**VoIP Office Communicator**

Communicator has plenty to offer. High Quality Voice & Video Calls, Instant Messaging, Voice Conferencing, Files Exchange, Faxing, CRM integrations and much more – delivered in a single application capable of supporting you at any time on any device and platform you are using.

* **Communicator CC Agent Edition**
* **Communicator CC Supervisor Edition**

**Communicator CC Agent Edition**

Communicator CC Agent edition is designed to optimize agent’s productivity. Productivity is equally dependent on agent and supervisor skills and equipment they’re using. If your phone system is capable to deliver a thrust agents performance will follow.

**Key features**

* Queues management
* Real time statistics
* Instant text messaging
* Dynamic Agent login
* Alerts / Threshold
* SoftPhone client
* Agent status
* Quality of Service
* Outlook integration
* CRM integration
* Browser integration
* Agent assistance

**Communicator CC Supervisor Edition**

Communicator CC Supervisor edition is designed to provide unified call center tools platform for efficient management of agent activities. Supervisors can monitor agents, calls and queues stats in real time. With gloCOM Supervisors stay on top and provide assistance as soon as requested.

**Key features**

* Queues management
* Agent status display
* Real time statistics
* Quality of Service
* Instant text messaging
* Outlook integration
* Wallboard facility
* CRM integration
* Alerts / Threshold
* Browser integration
* SoftPhone client
* Agent assistance