PRODUCT OVERVIEW
gloCOM

bicom
SYSTEMS

gloCOM?

gloCOM is a Unified Communications Software designed to elevate a company's communications system into a real powerhouse. Tightly integrated with our telephony platform PBXware, gloCOM takes unified communications to a whole new level. All of its software features are neatly packaged within a single desktop interface, enabling a streamlined user experience and seamless communication on all major desktop platforms.

Unified Communications Powerhouse

gloCOM is a robust Unified Communications Software tightly integrated with PBXware, designed to elevate a company's communication system. It offers a single desktop interface, streamlining the user experience and facilitating seamless communication across major desktop platforms.

Efficient Communication Features and Benefits

gloCOM offers essential communication features such as team chat messaging, presence, high-quality audio, SMS & MMS messaging, meetings, call recording, file transfer, unified voicemail, deskphone integration, call history sync, contacts management, and video/audio conferencing. These features enhance communication efficiency, accessibility, and flexibility.

Multiplatform Accessibility

Our collaboration suite makes it possible to stay connected regardless of user's device or location with support for desktop (Windows, Mac OS, Linux), mobile (Android, iOS), through gloCOM GO, and Web browser.

# Tailor-Made Editions for Diverse Needs

gloCOM provides four tailored editions: Office, Business, Agent, and Supervisor, each catering to specific business niches. These editions ensure that businesses of all sizes and requirements can find an ideal package.

Essential Unified Communications Features & Benefits

TEAM CHAT MESSAGING

Experience a more intuitive way to handle your daily workplace communication with gloCOM's chat feature. Utilize key features like file transfers, message pins, message editing, chat threads and contact organization based on priority to have everything you need at your fingertips. The other core benefit of gloCOM's chat is the ability to start up a call or a meeting directly from any chat with a simple click and not having to backtrack through menus to do so.
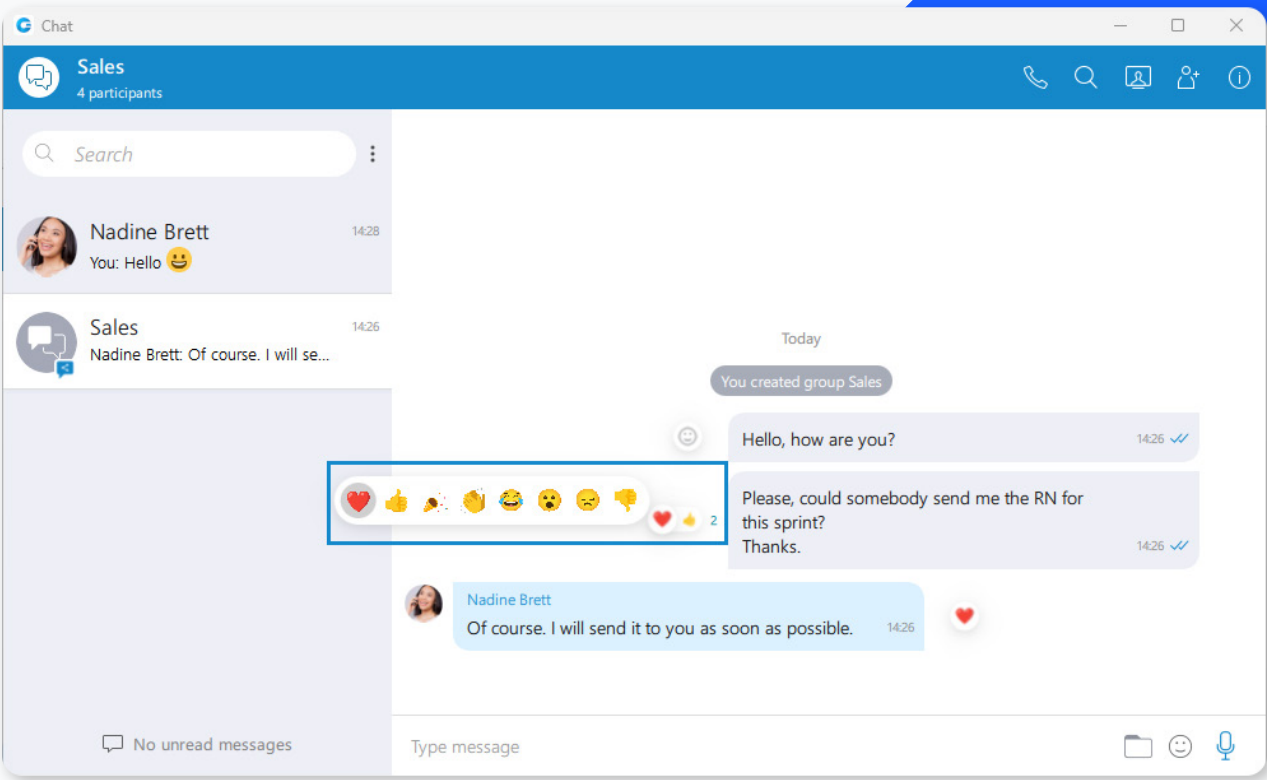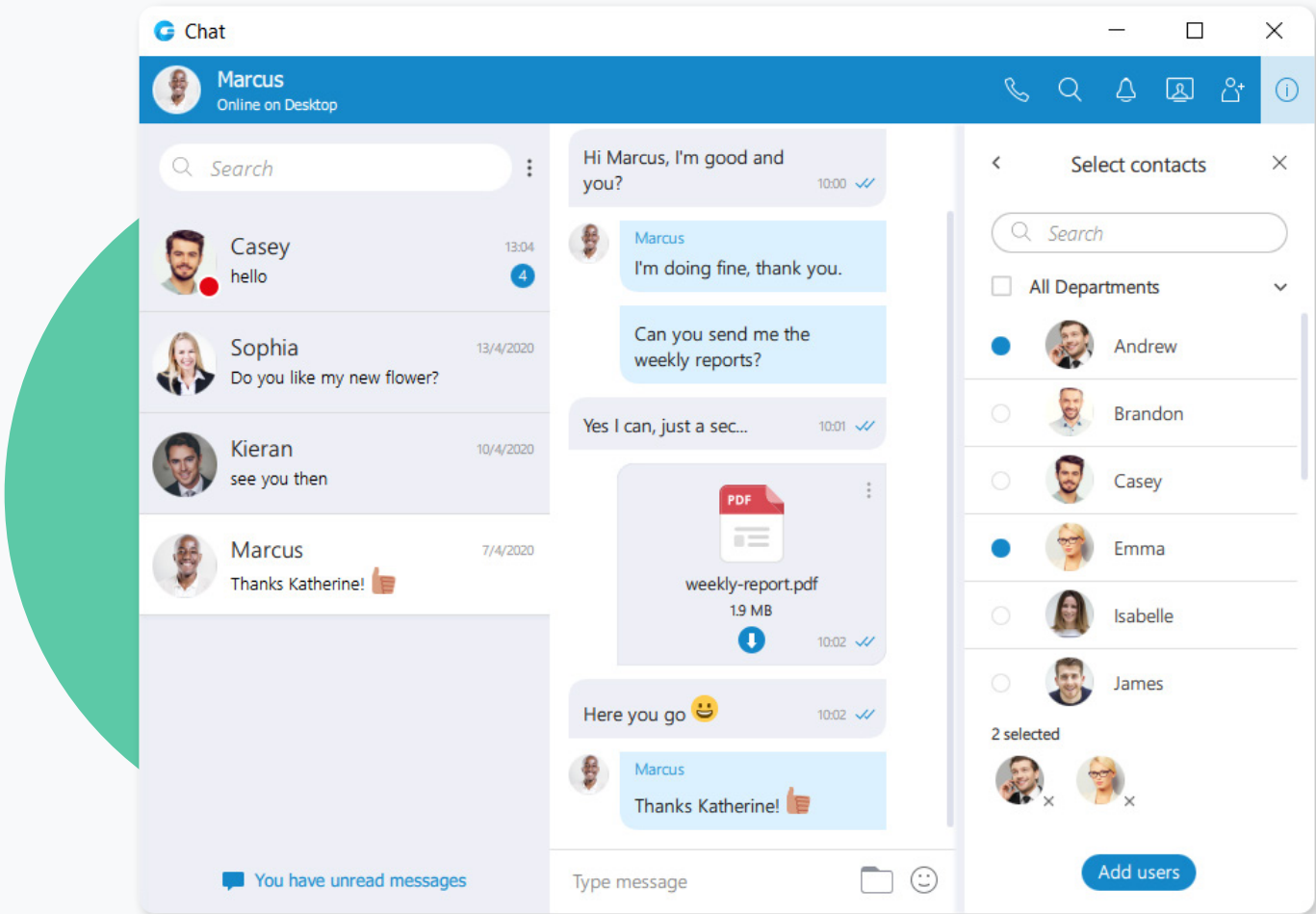
MESSAGE REACTIONS

Add some spice to conversations with message reactions. Showcase your immediate emotion to news, announcements or a funny message sent by a colleague without needing to type a response out.

PRESENCE

Make your availability known to others with the presence functionality, allowing others to respect your time when you're in the middle of important business. And it syncs up across all supported platforms over gloCOM and gloCOM GO.
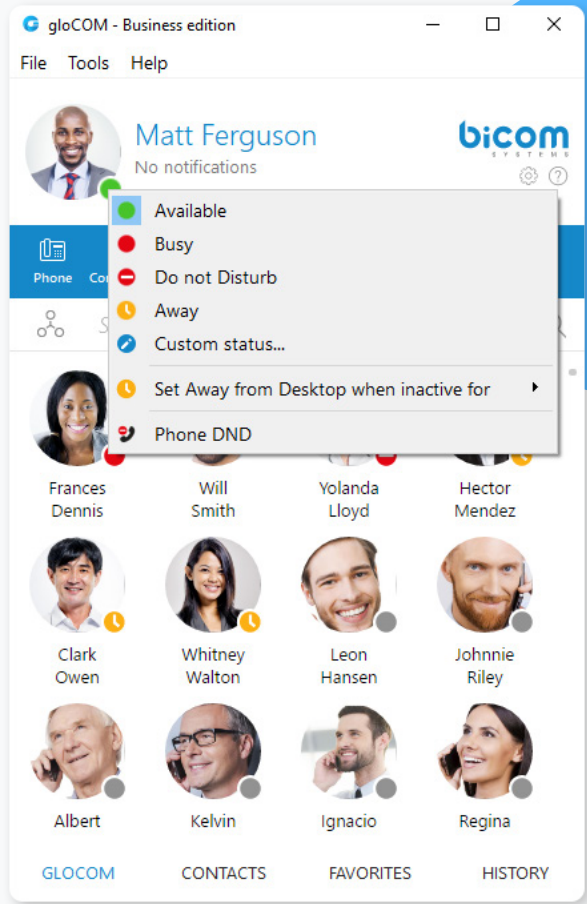
CRISP AND CLEAR AUDIO QUALITY

Relay your messages loud and clear and minimize confusion with our app's superb audio quality. This is all possible thanks to gloCOM's dynamic call quality monitoring which helps it adapt on the fly to accommodate different internet speeds.
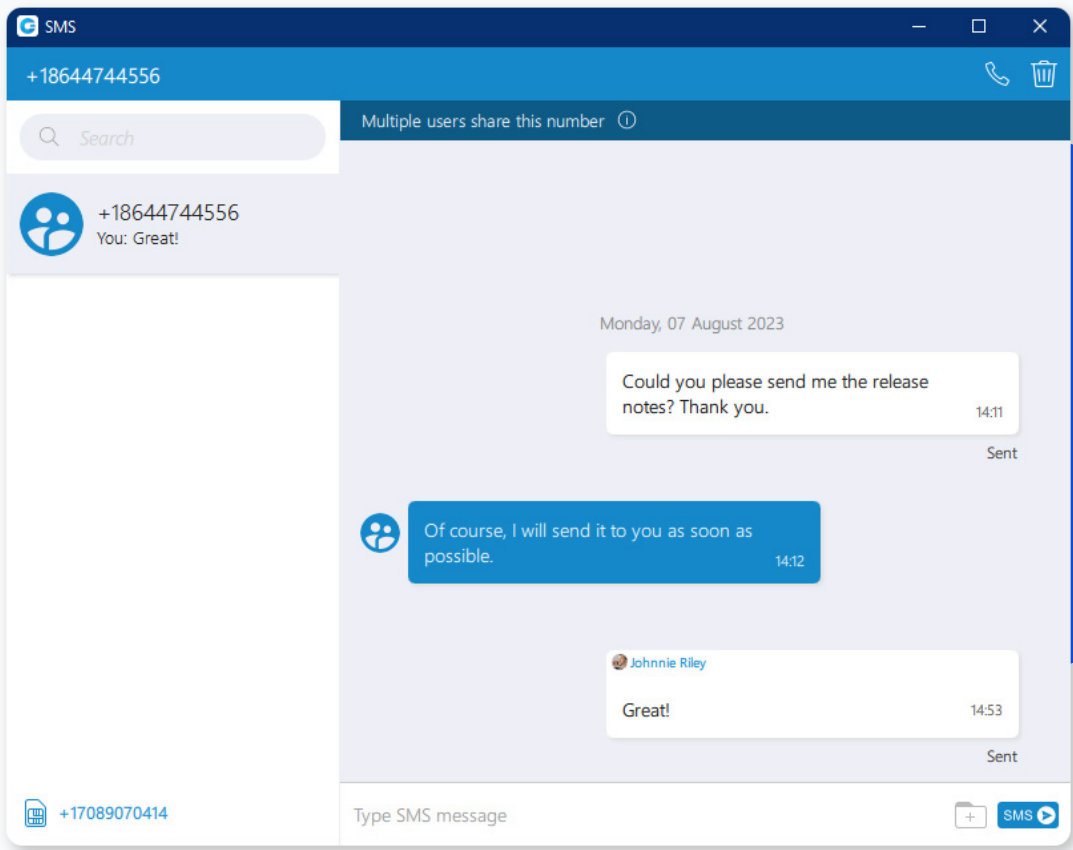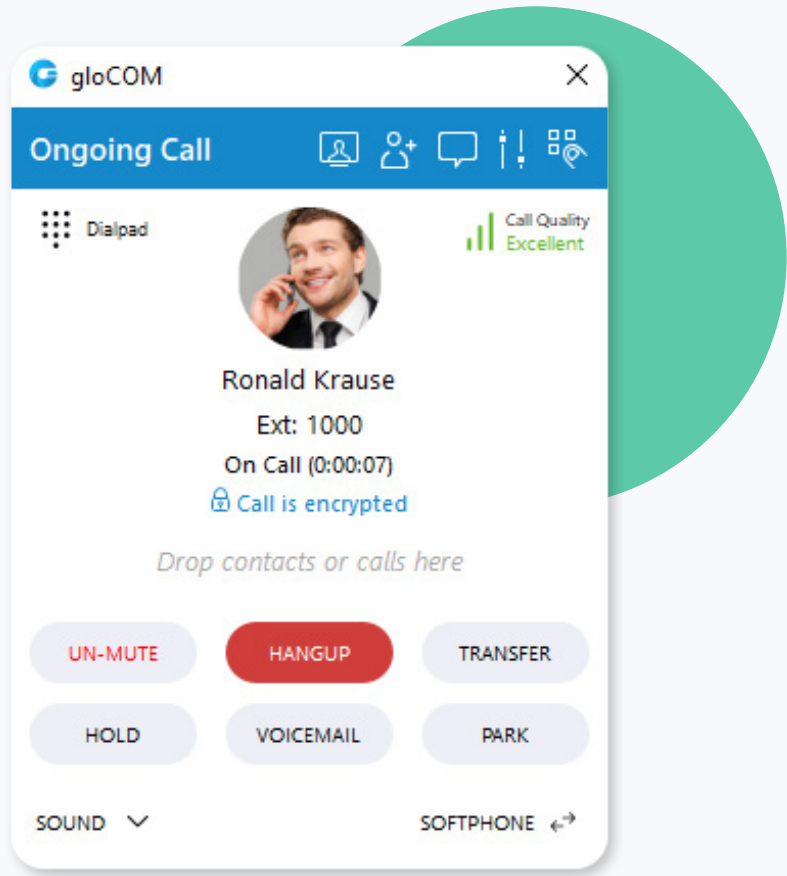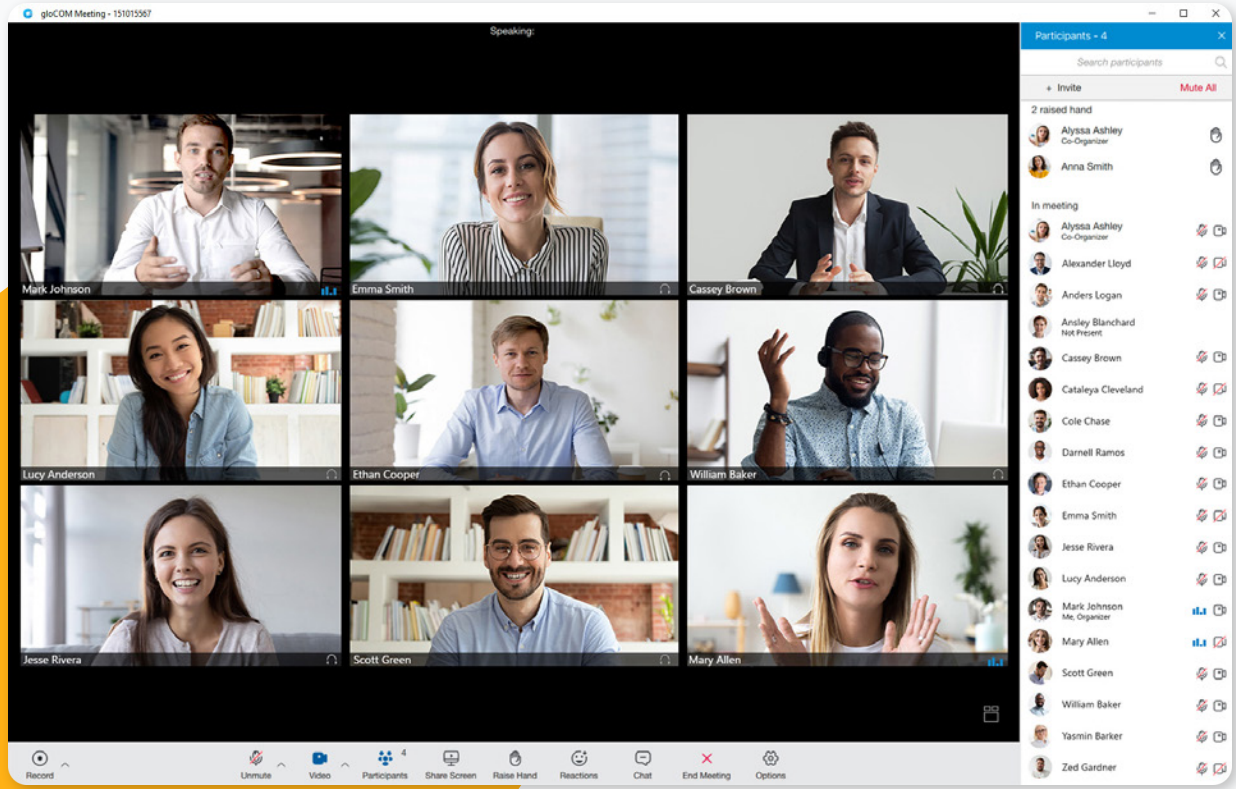
SMS & MMS

Compose SMS & MMS messages between colleagues or your phone contacts through the gloCOM app, allowing you to stay in the app and return to business quickly instead of having to go back and forth between apps.

MEETINGS

Start a meeting directly from your gloCOM Desktop or Web App. Create a private or public meeting that any user can attend.

CONTACTS MANAGEMENT

gloCOM syncs up all of your contacts from your other accounts, leaving the accessible in one, unified space for you to utilize.

CALL RECORDING ENHANCEMENTS

Start, stop, pause or resume call recording through the use of gloCOM's recording feature.

FILE TRANSFER FUNCTIONALITY

Send files and images through the gloCOM app with ease and have them all in one place, removing the tedious back and forth one would require otherwise. Alternatively, you can send a fax from the app too, all with a few simple button clicks.
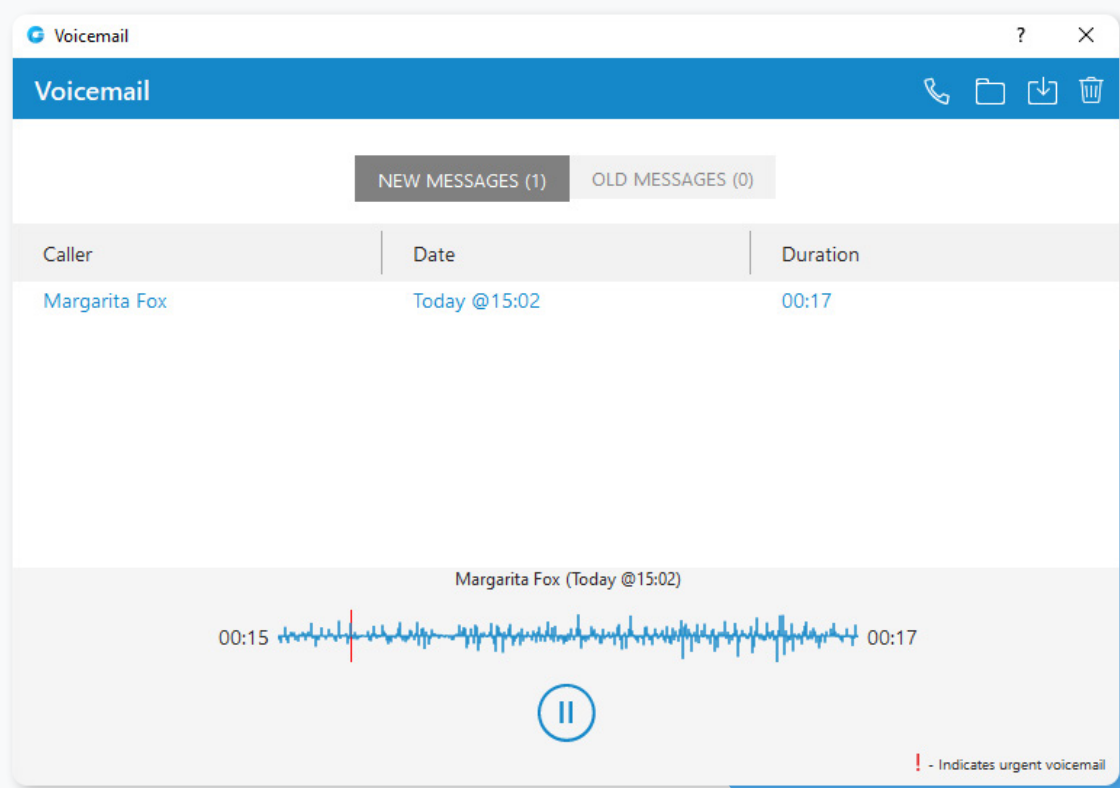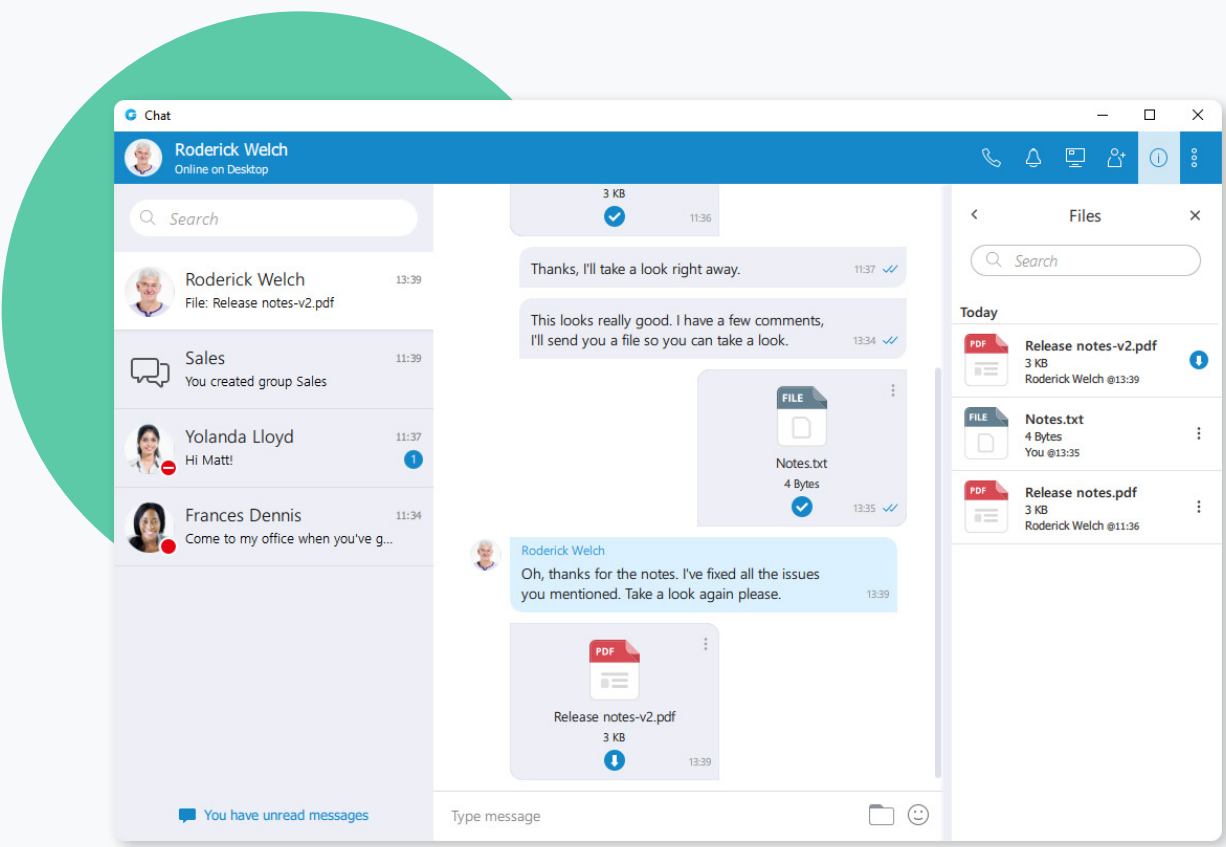
UNIFIED VOICEMAIL

Manage your voicemail within the gloCOM environment. Our users can easily access their voicemail through both gloCOM and gloCOM GO without needing to swap out to other dedicated voicemail applications and can even send calls directly to voicemail from the gloCOM interface.

DESKPHONE INTEGRATION

Swap your deskphone calls over to your gloCOM or gloCOM GO app on desktop or mobile respectively, allowing you the flexibility to stay on the go when conversing with potential business partners and clients.

CALL HISTORY SYNC

Keep all of your important calls on hand at all times with our call history option so you can redial them with ease without having to look through your contacts. Your call history syncs across all your registered devices.

MICROSOFT TEAMS PRESENCE

Allow users to sync their Microsoft Teams' presence status with their Bicom client application extension's presence.
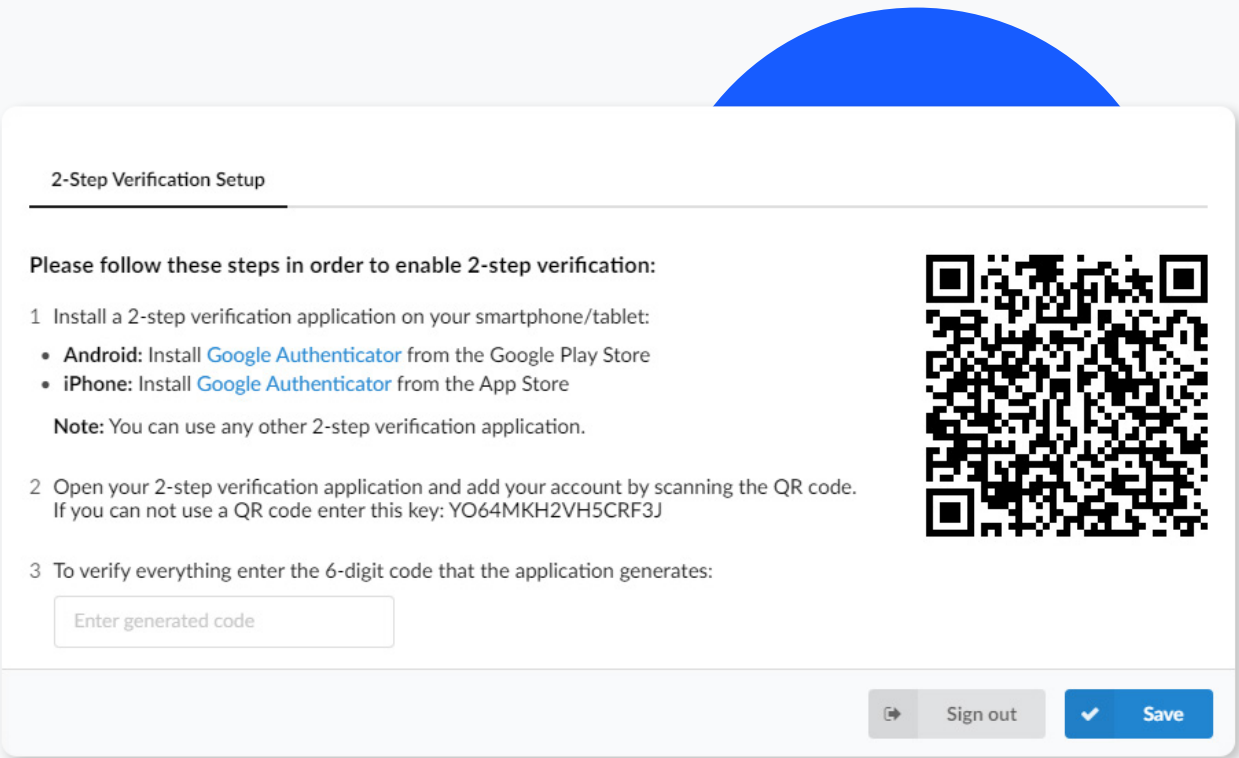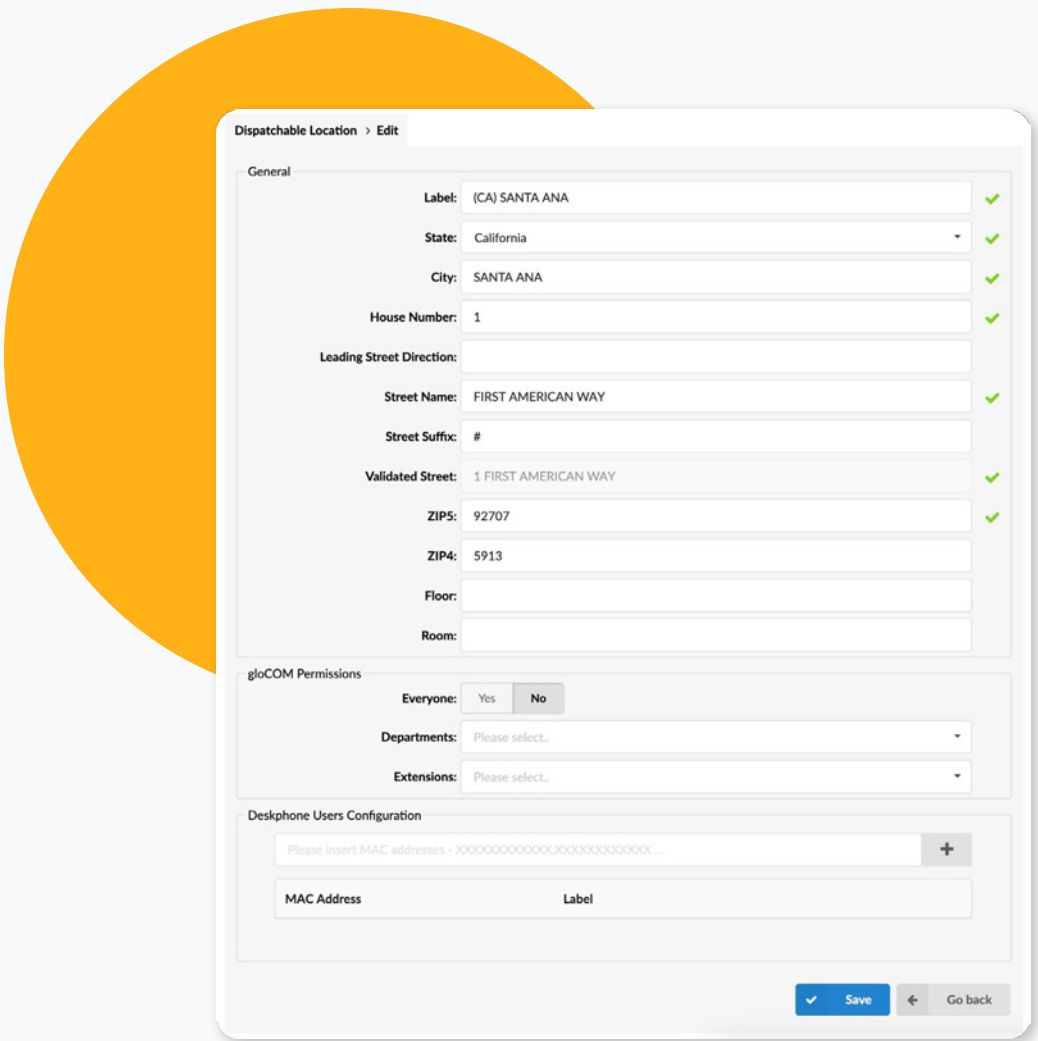
MODERN INSTALLER OPTIONS

Enjoy the ability to install the gloCOM app across both Windows and macOS operating systems with the MSIX installer option for the former, and the universal binary for the latter.

RAY BAUM'S ACT COMPLIANCE IMPLEMENTATION

Ensure your safety with gloCOM's Ray Baum's Act compliant feature. Provide users with a list of dispatchable locations they can select from to send to first responders in case of an emergency, minimizing delays caused by miscommunication in a potentially hectic and life-threatening situation. Only available for instances set up in the US.

SAFEGUARDING FROM UNWANTED INTRUSION WITH 2FA

Offer an extra layer of business security with 2-Factor Authentication. Users can set it up with ease and thus further shore up their accounts from potential breaches by adding an Authenticator check as an extra layer of protection.

VIDEO & AUDIO CONFERENCING

Convert two-way calls into a conference call, add as many participants as you like, or use dedicated conference rooms on the system to host conferences. Use video conferencing and screen sharing for your business presentations.

SSL CERTIFICATE CONFIRMATION

Keep your communications safe from intrusion by remaining aware of which servers have a valid SSL certificate before joining them.

SINGLE SIGN-ON (SSO) AUTHENTICATION

Enhance security and streamline access management for business users by utilizing only one set of login credentials through SSO Authentication.
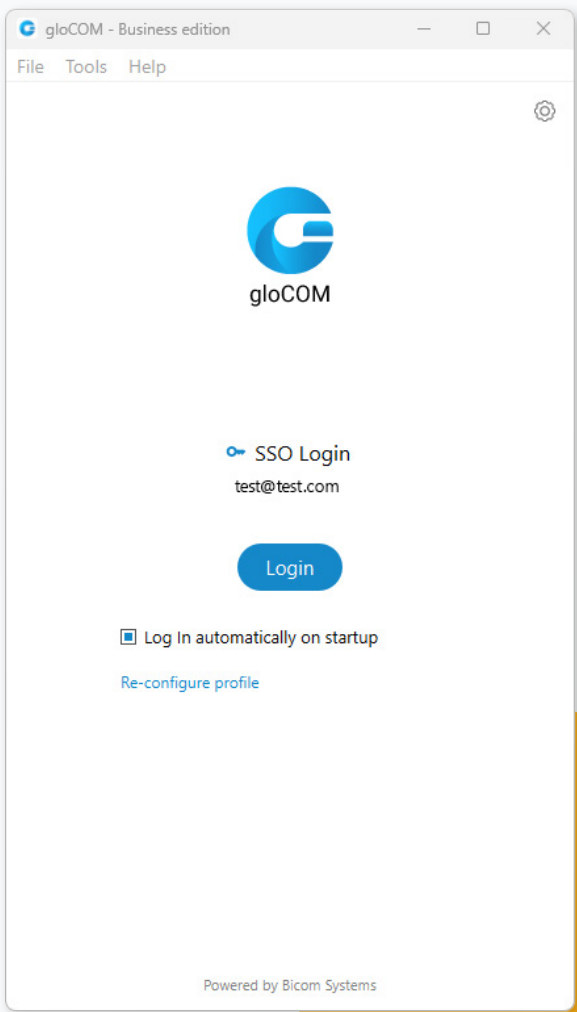
Choose Your Ideal gloCOM Edition

Pick from one of gloCOM's four tailor-made editions; office, business, agent and supervisor, each of them specifically curated for a particular business niche.

Office Edition

The budget-friendly option for start-ups and small businesses that allows them to have a corporate-class communications system without compromising their business capital.

Agent Edition

Optimized for call and contact center agent use with a streamlined and intuitive interface containing everything an agent would need to work at peak efficiency.

Business Edition

The more robust variant of the office edition that offers more flexibility to our users and that supports a larger group of clients. Ideal for SMBs and beyond.

Supervisor Edition

Supervisor is the edition that is custom-made to allow call and contact center supervisors to manage and monitor their workers without having to deal with excess data clogging their screens.

Work With Us

For any UCaaS providers, we are more than happy to work with you if you're willing to act as a reseller of our product.

We also offer an unbranded version of our product to let you choose which of the two you prefer.

Expert Support at Your Fingertips

Our highly trained experts are always available to address any system-related issues or questions that you may have, ensuring seamless operations and peace of mind.

CONTACT BICOM SYSTEMS TODAY
to find out more about our services

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