HostMyCalls 4.1 Service Supports gloCOM 4.0 and up

What's New for gloCOM?

New Login

Logging in is slightly different in gloCOM 4.X. Instead of using a SIP username and password, it is now done with your e-mail address and password. You can also use your password to login to the HostMyCalls Online Self Care Portal (OSC) instead of a PIN. If there are two or more existing extensions with the same e-mail address, the passwords must be different.

After the upgrade, the system will generate new passwords for all extensions. Users are prompted to change this password upon login. Once changed, the passwords are hidden and unknown to all administrators of the system.

Password Recovery

If a user forgets his/her password, it can be recovered by clicking the 'Forgot my Password' link. The user will receive a password recovery link via e-mail.

Multiple Client Registration to Single Extension

With HostMyCalls 4.1, users can simultaneously register multiple clients to a single extension.

Users are now able to connect the following devices at the same time:

- HostMyCalls supported desk phones
- gloCOM desktop clients
- iOS clients - gloCOM GO
- Android clients - gloCOM GO

Multi-Device Support

Now that gloCOM allows multiple SIP registrations to a single extension, users can also switch between devices before making or receiving a call, or even during call.

From the gloCOM client, change the default device for outbound calls by clicking the phone icon to open the dial pad window, then the wheel icon to open the devices window. Selecting the checkboxes for both desk phone and softphone will allow users to choose either device when initiating or answering a call. In addition, users can switch between devices during a call by pressing the 'switch phone' button. This will make the call ring on all registered devices.

gloCOM Editions

HostMyCalls 4.1 service supports gloCOM in three editions.

- Business
- Agent for Call Center
- Supervisor for Call Center

There is no longer a free version. (Existing user of **Free** version will be automatically upgraded to **Business**)

Mobile Phone Numbers

HostMyCalls 4.1 service introduces the option for mobile phone numbers to integrate with gloCOM. Users can assign a mobile number that they would like to receive calls on when not at their desk. Do so by editing your extension's Enhanced Services (OSC), enabling Mobile Numbers, and entering the mobile phone number.

Numbers added to either the system by HMC Support or gloCOM users are automatically synchronized, so you only need to add the number in one place.

gloCOM users will be able to dial a mobile number by simply right clicking a contact in their list.

gloCOM Smartphone Apps

gloCOM is now available for Apple and Android mobile phones. The gloCOM GO app requires the use of a gloCOM Edition license of Business or above. The App is available from either the Apple or Play store.

CRM Integration

gloCOM 4.x is compatible with several Customer Relationship Management solutions. In HostMyCalls 4.1 we are introducing support for Salesforce, SugarCRM, Zoho, and Zendesk. When integrated with any of the previously mentioned CRMs, gloCOM will synchronize CRM contacts and display them in the CRM contacts tab.

Pause Recordings (PCI compliance)

gloCOM 4.x allows you to pause a call recording at any point during a conversation. This is useful in cases where the customer has to provide personal information like credit card or social security numbers.
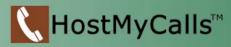
Multiple Departments

One extension can now be set up as a member of multiple departments.

Agent Pause Reason Codes

Call Center administrators are now able to set reasons for agents to pause gloCOM (for example: a lunch or restroom break), allowing agents to specify a reason when they need to take a break. The reason code is logged as a pause event. This feature can be used by clicking the pause button in gloCOM Agent edition and then selecting the reason from the drop down list. Or the user can dial *204 + Reason Code from their desk phone.

Paging

gloCOM for desktop now supports paging similar to any other supported desk phone.

Do Not Disturb

gloCOM for desktop can now allow the setting of DND for the phone separate from chat.

How do I upgrade my gloCOM?

Any existing HostMyCalls user running the gloCOM client software (less than Ver.4.x) can upgrade their client to take advantage of newly supported features. The new version of gloCOM for desktop clients is 4.x and above.
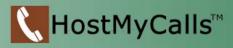
You can download desktop computer software for the most current supported version of gloCOM from this link - Get gloCOM Software

The upgraded version of gloCOM will only function on upgraded version of a HostMyCalls phone systems. In addition a gloCOM license must be activated for authorized user extensions.

Check with your Administrator to make sure your extension is authorized.

Users having Administrator Rights on their PCs, can upgrade and setup gloCOM by following some simple steps.

Obtain, Install and Setup the gloCOM 4.x Upgrade Software

1. Obtain the credentials for your account from your System Administrator. This consists of Login Server URL, Email Address and Password used in your account setup on the phone system.
2. If open, Exit out of the currently installed gloCOM client
3. Uninstall gloCOM 3.x
4. Download the gloCOM client software for the link above
5. Run the downloaded gloCOM client software
6. Follow prompts to install new client
7. After a successful installation of the client software, launch the gloCOM client and it will open a Profile Wizard

8. Navigate through the wizard providing input for information needed from your account credentials obtained in step 1
9. When a valid profile has been setup properly, the new gloCOM client window will open

Installation and setup of the software is now complete.

How do I add gloCOM to my HostMyCalls services?

Contact your Authorized HostMyCalls Sales Agent

or call **866.242.6161** for assistance