



Horizon

November 2016 Release Notes



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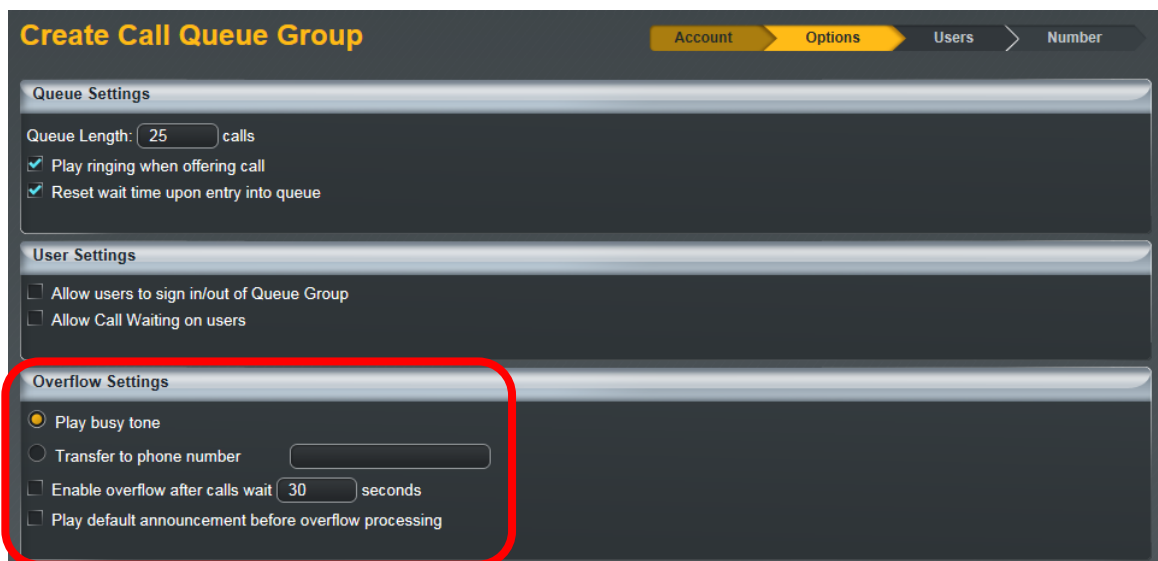
Introduction

The November 2016 release will be made available on the evening of the 23rd November 2016. It will contain the new features and improvements detailed below.

Call Queue Groups

"Play Busy Tone" has been added under the Options tab as part of the Overflow Settings sub menu and the "Transfer to Phone Number" option realigned to make it clear that it can be used without needing to select "Enable Overflow after call wait _x_ seconds"

The new screen will appear as follows:



Create Call Queue Group

Account > **Options** > Users > Number

Queue Settings

Queue Length: calls

☒ Play ringing when offering call

☒ Reset wait time upon entry into queue

User Settings

☐ Allow users to sign in/out of Queue Group

☐ Allow Call Waiting on users

Overflow Settings

☒ Play busy tone

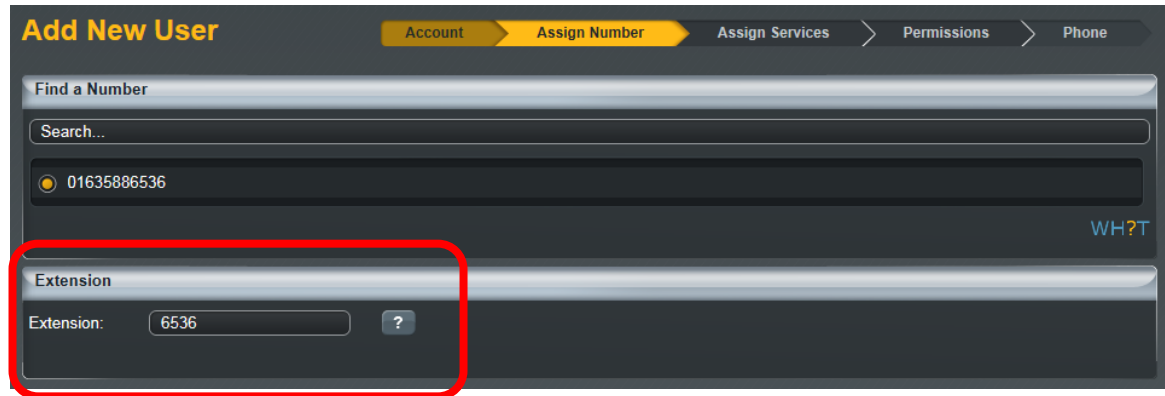
☐ Transfer to phone number

☐ Enable overflow after calls wait seconds

☐ Play default announcement before overflow processing

User Extension numbering

When adding users the Horizon GUI will now automatically populate the users extension number with the relevant last digits of the main DDI number to match the selected length ie last 3,4, 5 etc. etc.



The screenshot shows the 'Add New User' interface with the 'Assign Number' tab selected. A search bar displays the number '01635886536'. Below the search bar, the 'Extension' field is highlighted with a red box and contains the value '6536'. A help icon (?) is visible next to the extension input field.

Finally, we have no further planned releases for 2016 as we traditionally implement a change freeze for the Holiday period.



Regards

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Feedback



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