TELECOMS
PRODUCT BROCHURE

Presented by Brightridge Technology

brightridge

UNIFIED COMMUNICATIONS

A powerful desktop Unified Communications application specifically designed to take your business communications to a whole new level by tightly integrating with IP PBX, our VoIP Telephony Platform. Its main purpose is to simplify and enhance your day-to-day communication and collaboration experience.

It packs everything you need for a successful collaboration with your staff including IP Phone integration, Softphone, Messaging, Conferencing, CRM access, Faxing, File transfer functionality and much more. All Communicator features are neatly packaged within a single elegant desktop application interface with great user experience available on all major desktop platforms.

Communicator is offered in Office, Business, Agent and Supervisor Editions, each supporting specific features maximizing efficiency and productivity

DESKPHONE INTEGRATION

Answer and place a call using your desk phone while having the ability to control the call right from your Communicator Desktop. The full range of features remains at your disposal at all times.

CONNECT & 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. Stay connected with your friends and colleagues in and out of the office with the Communicator Unified Communications application.

CONTACTS MANAGEMENT

Keep your PBX, Outlook, Google and Apple contacts in the intuitive Communicator Click-to-Dial interface, all in one application.

SIMPLIFIED SETUP

Reduces the time and effort required to complete the installation of Communicator – from download to placing a phone call in less than 5 minutes.

CONFERENCING FACILITIES

Create and control conference calls on any SIP phone or SoftPhone. Convert two way calls into a conference call, and add as many participants as you like (dynamic conferencing) or use dedicated conference rooms on the system to host conferences.

OUTLOOK & EXCHANGE INTEGRATION

Sync Outlook and Exchange contacts with Communicator and make calls from Communicator directly or from Outlook interface using the integrated Outlook plugin. On inbound calls, Outlook will display available information on contacts that are calling you.

IMPROVED PRODUCTIVITY

Maintain your focus on the important stuff during the day by efficiently managing your business communications. Do more work with less effort using the Communicator app on your desktop and mobile devices.
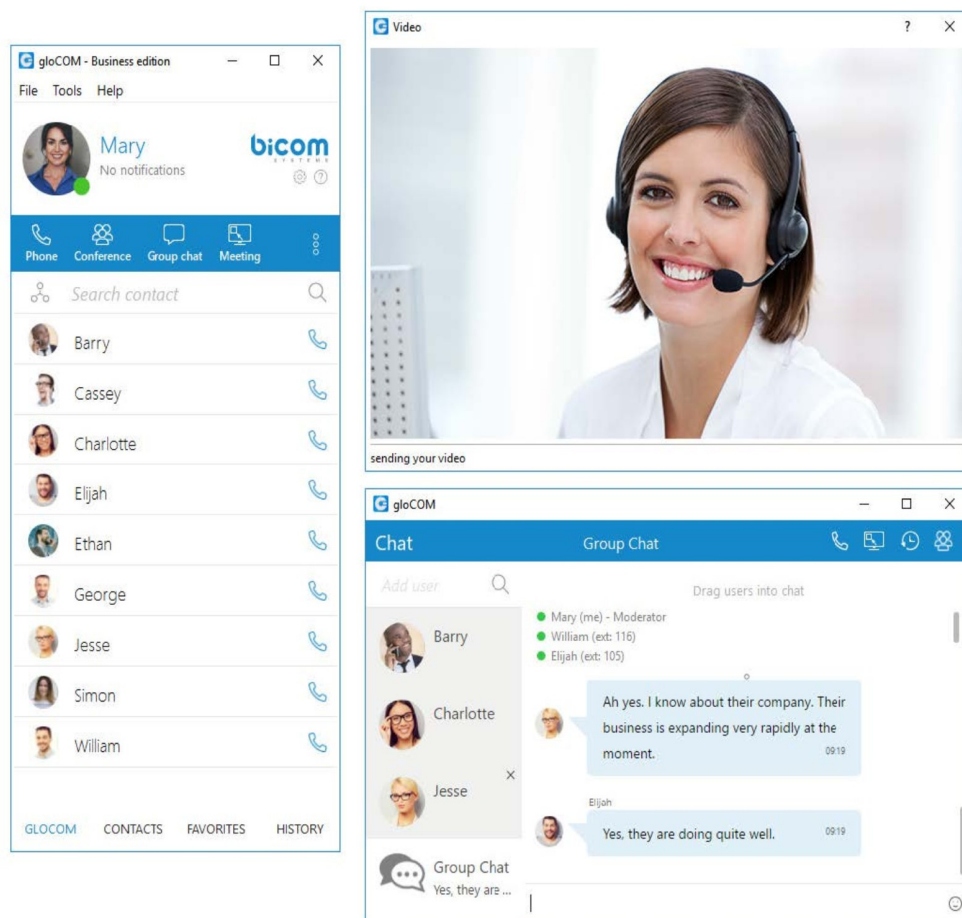
DID YOU KNOW?

Communicator 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 Communicator 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.

CRM INTEGRATION

CRM contacts are displayed in gloCOM, allowing user to quickly search for a contact, call him, and view contact details directly from gloCOM. If enabled, application will automatically push call information to the CRM system, including caller id, call recording, call status, etc. Inbound call popup has lots of different options. User can select to display CRM contact details, open custom URL with all the call details, silently send http requests, choose events of interest (call answered, finished, started), etc

UNIFIED COMMUNICATIONS ON DESKTOP & MOBILE

Communicator 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 Communicator GO, our mobile application available on Google Android and Apple iOS.

COMMUNICATOR COMES IN FOUR DIFFERENT EDITIONS:

OFFICE

Communicator enables Start-Ups and SMBs to use the corporate class phone system tailored to their needs and budget.

BUSINESS

Business Edition brings more power, flexibility, and efficiency for small and medium-sized businesses and large corporate clients.

AGENT

Communicator Call Center Agent edition is dedicated to improve the Call Center Agents day-to-day efficiency and productivity.

SUPERVISOR

Call Center Supervisor edition is designed to enable Call Center Supervisors to keep up with agents pace and increase their efficiency.

HOSTED OR ON PREMISE

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.

GLOCOM OFFICE

The Office edition of gloCOM is a desktop application that expands the capabilities of your IP Phone with Office Unified Communications features. Together with Business, Call Center Agent and Supervisor editions it provides core Unified Communications capabilities while retaining the familiar phone system usability.

gloCOM Office Edition is the best communication solution for an office worker. You may finally rely on a single application to handle your entire day-to-day communication. Having Voice calls, Conferencing , Instant messaging, CRM and Outlook integration is bound to liven up your work day. Sit back and enjoy!
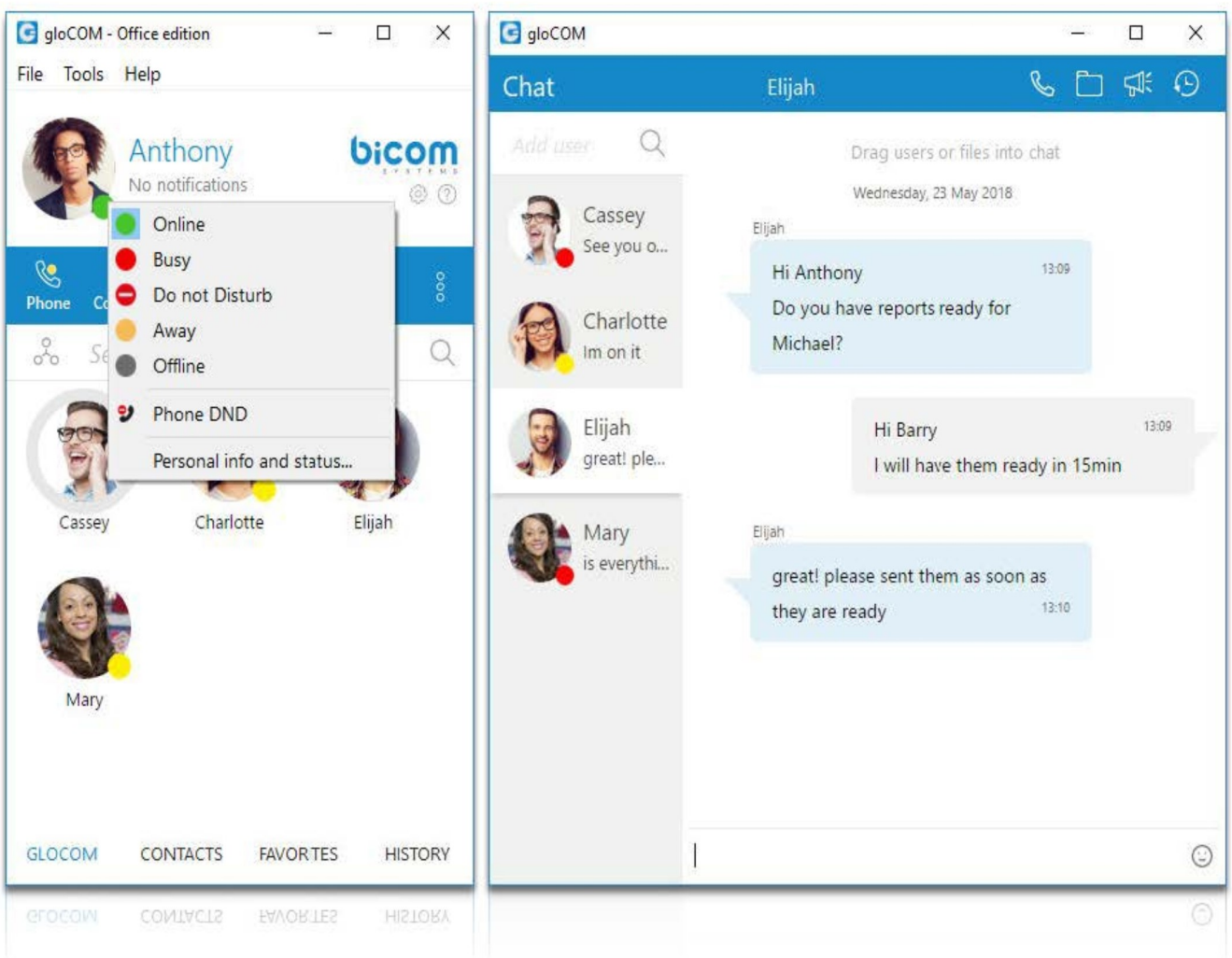
DESKPHONE INTEGRATION

gloCOM allows users to exercise office phone control features remotely without physically touching the phone.

HIGH-QUALITY CALLS

Enjoy high quality calls (G.722 HD codec) faxing, instant messaging, seamless contact integration and voicemail inbox GUI.

COLLABORATE

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

ONLINE PRESENCE

Set your presence status and availability in gloCOM. View other users' presence and availability. Sync Outlook contacts with gloCOM. Call them from gloCOM directly or from Outlook using the integrated Outlook plugin. When an inbound call is received, see who from your Outlook contacts is calling you.

CONFERENCING FACILITIES

Create and control conference calls on any SIP phone or SoftPhone. Convert two-way calls into a conference call, and add as many participants as you'd like.
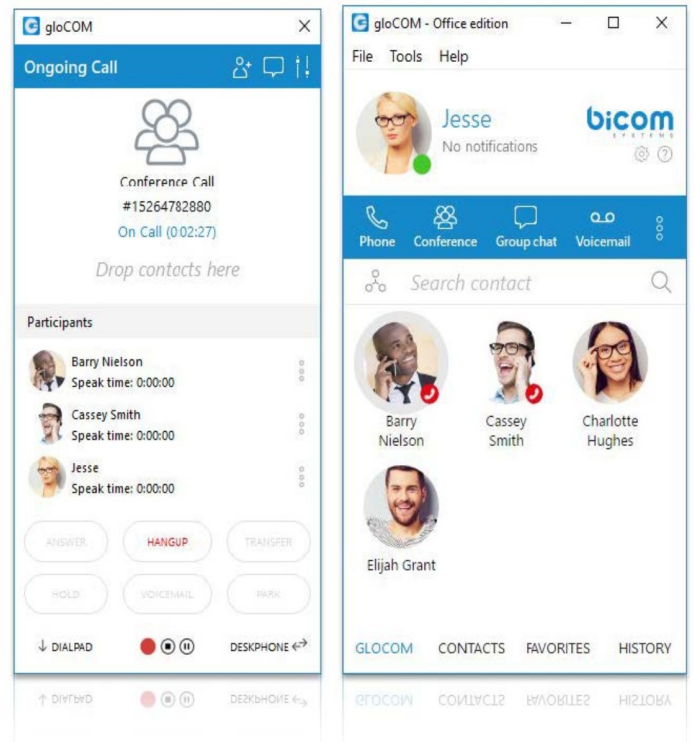
GLOCOM BUSINESS

The Business edition of gloCOM is a desktop application providing Softphone, Conferencing, Call Parking, Faxing, and many more Business Unified Communications features. Together with Office, Call Center Agent and Supervisor editions it provides advanced Business Unified Communications experience with all the communication tools that a business could need or wish for.

gloCOM Business Edition is a unified communications tool of immense capabilities. You may finally rely on a single application to handle your entire day-to-day communication. Having Voice and Video calls, Conferencing (Static and Dynamic), Instant messaging, Faxing, File sharing, CRM and Outlook integration is bound to liven up your workday. Sit back and enjoy! gloCOM Business
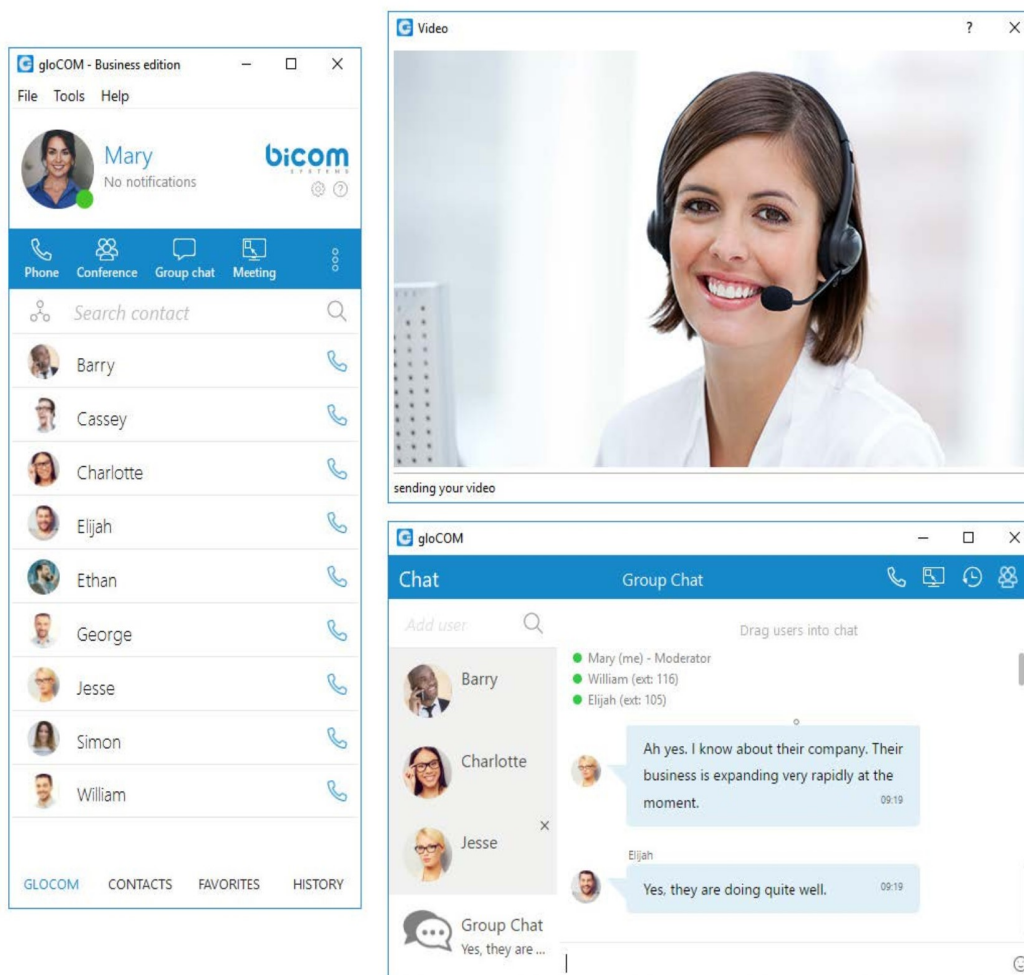
HIGH-QUALITY SOFTPHONE

gloCOM's Softphone design provides a dial pad similar to a standard VoIP desk phone, with a slightly improved layout and functionality.

FAXING CLIENT (FOIP)

Send a document as a fax directly from its native application (using print/fax driver), or send faxes directly from gloCOM (PDF files only). Receive faxes and view them directly on your computer. Check Fax history of received files.

VIDEO CALLS

Conversation face to face with your co-workers provides a much closer connection, better understanding and the ability to stress the importance of a certain issue.

SWITCH BETWEEN CALLS OR CONFERENCES

gloCOM allows a user to use all unified comms and standard comms features. Create and control dynamic conference calls on any SIP phone or SoftPhone. Convert two-way calls into a conference call, and add as many participants as you'd like (dynamic conferencing). Use drag & drop to easily add a third person to your phone call conversation. The added person receives a call and upon answering they will join the conference call. You can add as many users as needed.
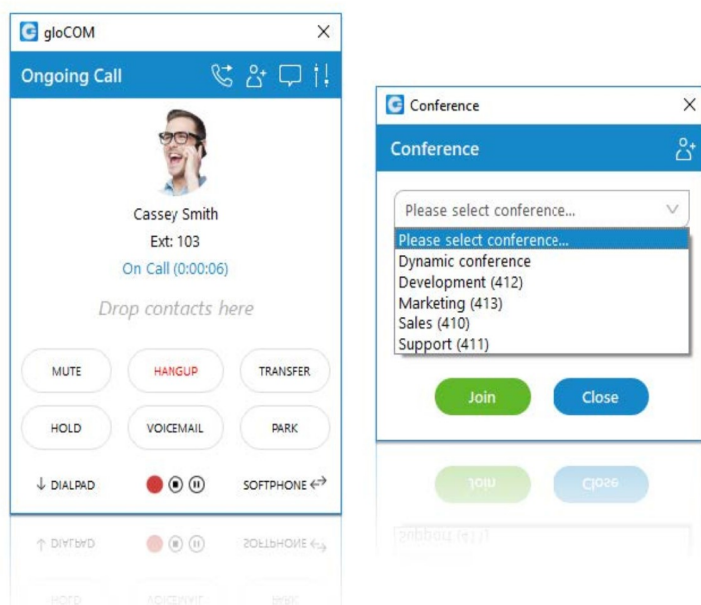
GLOCOM CALL CENTER AGENT

The Call Center Agent edition of gloCOM is a desktop Call Center Unified Communications application dedicated to boosting Call Center Agents' day-to-day efficiency. Together with Office, Business and Call Center Supervisor 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.

It provides an agent-optimised interface with features that will make their day a lot easier and more productive. See the status of other agents (phone and presence), send the messages or call them. See the status of the queues call waiting, agents busy, agents idle etc...
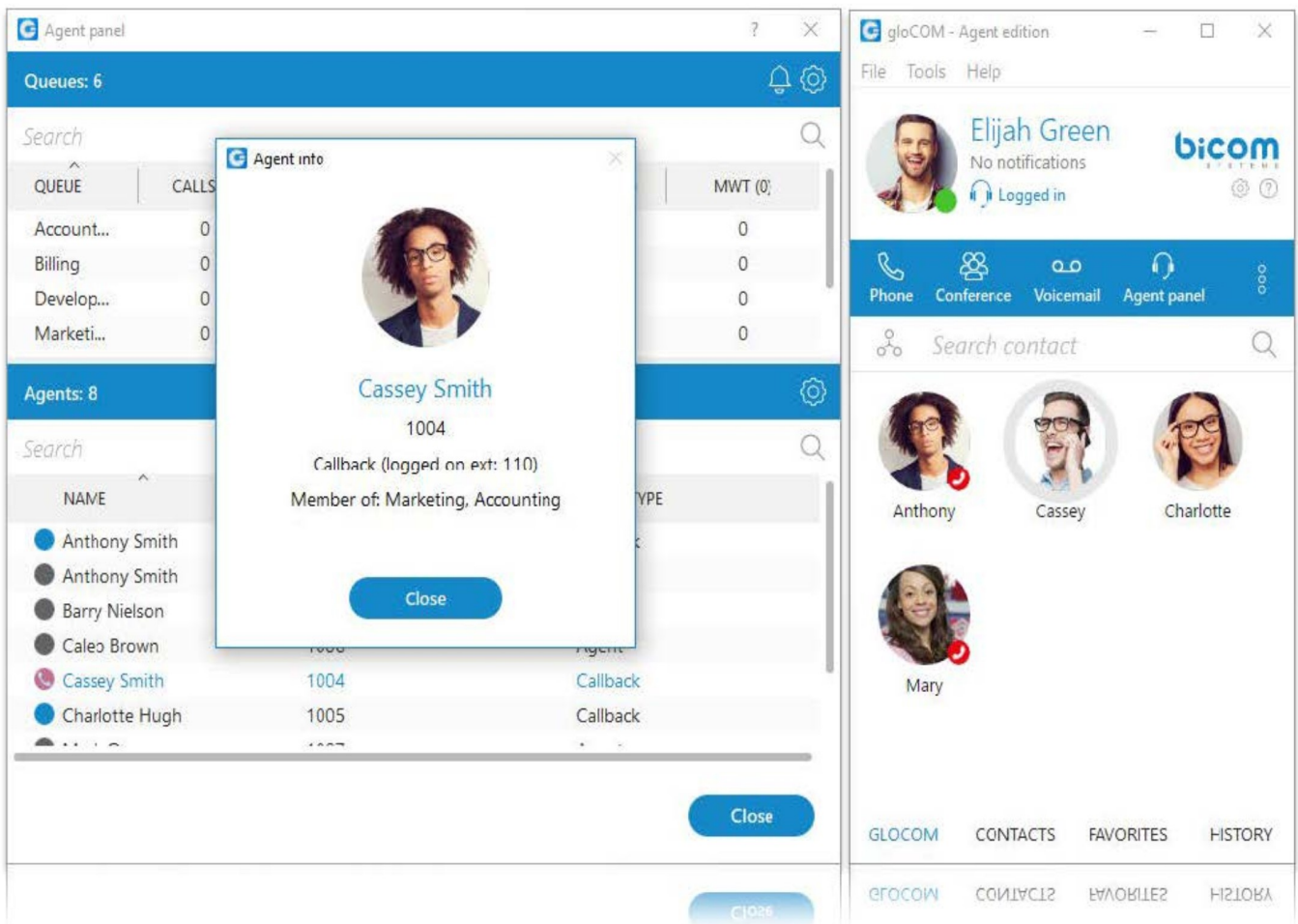
AGENT PANEL

With the agent panel, the agent can see if they are needed in another queue or if it's a good time to take their break based on call volumes

MANAGE CONNECTIONS

Through the gloCOM interface, you can make calls with a single click, monitor other agents' status and much more to manage your connections.

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.

AGENT STATUS

Agent status allows Agents to know who is available and if a call can be placed. Decisions can be made easily such as whether to forward a call or suggest a callback using dispositions.

CALLBACK AND DYNAMIC AGENT

The dynamic login option allows an agent to log remotely into the queue and wait for the next call while listening to music on hold. Callback login is the traditional call center configuration where an agent will answer a ringing phone and be joined with the waiting caller.
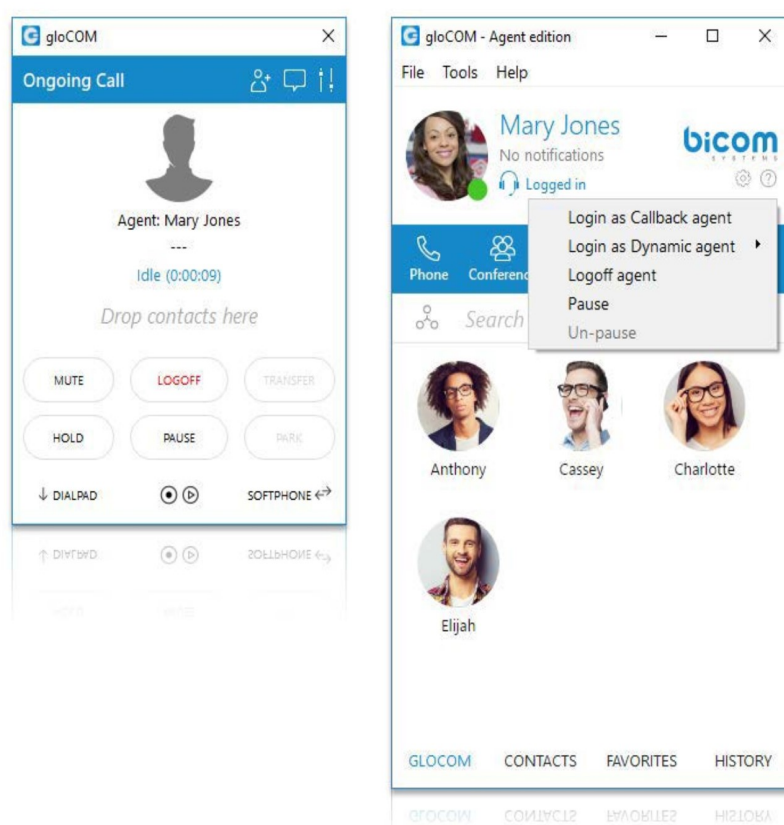
GLOCOM CALL CENTER SUPERVISION

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.

gloCOM - Supervisor Panel

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

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

Close

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.

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.

THERE IS NO "ONE-SIZE-FITS-ALL" SOLUTION WHEN IT COMES TO BUSINESS COMMUNICATIONS. THIS IS WHY PBXWARE COMES IN THREE DIFFERENT EDITIONS:
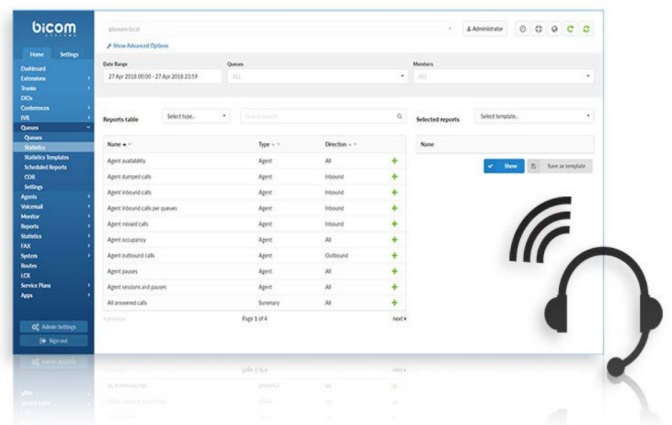
BUSINESS

PBXware business edition is our extensive, fully customizable platform providing you with a comprehensive set of features and capabilities of the enterprise phone system.

CALL CENTER

PBXware call center edition is designed to simplify and enhance call management at busy call centers of any size.


MULTI-TENANT

The Multi-Tenant Edition of PBXware gives Telecom Service Providers a powerful platform to serve the IP PBX market in the cloud as a VoIP switch. A Multi-Tenant PBXware is able to handle multiple customers (tenants) with a single instance of the software.

PBXWARE - BUSINESS

The Business edition of PBXware is our extensive and fully customizable VoIP solution providing you with a comprehensive set of features and capabilities of the enterprise phone system. Together with the Call Center and Multi-Tenant Editions Business PBX enables you to transform the way you conduct business and increase efficiency in the workplace, with each edition supporting specific features maximizing performance, reliability, and expandability.

It offers greater flexibility and customization capability allowing you more control over the final product, with unique deployment options ranging from on-premise Softswitch deployments based on bespoke units and custom hardware to Hosted PBX solutions served using SERVERware in the Cloud.
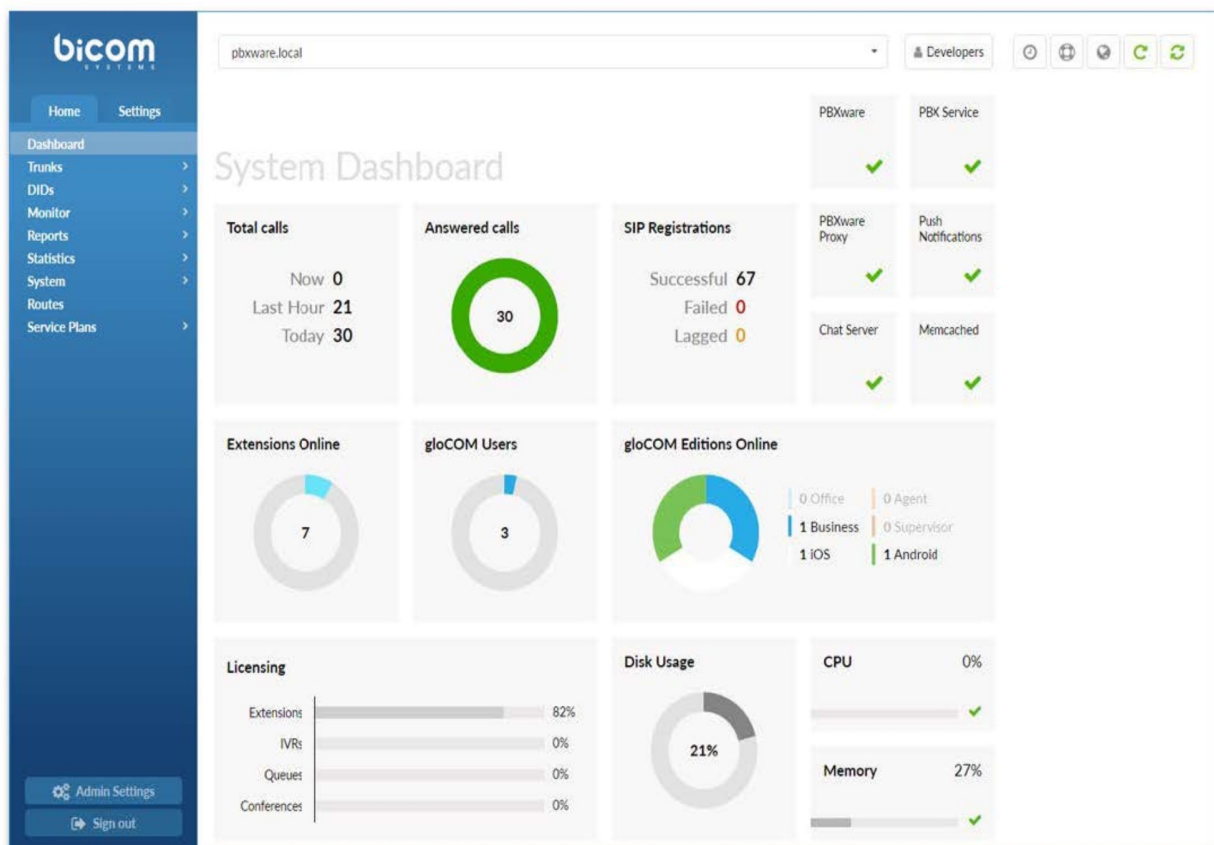
HOT-DESKING

Work at any available desk in the office. In just a few easy steps, switch desks without the need to carry your equipment with you. Guided by IVR Log in from any supported device with your extension and pin.

BRANDING

Branding allows you to customize PBXware GUI with your company logos and/or colors

ARCHIVING STORAGE

Archiving storage feature can be used to keep your recordings, voicemails, and FAXes in a remote location. You can choose between three options for remote storage: Amazon S3, FTP server, or Dropbox

CRM

Incorporate all the features and capabilities of PBXware telephony system inside your CRM or Browser. PBXware integrates with the most popular business apps, such as Salesforce, SugarCRM, MS Dynamics, Zoho, Zendesk, Bullhorn, Vtiger, Pipedrive and SuiteCRM.

RECORDINGS

PBXware interface has integrated a call recordings player, allowing users to listen to PBXware call recordings directly from their browser and navigate through the recordings with a simple click of a mouse.

POWERFUL TEXT TO SPEECH

PBXware's voicemail system integrates with Google Cloud Speech-to-Text and IBM Watson (STT). Get text transcriptions of your voicemail messages sent to your email.

COMPREHENSIVE ROLE-BASED MANAGEMENT

System administrators are able to create groups and users' permissions in order to delegate the administration of PBXware. Users are grouped by Administrator, Site Admin, Operator, Manager, and Other Custom Groups. In addition to limiting the scope of changes that can be made by different Groups, System administrators can transfer management responsibility to individual Tenant owners.

STATISTICS

You can now track the date, time and activity of each user to improve time management and increase productivity. Knowing who accessed various files and made changes on the server can increase security and give you a better insight into how your business operates.

PBXWARE - CALL CENTER

Call Center edition of PBXware is designed to simplify and enhance call management at busy call centers and contact centers of any size. Together with the Business and Multi-Tenant Editions, Call 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.

Give your business all the tools it needs to effectively start and manage inbound call campaigns with detailed statistics, reporting and monitoring. Upgrade to PBXware Call Center, and provide your customers with a consistent and quality experience.
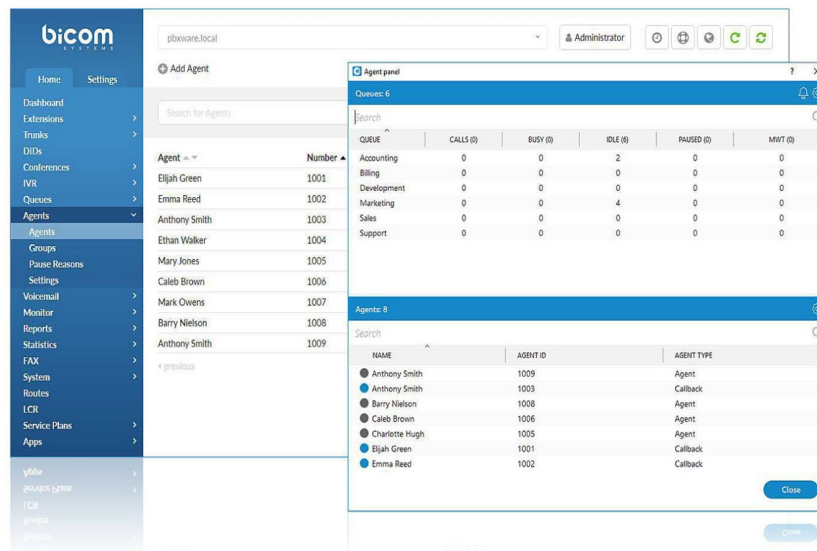
REAL-TIME AGENT MONITERING

Ensure that your call center workforce is effective, successful and consistently delivering outstanding customer service. Use the "Monitor" feature to listen in on an active call and identify problems quickly and while listening use "Whisper" to speak with the agent without the caller knowing, or "Call Barge" to speak with the agent and the caller.

UNLIMITED QUEUES (ACD)

Automatic Call Distribution system helps keep customers on the line by routing incoming calls to the agent with the most suitable skill-set who can address the caller's needs properly. ACD is a very important component of a call center and communication system. Some of its capabilities include Priority Routing, First In – First Out (FIFO), Queue Call-back, Call Monitor, Call Barging and more.

PBXWARE - MULTI-TENANT

The Multi-Tenant edition of PBXware is a VoIP switch with a multi-tenancy architecture supporting many tenants with multiple levels of administration providing different permissions. Multi-Tenant enables you to increase efficiency in the workplace and transform the way you conduct business in the same way the Business and Call Center Editions do. These advantages are further increased with specific features supported by each individual edition maximizing performance, reliability, and expandability.

This VoIP phone system may be used as a Class 4 or Class 5 Softswitch that gives Internet Telephony Service Providers (ITSPs) a powerful platform to serve the IP PBX market in the Cloud. Unlimited Hosted IP PBX Multi-Tenants, Unlimited resellers, user/company self-portal, and LCR are just a few of the advanced features included, as well as Unified Communications functionality provided with Desktop and Mobile applications which are supported.
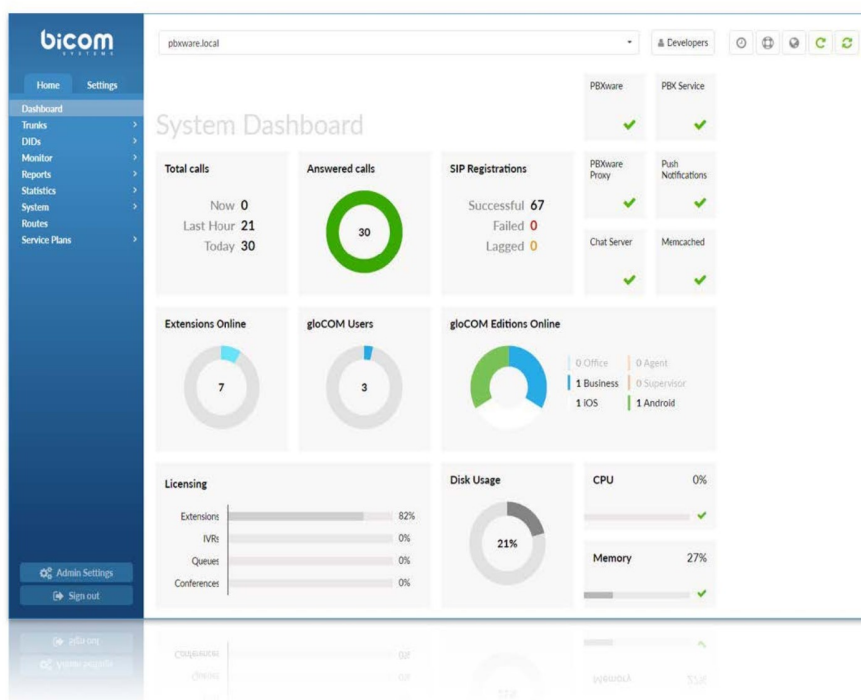
MULTIPLE IP PBXS ON A SINGLE INSTANCE

A Multi-Tenant PBXware is able to handle multiple customers (tenants) with a single instance of the software. Even though every customer has a dedicated PBX, they all share the same asterisk instance. Using the single instance for all customers cuts down operating costs significantly.

USE YOUR EXISTING IP PHONES

PBXWARE IS COMPATIBLE WITH MOST IP PHONES ON THE MARKET. USE THE SAME EXTENSION ON MULTIPLE DEVICES. SAVE TIME FOR BOTH YOUR IT PERSONNEL AND YOUR USERS BY USING FEATURES SUCH AS AUTOMATED PROVISIONING, BUSY LAMP FIELD (BLF), HOT DESKING, AND MORE.

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TAKE THE STRESS OUT OF IT. PARTNER WITH A LEADING MANAGED SERVICE PROVIDER