Horizon

April 2017 Release Notes

Contents

Introduction

The April 2017 release will be made available from the 13th April 2017. It will contain the new features and improvements as detailed below.

Horizon Integrator v2.4 Withdrawal

Further to our previous communications, from the 2nd May 2017 Gamma will no longer support Horizon Integrator on v2.4 or below. This version will no longer be compatible with our Horizon Service and cease to work from this date.

All 2.4 users will need to upgrade to the latest version of the Integrator (v2.6) in order to continue using the service.

Details of how to upgrade can be found in the user guide on the Gamma academy knowledge base, just search Horizon Integrator Full User Guide.

In order to help you support your customers Channel Partners will receive a further targeted communication on the 17th April 2017. This will detail the users who are still using v2.4 of the Horizon Integrator. Please ensure you are subscribed to Horizon Alerts on the Gamma Portal in order to receive the communication.

It's imperative that your customers are upgraded in time to avoid any loss in their service.

If you have any questions regarding Horizon Integrator 2.4 withdrawal please contact Horizon Support team by dialling the Gamma IVR 0808 178 8000 – option 6, 1, 1.

Retention Policy for Call Recording embedded into New Company order

The April 2017 release will see the option to enable call recording and select from a 3, 6 or 12 month retention period embedded into the new Company order component of the Horizon section of the Gamma portal. By default the option to call record will be disabled for all new companies.

Should you wish to enable call recording for any Company, where it was initially disabled, simply head over to the Horizon section of the Gamma portal via the Horizon Manage Company link, locate the Company and select Manage Company from the Actions dropdown list.

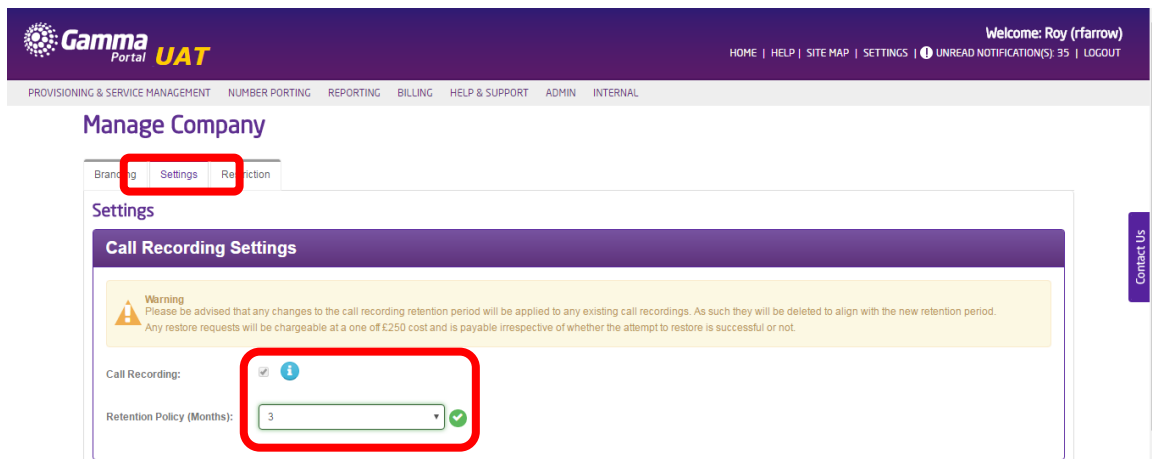Select the Settings tab to enable Call Recording and set the retention period.

These changes do not affect the settings or retention period of all existing Companies and once call recording is enabled against a company it cannot be disabled.

Device Customisation for the Polycom VVX310 and 600

The device customisation service via the Users>Phone menu on the Horizon GUI will be updated to include the Polycom VVX310 and 600.
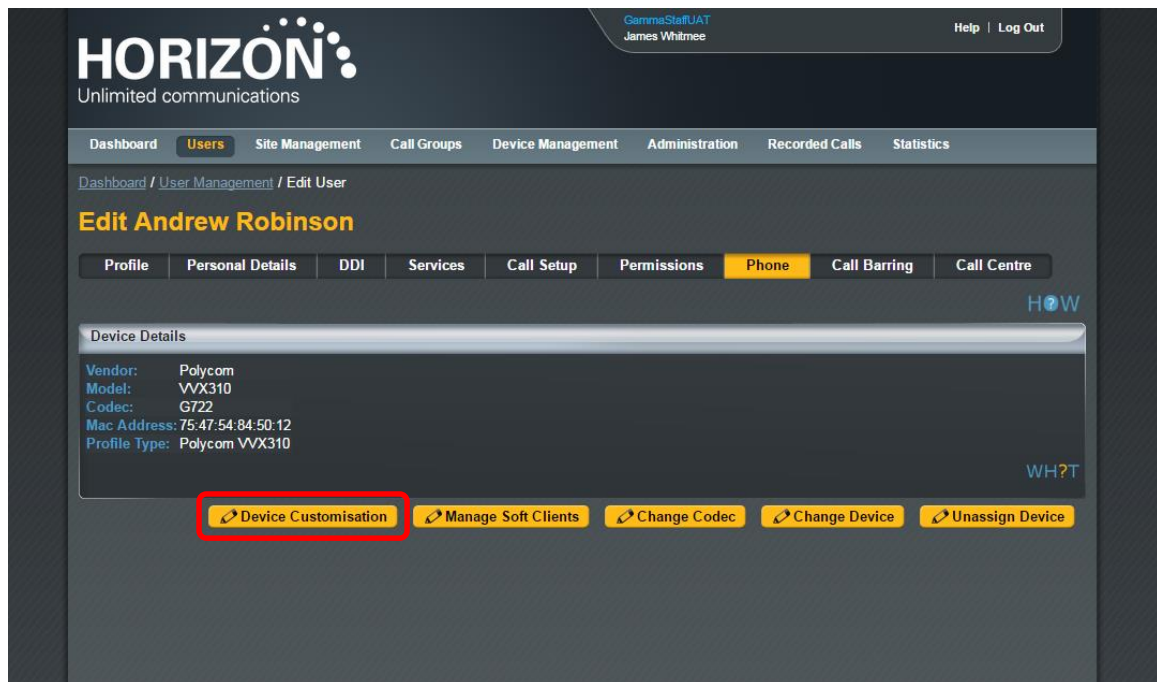
By selecting the Device Customisation button you will now be able customise the line keys of the device by selecting the Line Keys button
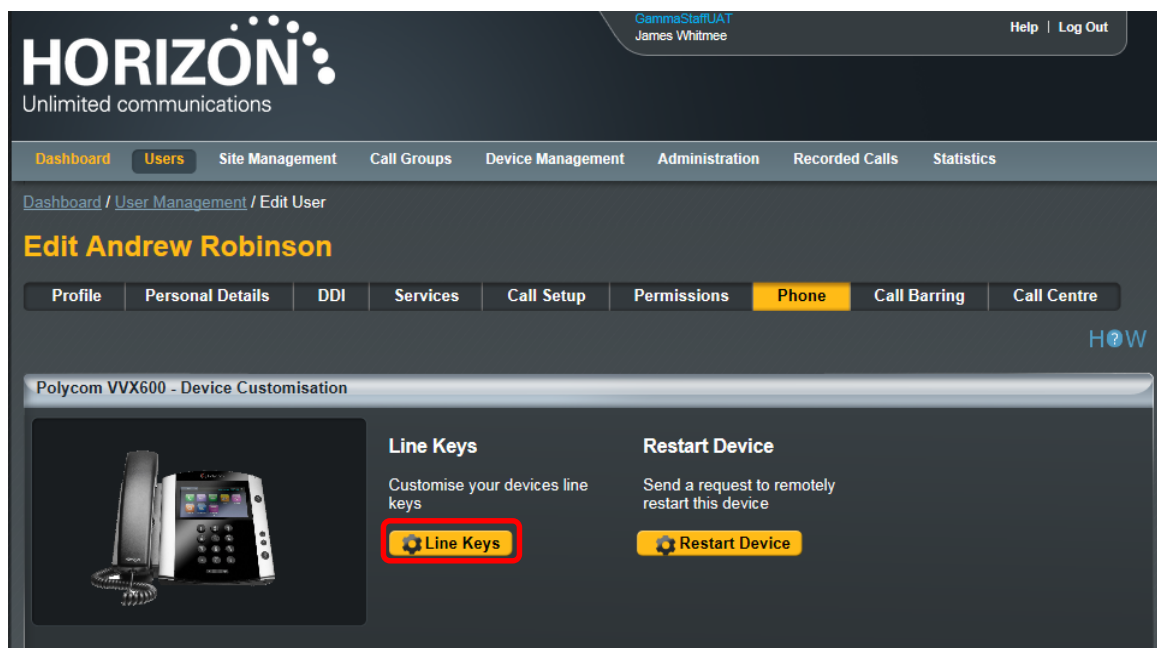
This will drop you into the customisation area where you can assign various Horizon features by clicking on the relevant key number and then assigning the desired feature from the drop down list that the GUI will present.
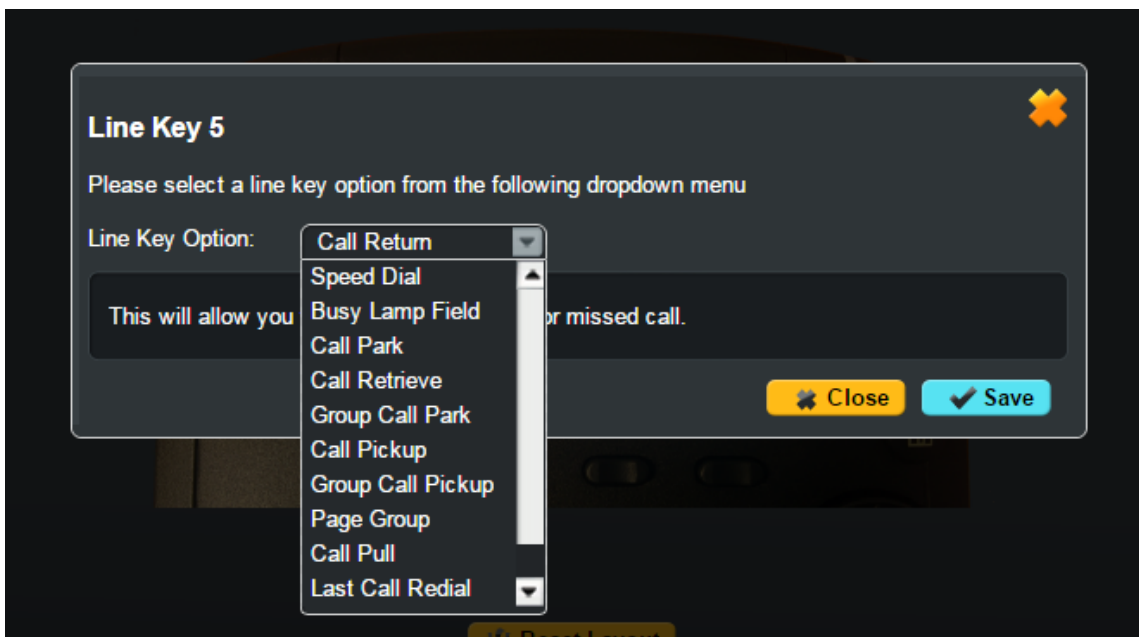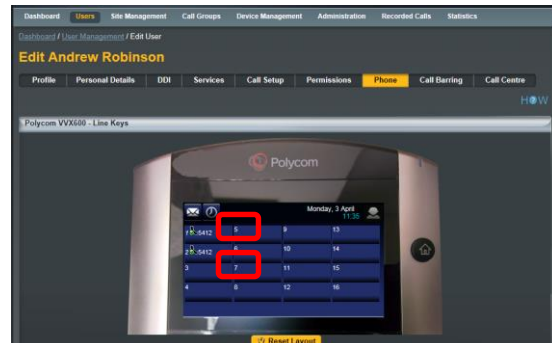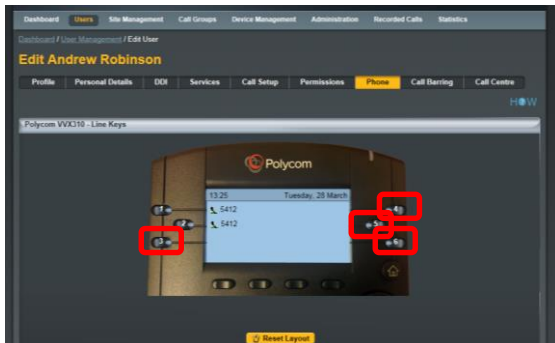
Subscription Description changes

Following on from the Horizon Subscription Webinars on the 14th and 21st March we are pleased to advise that the restructure of the descriptions will be applied to the new Company order flow in April. The below matrix details the old description and how it will align to the new equivalent Subscription and option.

Old Description	New Subscription Type	New Contract Option
Premium	Premium	1 Month Contract No Handset
Hardware Incentive		3 Year Contract Handset Included
New Option		5 Year Contract Handset Included
Lifetime	Upfront Subscriptions	No Handset
Lifetime Hardware Incentive		3 Year Contract Handset Included
Commission	Commission Subscription - 3 Year	Commission £1
Commission 2		Commission £2
Commission 3		Commission £3
Hardware Incentive Commission		Commission £1 handset included
Hardware Incentive Commission 2		Commission £2 handset included
Hardware Incentive Commission 3		Commission £3 handset included
New Option	Commission Club	5 Year Contract Handset Included
New Option	Horizon for Schools and Charities	3 Year Contract Handset Included
Discount Package		5 Year Contract Handset Included

So what does that actually look like on the Gamma Portal? 1st you will navigate to and create a New Company order as before until you reach the Package details section

When you reach the Package Details selection the portal will apply Subscription Contract filters based on the user selecting 1 of up to 5 available Package types. Please note you may not have access to all 5 package types. Packages will be available to view based on the commercial agreement made with your BDM.

Subscription Details

Warning
Handsets are only provided with no charge if Horizon is purchased on a 3 or 5 year term and the PRIMARY Site Access for Horizon is either **Converged Ethernet**, **Assured Broadband**, **Converged Broadband** or **Converged Private Networks**. Please read the Horizon Hardware Incentive document for full details here.

Subscription Type: *

Please Select
Premium Subscription
Upfront Subscription
Commission Subscription - 3 Year Contract
Commission Club
Horizon for Schools and Charities

Contract Option: *

Subscription Details

Warning
Handsets are only provided with no charge if Horizon is purchased on a 3 or 5 year term and the PRIMARY Site Access for Horizon is either **Converged Ethernet**, **Assured Broadband**, **Converged Broadband** or **Converged Private Networks**. Please read the Horizon Hardware Incentive document for full details here.

Subscription Type: *   Premium Subscription

Contract Option: *

Please Select
1 Month Contract No Handset
3 Year Contract Handset Included
5 Year Contract Handset Included

In the above case the user selected the Premium Subscription and as a result will now be presented with the subscriptions contract options. Once the contract option is selected a further information box will appear to provide a summary of the Subscription and its benefits.

The objective is to reduce the volume of mis-ordered chargeable handsets and the subsequent billing tidy up effort between Channels Partners and Gamma each month. If you'd like to catch up on the aforementioned webinars then please use the inserted link

https://pgi.webcasts.com/starthere.jsp?ei=1137817

Please note that the billing descriptions for subscriptions will remain unchanged, this only impacts the Gamma Portal ordering processes.

Call Barge Warning Tone - Toggle on and off option added to Horizon GUI

We will be improving the inclusive Call Barge service by adding the option to enable / disable the barge-in warning tone for managing users.
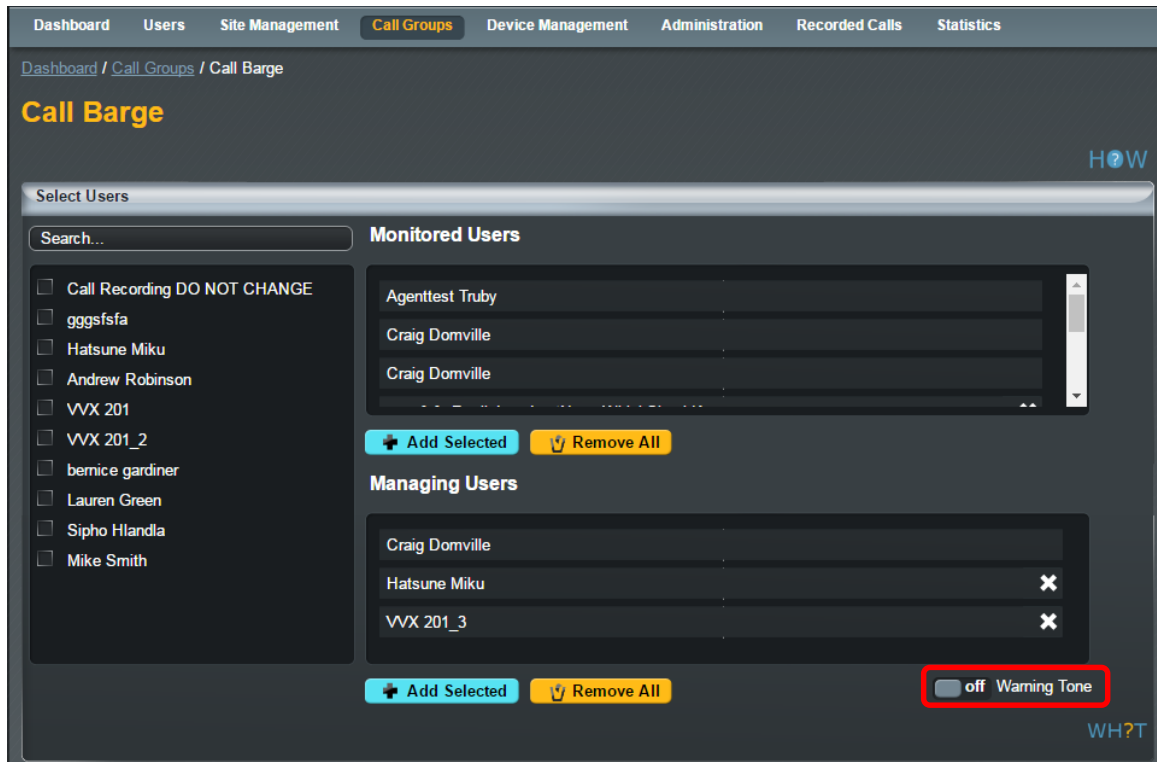
A Pop up will appear when activating or deactivating the warning tone as below.
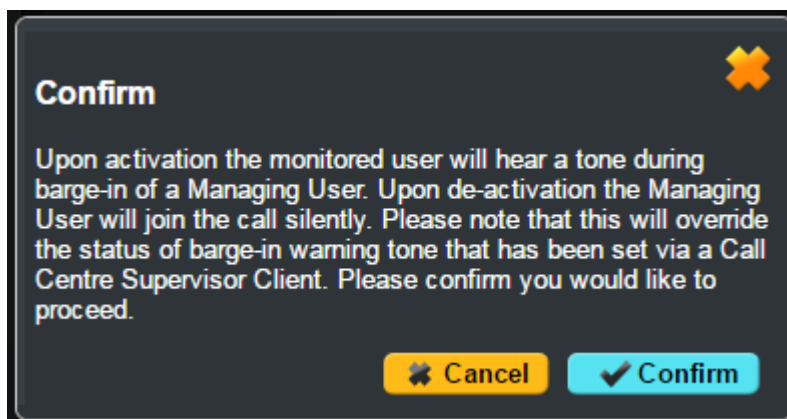
When activated the monitored user will hear a tone during the barge-in of a managing user, when deactivated the managing user will join the call silently

Please note this will override the status of the barge-in warning tone set up via a Call Centre Supervisor Client and vice versa.

Estimated Wait Timer option for Call Centres

Prior to this feature, when a new call was added to the call queue, if enabled the estimated wait message (EWM) of either the callers queue position or wait time was played once with no repeat after the entrance message. This feature provides an option to enable playing EWM periodically and there is a field to specify the message playing frequency in seconds. This field can be set between 10 and 600 seconds.

By default the service will be left in a disable condition, if the EWM option is selected, the following behaviours are applied for the EWM announcement and the service will operate to the below conditions

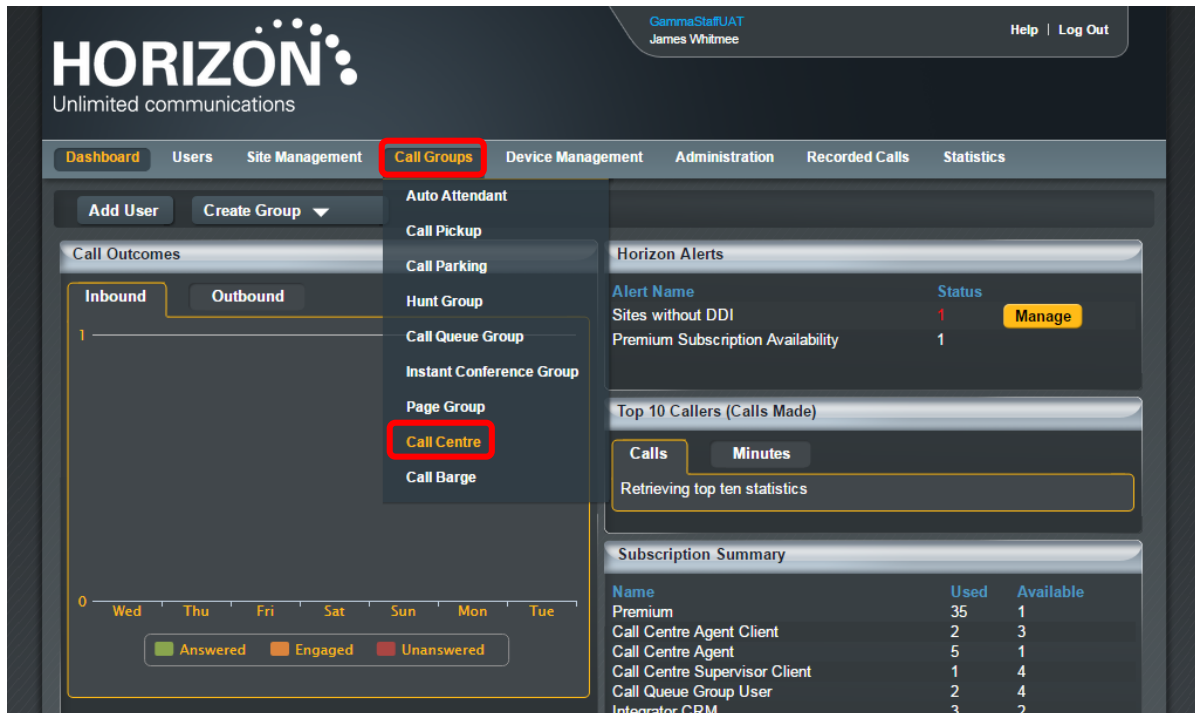- The EWM announcement is played periodically when the call is queued or when the call is bounced back to the queue because an agent is unavailable.

- The EWM announcement is played periodically at the specified interval.

- The estimated wait time or queue position is re-evaluated immediately before an announcement is played.

- The updated EWM announcement is not played when the queued call reaches the high volume threshold. The high volume announcement is played instead, if enabled. Once the queued call transitions out of the high volume condition, the EWM announcement is played again.

- The updated EWM announcement is stopped when the agent is available, the call is offered to the agent, and the caller hears ring back (if play ringing when offering call is enabled). The updated EWM announcement is played again if the call bounced back to the queue.

- The updated EWM announcement is stopped when the overflow condition is met, such as when a call has been waiting in the queue longer a configured threshold. The overflow announcement is played if configured.

- The updated EWM announcement is stopped when the caller terminates the call.

- The updated EWM announcement is not played if the Stranded Call policy chooses not to leave the call in the queue.

- The updated EWM announcement is played before or after the comfort message announcement if they conflict; however, it does not interrupt/replace the comfort message.

- The updated EWM announcement is played with music playing in between the announcements if Music On Hold is enabled.

- The updated EWM announcement is played with digit collection enabled to allow the caller to escape the queue by pressing a digit. For instance, pressing "0" when the EWM announcement is playing or during digit collection duration allows the call to exit the queue. Any other key pressed is ignored.

Should you wish to configure the EWM service please navigate to the Horizon Company>Call Groups> Call Centre on the Horizon GUI.
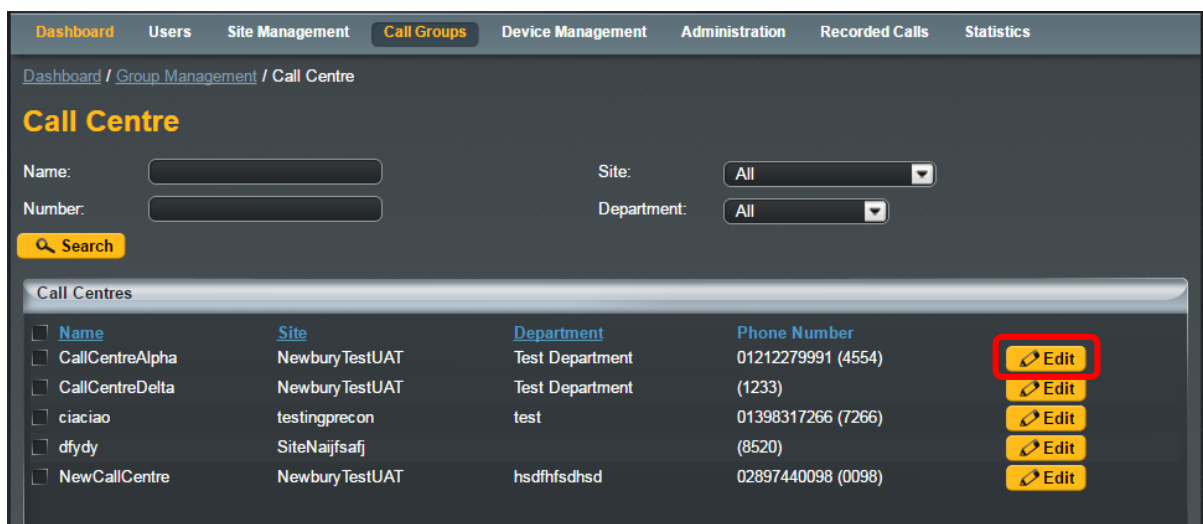
Find and select the Call Centre you wish to edit

Then navigate to the Announcements>Estimated Wait area of the Horizon GUI and set the "Play updated wait message every" field value (anything between 10 and 600 seconds is valid) and then from here you have the option to either:

Enable the Announce the queue position or Announce the wait time to callers in the queue. To play the high volume announcement to callers whose position in the queue is higher than the configured maximum, check Play high volume message.

Announce queue positions

When Play Updated EWM is selected, the periodic queue position announcement adheres to the following conditions:

- If the queue position is less than or equal to the specified queue position X, the position of the call in the queue is played back in the EWM announcement. The announced queue position is immediately calculated before an announcement is played.

- If the position in the queue is higher than the specified queue position X and the play high volume message option is enabled, the high volume message is played to the caller.

- If the position in the queue is higher than the specified queue position X and the play high volume message option is not enabled, no announcement is played to the caller.

- If the position in the queue transitions out of the high volume condition, the announced queue position is immediately calculated before an announcement is played.

Announce wait time

When the Play Updated EWM is selected, the periodic estimated wait time announcement adheres to the following conditions:

- If the estimated wait time is less than or equal to the specified X minutes, the estimated wait time is announced to the caller. The estimated wait time is immediately evaluated before an announcement is played.

- If the estimated wait time is higher than the specified X minutes and the play high volume message option is selected, the high volume message will be played to the caller.

- If the estimated wait time is higher than the specified X minutes and the play high volume message option is not selected, no announcement is played to the caller.

- If the estimated wait time transitions out of the high volume condition, the announced wait time is immediately calculated before an announcement is played.

The estimated wait time is calculated as below:

EWT = ([position in queue * average call handling time] / [number of agents available or wrap-up])

Call Recording Filename Changes

Following regular feedback asking us to improve the naming convention of the Call Recording file we are modifying the filename structure of a Call Recording when downloaded, we believe that this will make the recordings easier to manage and retrieve once removed from the Horizon platform. The filename structure will be applied dynamically at point of download so will apply to all historic recordings from the 4th April 2017

A Party	B Party	Date	Time	Direction

🎵 441618488239_448081788000_20170327_155304_O

Direction values:

O = Outbound

I = Inbound

Introduction of the Polycom VVX411 and End of Sale of the VVX410

On the 5th April 2017 we confirmed the end of sale of the Polycom VVX410 and it's replacement will be the VVX411, the two devices are identical save that the VVX411 comes an additional USB port.

The Gamma portal device lists have been updated to remove the VVX410 and replaced with the VVX411.

Some things to note:

- In the event that a VVX410 needs to be RMA'd (Return Merchandise Authorisation) then it will be replaced with either a Polycom VVX410 or a 411, depending on availability.

- The device user guide has been updated and can be found on the Gamma academy by searching VVX411.

- The VVX411 will cost the exactly the same as the VVX410.

- The VVX411 power supply unit is specific to the VVX411 and cannot be used with any of the other handsets in the VVX range, please see the Horizon price list for its cost.

Regards

Roy Farrow

Horizon Product Manager

Feedback

⌨	portalfeedback@gamma.co.uk
📞	03332407771