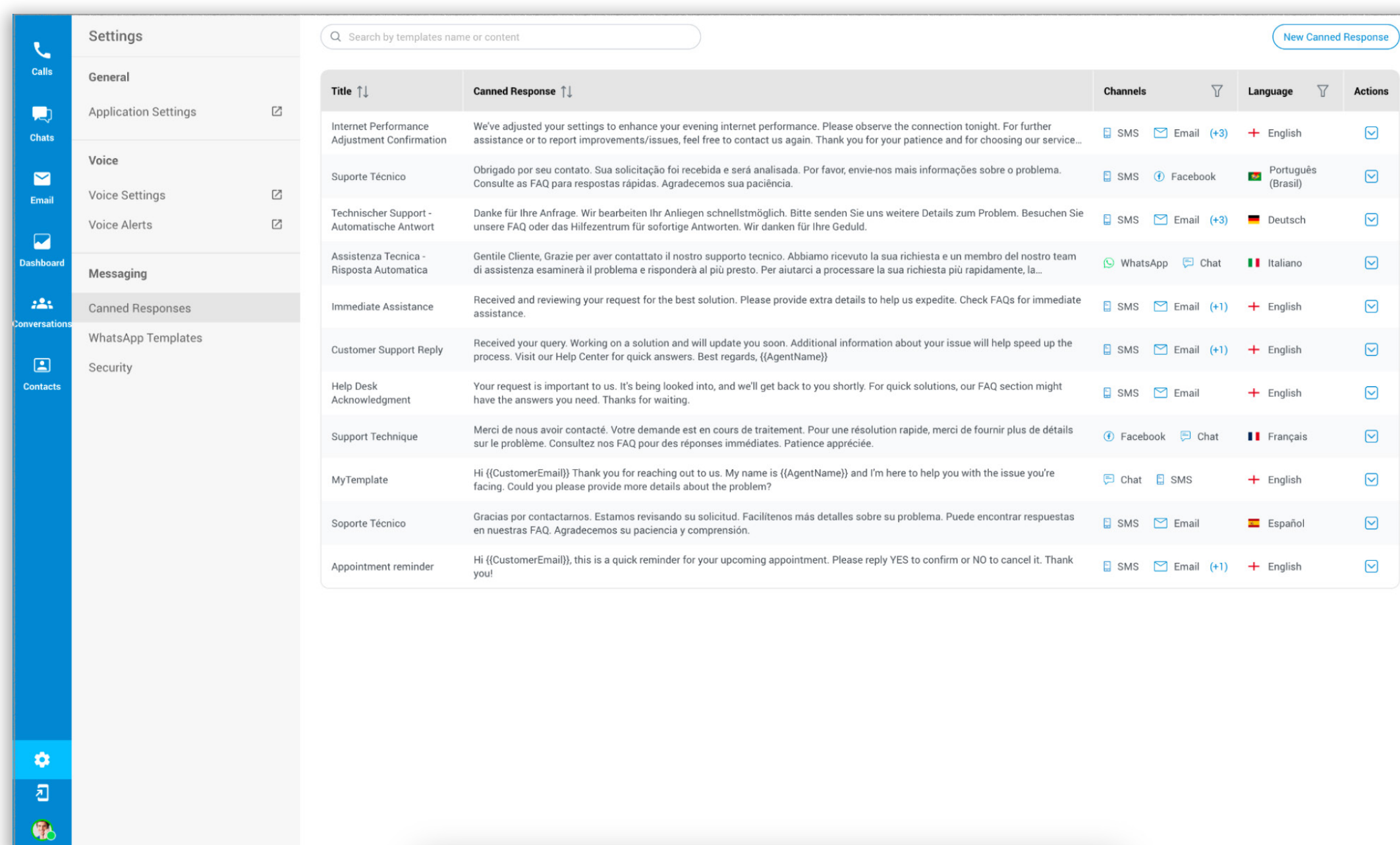


This release introduces the integration of WhatsApp as a communication channel, allowing businesses to engage with customers effectively and efficiently across multiple touchpoints.

Canned Response

Canned responses are a valuable tool for customer support, offering numerous benefits for businesses and helping streamline customer communication.

By following the best practices, we have integrated predetermined canned responses so they can be used for various purposes, such as frequently asked questions (FAQs) related to sales, customer service, and live support chats.

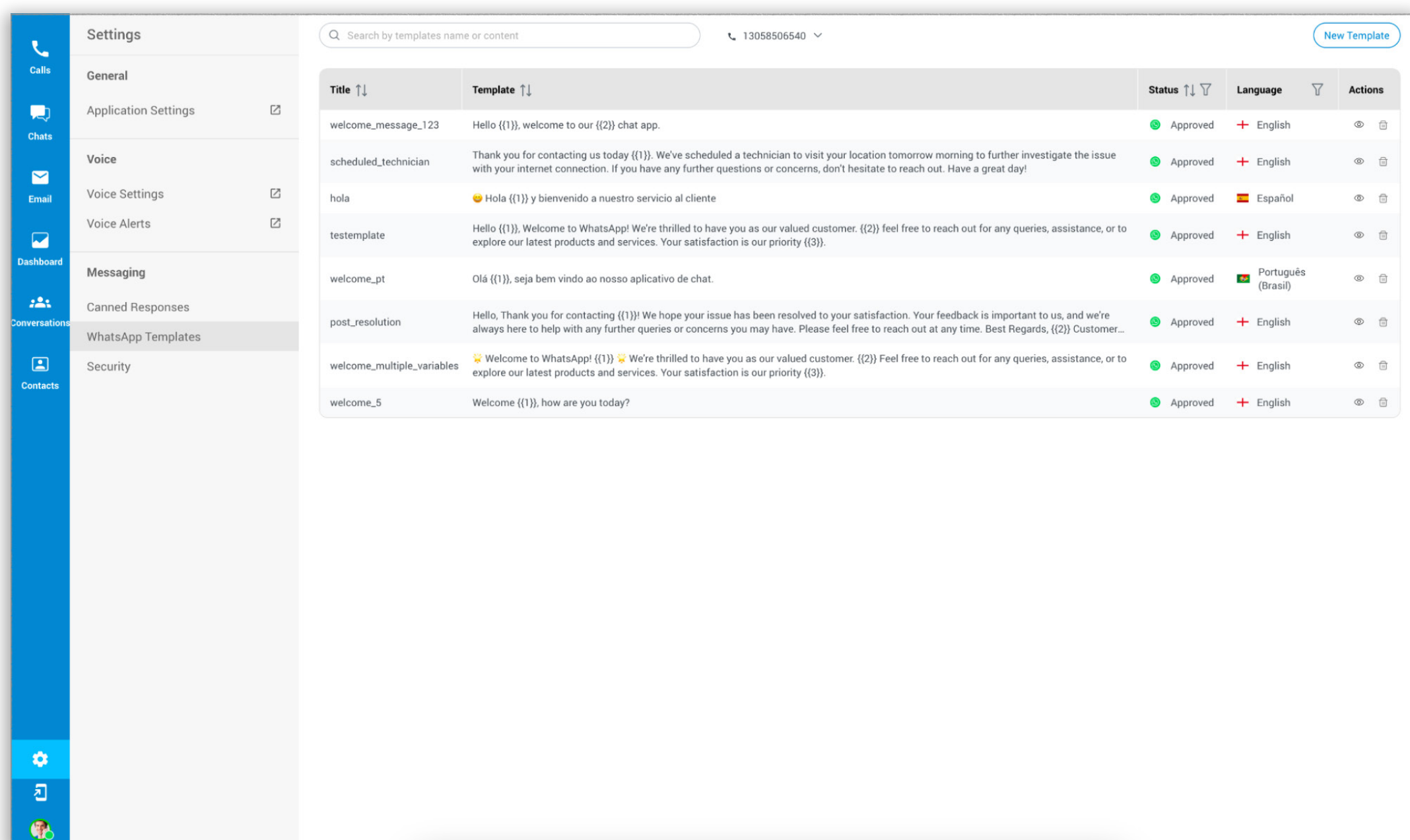


These responses offer several benefits for agents, including faster response times, increased customer satisfaction, better information quality and accuracy, higher agent productivity, personalization, and scalability.

WhatsApp Templates

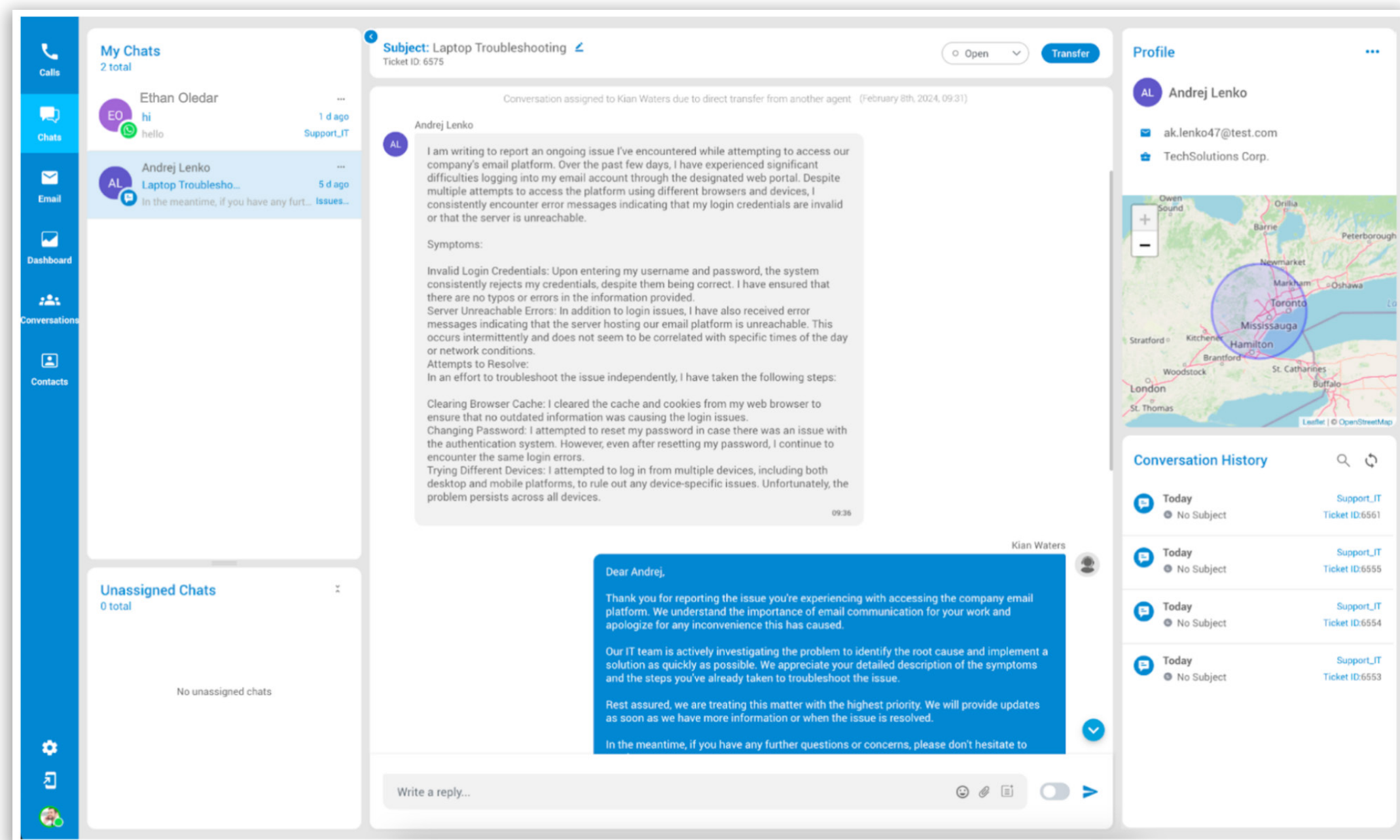
WhatsApp templates are pre-approved message formats designed for businesses to send notifications, alerts, and updates to customers in a standardized and structured manner. Additionally, they play a crucial role in maintaining effective communication, particularly in scenarios where direct interaction with customers is limited (such as the 24-hour messaging window limitation); they can be used daily to improve and enhance agents' responses.

We've integrated WhatsApp templates into our app to ensure compliance with WhatsApp's strict policies on message types and content outside the 24-hour messaging window.



OpenStreetMap Integration

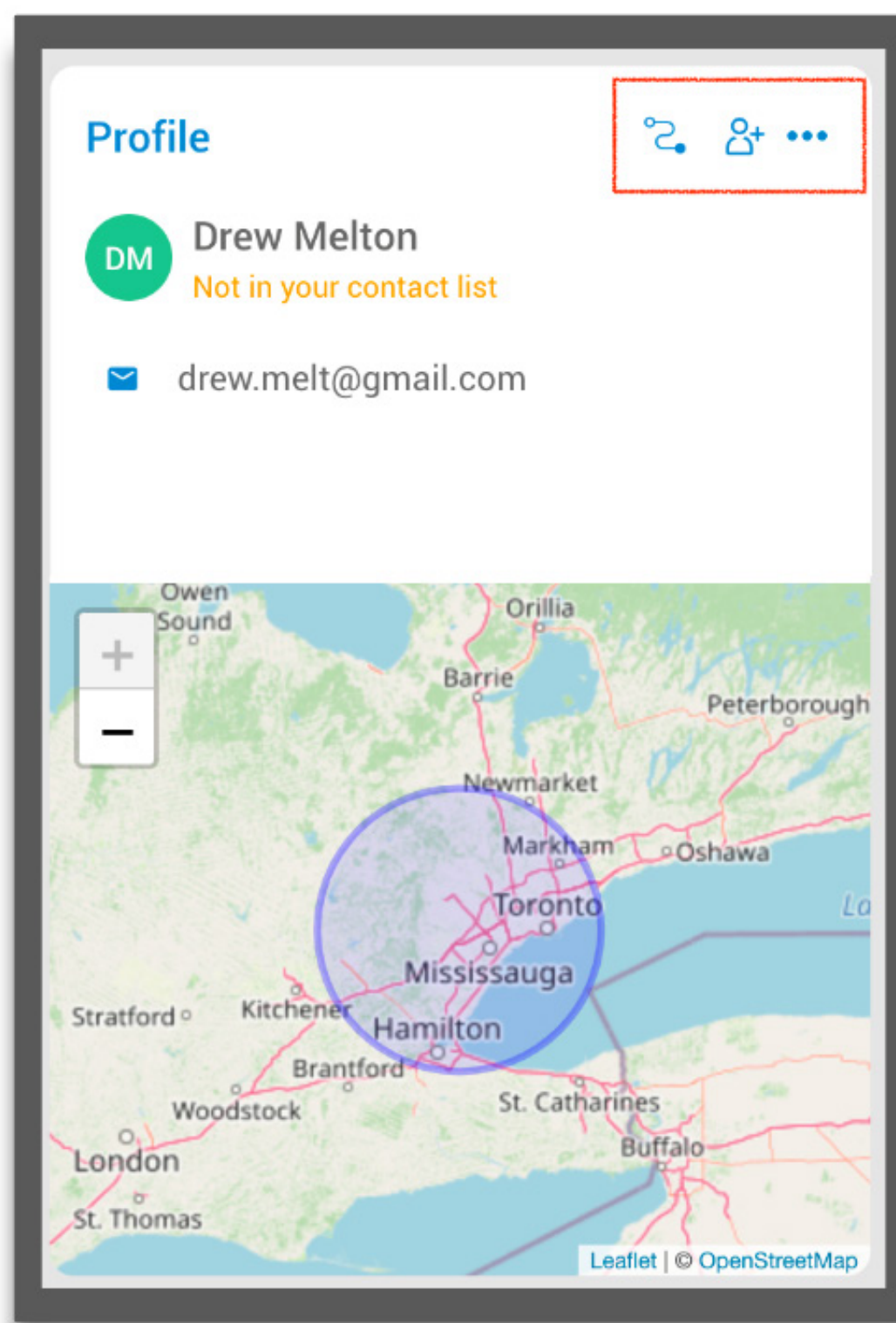
We've integrated OpenStreetMap into our live chat application to help users quickly and accurately determine their customers' locations. When customers engage with chat support, their geolocation data will be retrieved from their IP address.



We can plot this information on a map within the chat interface with the OSM integration. This helps us understand where customers are located, which can be valuable for providing personalized assistance, understanding regional trends, or even optimizing services based on geographic patterns.

Contact Directory

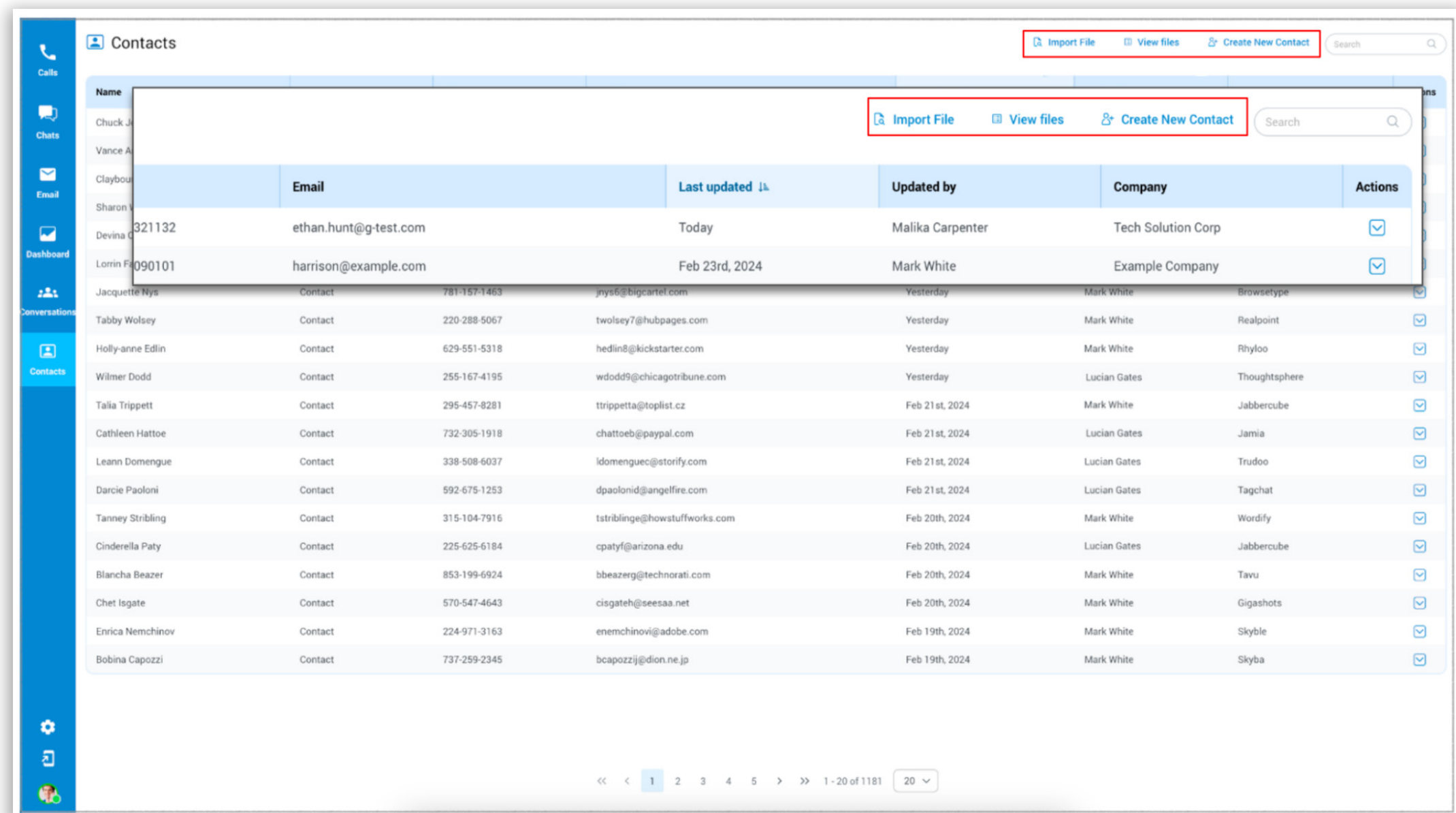
The Contacts module serves as a central hub for gathering contact information from various sources. Initially, it allows for contact management directly from the Agent & Supervisor app, including adding, editing, merging, and deleting contacts.



Users can add or edit new contacts through the Contact section. Supervisors have the ability to upload contacts via CSV files, while agents can only add contacts individually, one by one.

Importing a CSV File

Users can add multiple contacts simultaneously by uploading a CSV file. To initiate the CSV upload process, users should select the 'Import File' option, attach the file and click the 'Upload' button. This feature is exclusive to the Supervisor edition.



Create a CSV File

When preparing your CSV file for contact upload, it's essential to include specific headers to ensure the CSV upload works correctly. Here are the required headers:

```
name, last_name, company, contact_type, phone, phone_label, email, email_label, fbUserId, notes
```

If any header is missing or misspelled in the CSV file, it will not be considered valid, and the process of uploading contacts will not work properly.

The headers “name,” “last_name,” and “contact_type” are mandatory, while the remaining headers are optional but recommended to include.

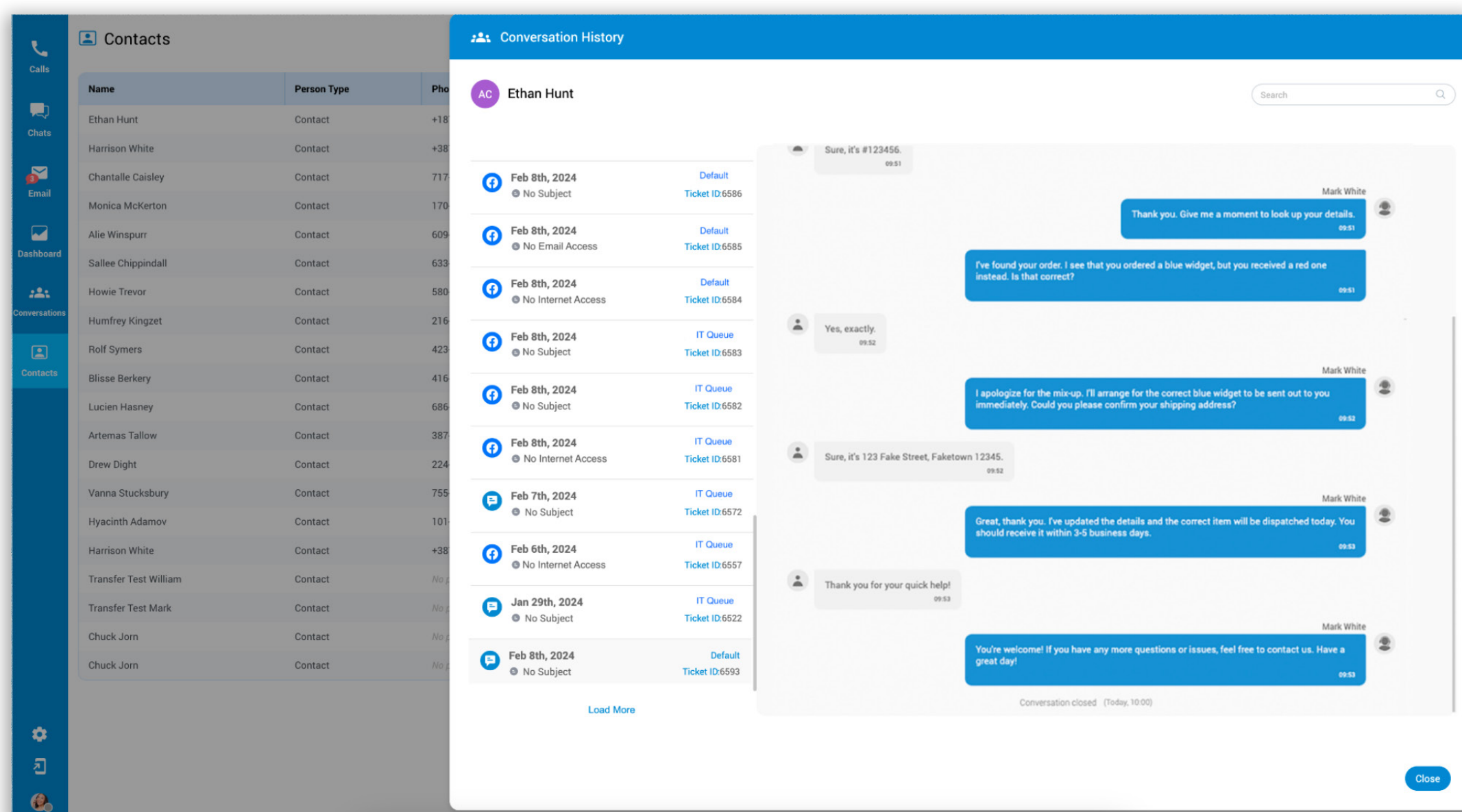
Below is an example of a correctly formatted CSV file:

```
1 name,last_name,company,contact_type,phone,phone_label,email,email_label,fbUserId,notes
2 Derek,Docker,TechCorporation,lead,+123456789,mobile,derek.dockere@acmecorp.com,business,fb12345,Interested in whole product line
3 Kimy,Anderson,InnovaSolutions,lead,+987654321,work,kim.anders@innovatech.com,other,fb33333,Lean towards producs C and D
```

Conversation History Across Channels

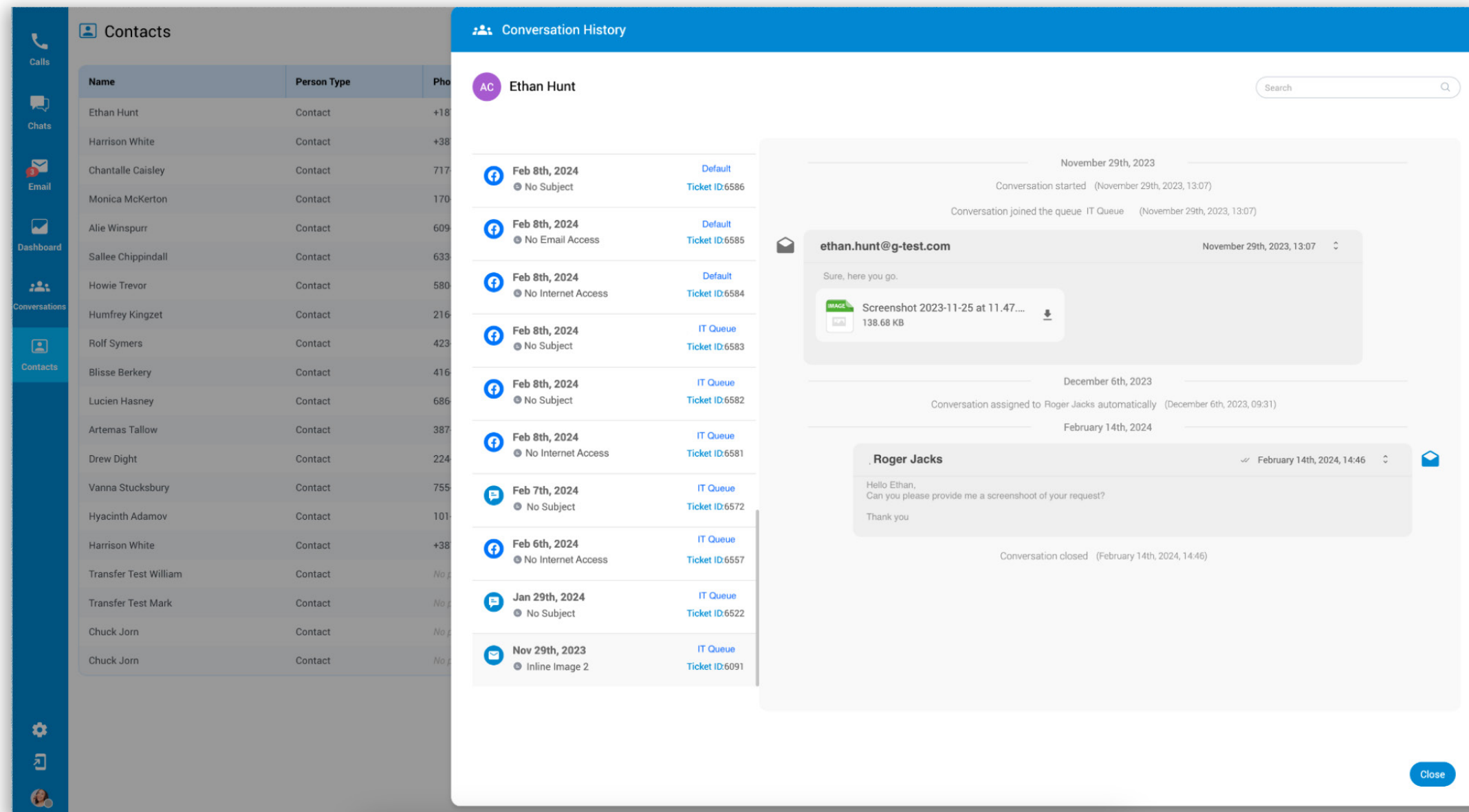
This feature provides a comprehensive overview of all interactions by linking conversations from different channels to specific contacts. It centralizes communication history, enhancing customer relationship management by offering a complete record of engagements with each contact.

LiveChat Conversation History



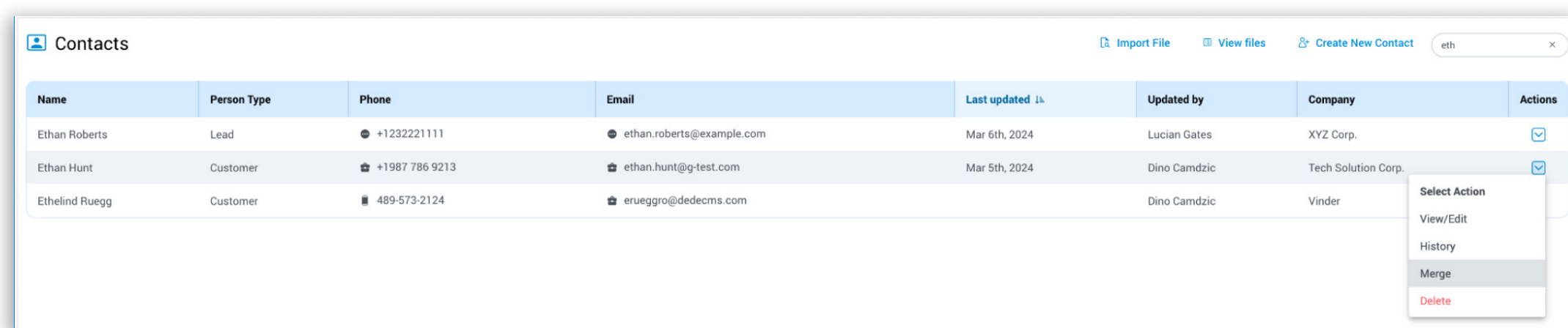
This feature offers a complete history of customer interactions from different channels, helps agents understand past conversations for better service, and makes it easier to provide personalized assistance.

Email Conversation History



Merge Contacts

Contact merging is a feature that enables the consolidation of multiple contact records into a unified entity. This process streamlines and organizes contact information by merging redundant or duplicate entries, resulting in a single comprehensive record.

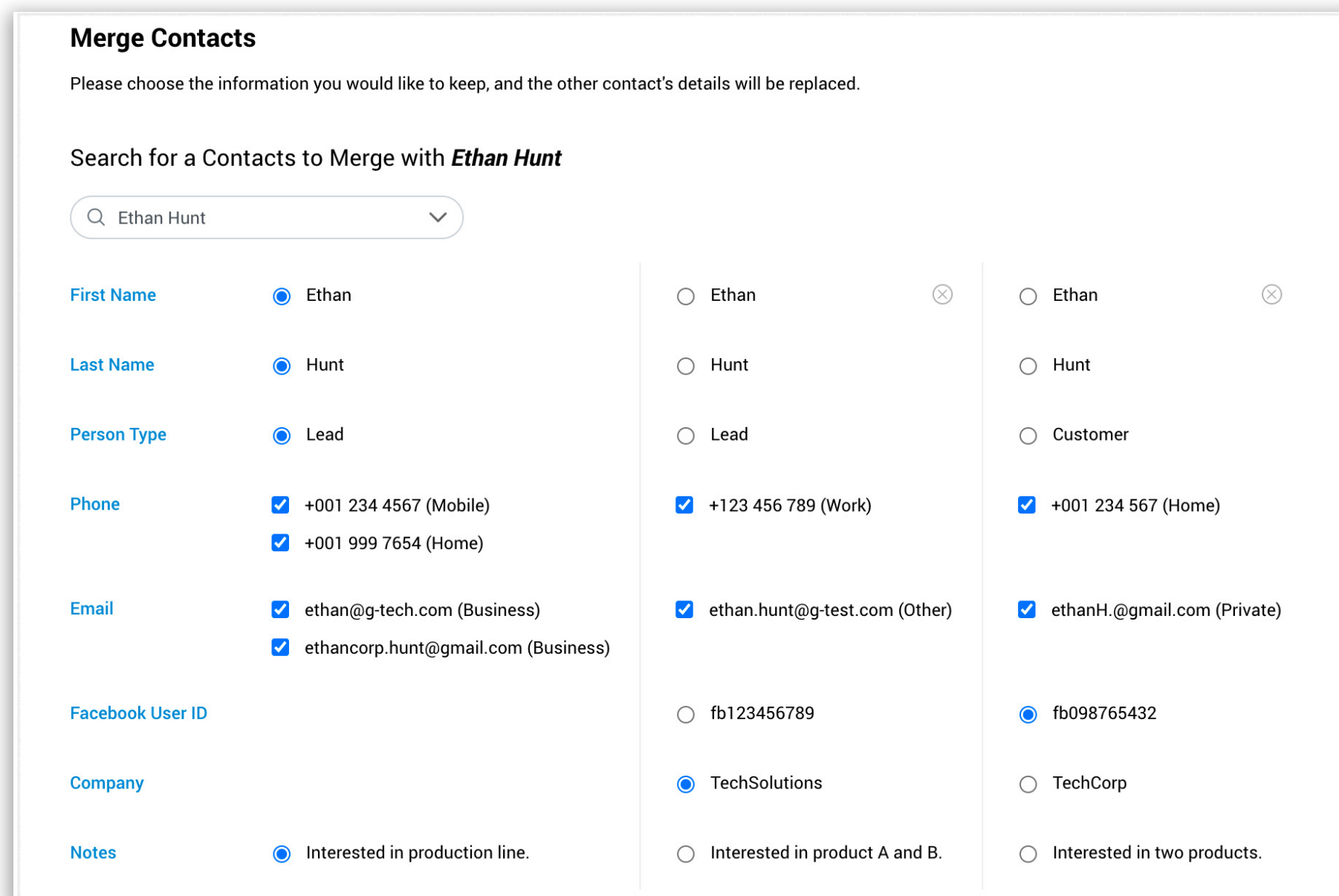


Name	Person Type	Phone	Email	Last updated	Updated by	Company	Actions
Ethan Roberts	Lead	+1232221111	ethan.roberts@example.com	Mar 6th, 2024	Lucian Gates	XYZ Corp.	<input type="checkbox"/>
Ethan Hunt	Customer	+1987 786 9213	ethan.hunt@g-test.com	Mar 5th, 2024	Dino Camdzic	Tech Solution Corp.	<input type="checkbox"/>
Ethelind Ruegg	Customer	489-573-2124	erueggro@dedecms.com		Dino Camdzic	Vinder	<input type="checkbox"/>

The screenshot shows a 'Contacts' table with columns for Name, Person Type, Phone, Email, Last updated, Updated by, Company, and Actions. A dropdown menu is open over the 'Actions' column for the 'Ethan Hunt' contact, showing options: Select Action, View/Edit, History, Merge, and Delete.

By merging contacts, users can avoid clutter and confusion in their contact lists, ensuring efficiency and accuracy in managing and accessing important contact details.

To merge contacts, begin by searching for them using their names and surnames. Next, utilize the dropdown menu to choose another contact to merge with the initial one.



Merge Contacts
Please choose the information you would like to keep, and the other contact's details will be replaced.

Search for a Contacts to Merge with **Ethan Hunt**

Q Ethan Hunt

First Name	<input checked="" type="radio"/> Ethan	<input type="radio"/> Ethan	<input type="radio"/> Ethan
Last Name	<input checked="" type="radio"/> Hunt	<input type="radio"/> Hunt	<input type="radio"/> Hunt
Person Type	<input checked="" type="radio"/> Lead	<input type="radio"/> Lead	<input type="radio"/> Customer
Phone	<input checked="" type="checkbox"/> +001 234 4567 (Mobile) <input checked="" type="checkbox"/> +001 999 7654 (Home)	<input checked="" type="checkbox"/> +123 456 789 (Work)	<input checked="" type="checkbox"/> +001 234 567 (Home)
Email	<input checked="" type="checkbox"/> ethan@g-tech.com (Business) <input checked="" type="checkbox"/> ethancorp.hunt@gmail.com (Business)	<input checked="" type="checkbox"/> ethan.hunt@g-test.com (Other)	<input checked="" type="checkbox"/> ethanH.@gmail.com (Private)
Facebook User ID		<input type="radio"/> fb123456789	<input checked="" type="radio"/> fb098765432
Company		<input checked="" type="radio"/> TechSolutions	<input type="radio"/> TechCorp
Notes	<input checked="" type="radio"/> Interested in production line.	<input type="radio"/> Interested in product A and B.	<input type="radio"/> Interested in two products.

Bug Fixes & Improvements:

- Added support for emojis in the SMS window.
- Added the ability to download voicemail GSM files if they cannot be played.
- Added the ability to force default input/output devices on Linux to avoid softphone crashes.
- Added the ability to use the default phone mode set on the server.
- Added overlays for unsupported files and too many files when dragging onto the Chat window.
- Added the send user language code when opening OSC for localization.
- Added utf8 support when setting/storing the extension password.
- Added new EULA for 7.2.
- Fixed an issue with wrong content types in the CRM API.
- Fixed an issue with the unread conversations menu when there were too many menu items.
- Fixed an issue with the .NET installer not being found.
- Fixed an issue where the wrong user ID would be logged in chat dialogistic logs.
- Fixed the “Set away from Desktop” option for Linux.
- Fixed an issue where the app crashed on macOS when using the OpenSSL backend while fixing the certificate chain during the profile wizard.
- Fixed an issue where the app restarted after a crash.
- Fixed an issue when the session’s unread count was not cleared if another user saw the message before the current one.
- Fixed an issue with the translatable file picker filter when picking the user avatar.
- Fixed an issue with the Call Quality Indicator while On Hold.
- Fixed an issue where the recorded message was not played after the Start recording button was pressed.
- Fixed an issue where the PWproxy was not handling the busyness level properly.

- The Yealink library no longer ships with the application. Instead, it is now available to be downloaded on demand. Do not ship the Yealink library with the application - download it on demand.
- Improved authentication error handling when client and server times are not in sync.
- Updated the Yealink library.
- Increased auth tokens lifetime.
- Made CRM contacts sync timeout configurable.

Meeting module

- Changed the message Kick from audio to Remove from audio.
- Fixed an issue where the Recurring checkbox was disabled when copying a meeting.
- Fixed an issue where the Invite notification for recurring meetings did not disappear.
- Fixed an issue where Participants could not see the shared screen.
- Fixed an issue where the remote control mouse pointer incorrectly appears on the wrong screen in a multi-monitor setup.
- Improved the Outlook plugin to open a meeting window instead of an appointment when double-clicking on the calendar.
- Fixed an issue with the Outlook plugin where a meeting wasn't updated after being dragged and dropped onto the calendar.

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)

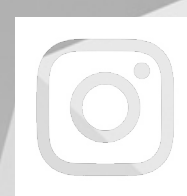
12 Houtkapper Street
Magaliessig
2067
South Africa

Tel: +27 (10) 0011390

email: sales@bicomsystems.com

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