



# Horizon

August 2017 Release Notes





Version	Date	Description
1.0	08/08/2017	Document created for August portal release

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# Introduction

The Horizon August 2017 release will be made available on the evening of the 9th August 2017. The release will deliver the below updates and improvements.

## Integrator Version 2.6 - new CRM's added

The latest version of Horizon Integrator now includes the following 4 additional CRM integrations and an improvement for Microsoft Dynamics.

InfusionSoft - Sales and Marketing CRM for small businesses

Patient Connect - Health Sector

PefectView - General CRM

Salpo - General CRM

TITAN - Ticketing and Hospitality CRM

Horizon Integrator can now be updated to version 2.6.10 Details of how to do this can be found in the user guide on the knowledge base along with the individual CRM user guides.

### **\*\*IMPORTANT\*\***

Integrator 2.6 is not currently compatible with any mass deployment tools when carrying out an upgrade from an earlier version. Using these will result in all existing user settings being deleted.

Any upgrades from earlier versions will need to be carried out by the user/administrator on their individual machine.

We are aware of the following mass deployment tools affected, please see below. Please be aware other similar tools could experience the same behaviour and as advised we highly recommend updating individual clients.

- ♦ SCCM
- ♦ Group Policy deployment
- ♦ OPSI
- ♦ Rudder
- ♦ Symantec Client Management Suite
- ♦ Dell KACE
- ♦ ZenWorks
- ♦ IT Asset Too

## Horizon TAPI Driver

The Horizon TAPI Driver has been designed to complement Horizon and provides simple telephony and call control integration via Applications that have the ability to make use of a TAPI interface. There are number of CRM Applications that are known to have TAPI interfaces, the known Applications are as below.

CRM	Market	CRM	Market
Acquaint CRM	Housing	NetHelpDesk	Help desk
Agenda5	Virtual office	Orange	Property
Agent Pro	Property	Orderwise 2014	Logistics/ERP
AlarmMaster	Security	orgAnice 2010	General CRM
Arcus	Automotive/Transport	Practice Management	Vet
Cabmate	Automotive/Transport	Prof.ITplus 1.0.5	Retail
Cash for Windows 2015.2.3	Logistics/ERP	Promoserve	Hospitality
Cash for Windows 3.25.1	Logistics/ERP	ProspectSoft Crm 6	General CRM
CTI Data Connector for Salesforce	General CRM	ProspectSoft Crm 6.52	General CRM
Encore Live	Property	Reapit 10	Property
Entersoft 4.0.24.7	General CRM	Rentman	Property
FinPlan 9.4.1	Financial/Insurance	Saturn	Financial/Insurance
genesisWorld	General CRM	Simma CMS Net 4	Construction
Goliath	Logistics/ERP	System for Dentists 6.15.6.0	Dental
InfoCabs	Automotive/Transport	Tankerbase	Automotive/Transport
INTRACALL 3.1	General CRM	Tradium	General CRM
Legrand CRM 5	General CRM	Vebra Alto	Property
Legrand CRM 6	General CRM	Vebra Live	Property
nCall	Virtual office	XDS 9 Build 31	Automotive/Transport

The extent of the integration is entirely dependent on the specific Application and Gamma cannot provide any advice, help and assistance in configuring the Application, the onus is on the Application vendor or the end users IT team to make use of the TAPI Driver interface.

In order to install the TAPI Driver the user will need administrative rights to the PC

The TAPI driver subscription will be charged at £2 per user per month.

**Note : The TAPI driver is a 1st party service only and this needs to be qualified with the end user from the very outset. THE HORIZON TAPI DRIVER CANNOT BE USED IN 3RD PARTY MODE.**

The TAPI driver can be used in conjunction with the standard Horizon Integrator but **not** the CRM version and for clarity the Horizon TAPI does not provide any end user features, for example click to dial, it is simply a middleware driver and all capability is dependent on the CRM Application itself.

**The Horizon TAPI Driver user guide can be downloaded from the Gamma Academy by searching TAPI Driver**

## How to order the Horizon TAPI driver

Your gamma portal account will have been updated to provide access to the TAPI Driver subscription which can be found under the Bolt On subscription type on both the New Company Order and Horizon Manage Company > Management Subscriptions menu should you wish to add the service to an existing Horizon Company and its users.

Bolt-Ons <span>Help</span>			
Feature	Currently Available	Currently In use	Quantity To Add
Call Centre Agent Client	1	0	<input type="text" value="0"/>
Call Centre Agent	1	0	<input type="text" value="0"/>
Call Centre Supervisor Client	1	0	<input type="text" value="0"/>
Call Queue Group User	1	0	<input type="text" value="0"/>
Integrator CRM	0	0	<input type="text" value="0"/>
Integrator EMIS	0	0	<input type="text" value="0"/>
Horizon TAPI Driver	0	1	<input type="text" value="0"/>
Integrator	0	0	<input type="text" value="0"/>
Receptionist	1	0	<input type="text" value="0"/>
IOS Soft Client	0	0	<input type="text" value="0"/>
Soft Client Android	0	0	<input type="text" value="0"/>
Soft Client PC	0	0	<input type="text" value="0"/>

Choose the number of subscriptions you need and as usual they will be allocated to the Horizon company ready for assignment to a user by an administrator

To assign the subscription to a user login on the Horizon GUI and the subscription will now be available to assign via the Users> Services tab

Dashboard
Users
Site Management
Call Groups
Device Management
Administration
Recorded Calls
Statistics

Dashboard / User Management / Edit User

Edit Roy Farrow

Profile
Personal Details
DDI
Services
Call Setup
Permissions
Phone
Call Barring
Call Centre

Service Pack

- ☒ Premium 0 Left

Request More ?

Optional Extras

- ☐ Call Centre Agent Client 1 Left
- ☐ Call Centre Agent 1 Left
- ☐ Call Centre Supervisor Client 1 Left
- ☐ Call Queue Group User 1 Left
- ☐ Receptionist 1 Left
- ☒ Voice Mail 0 Left
- ☐ Horizon TAPI Driver 1 Left

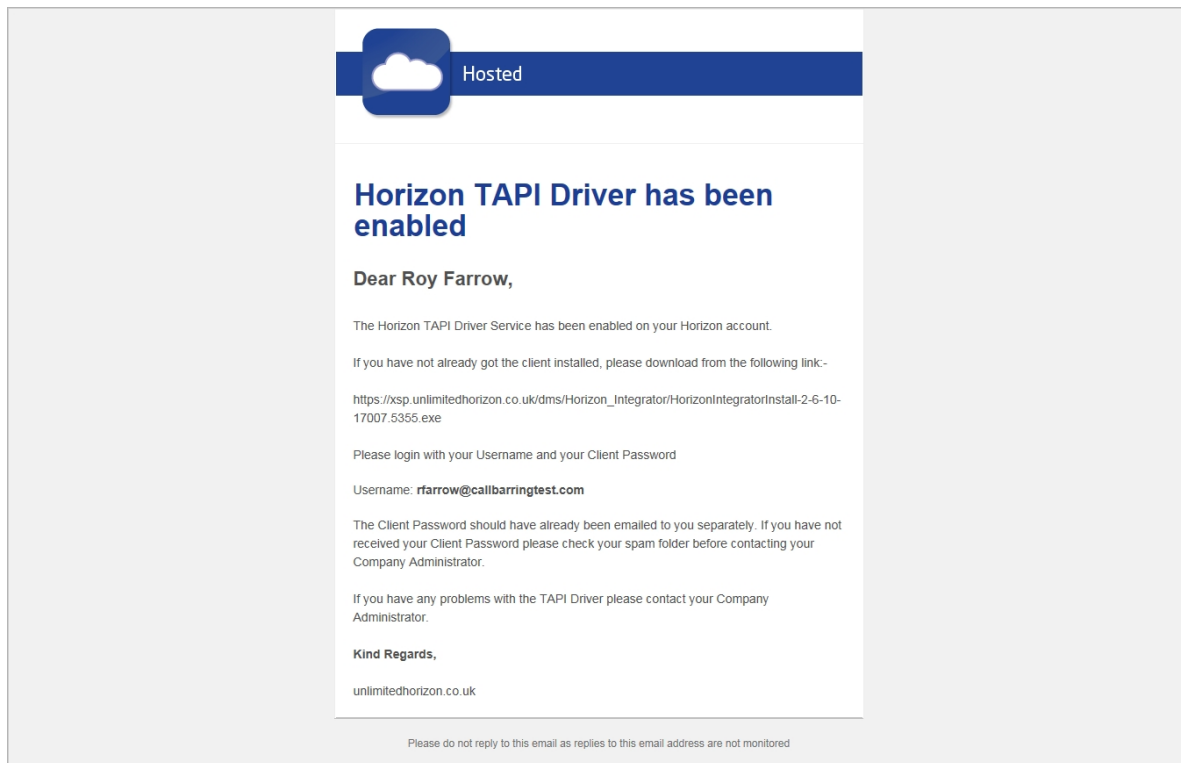
Request More ?

Check the box next to the Horizon TAPI Driver subscription and hit save to assign the service.

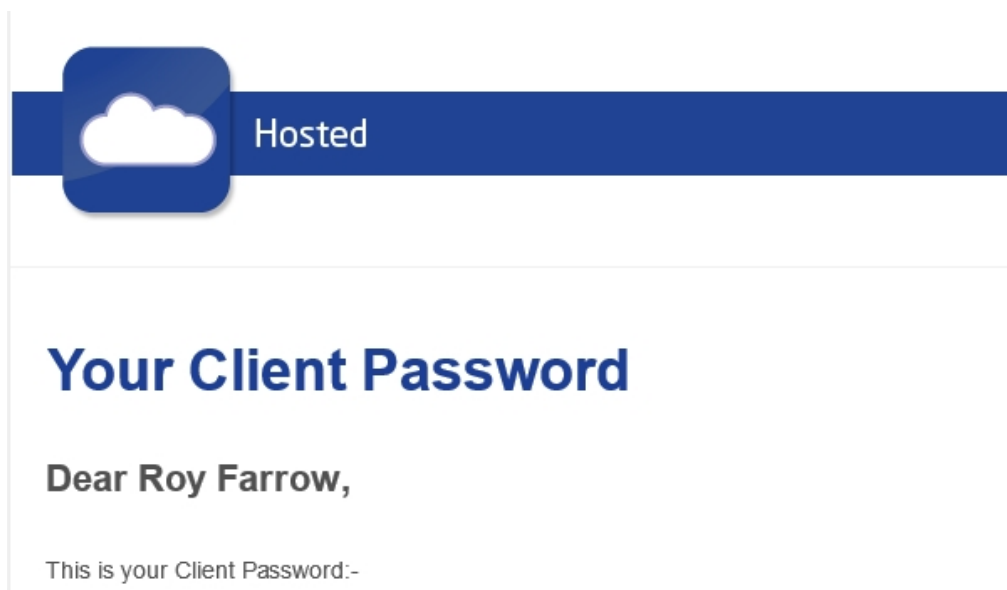
## What the User Will Receive

Once the TAPI subscription has been assigned to the user they may receive up to two emails

In all cases they will receive a welcome message and a link to download the software plus the user name.



A second will be sent to provide the password **unless** they are already a client user ( ie Integrator, Receptionist etc.) in which case there existing Client password should be used.

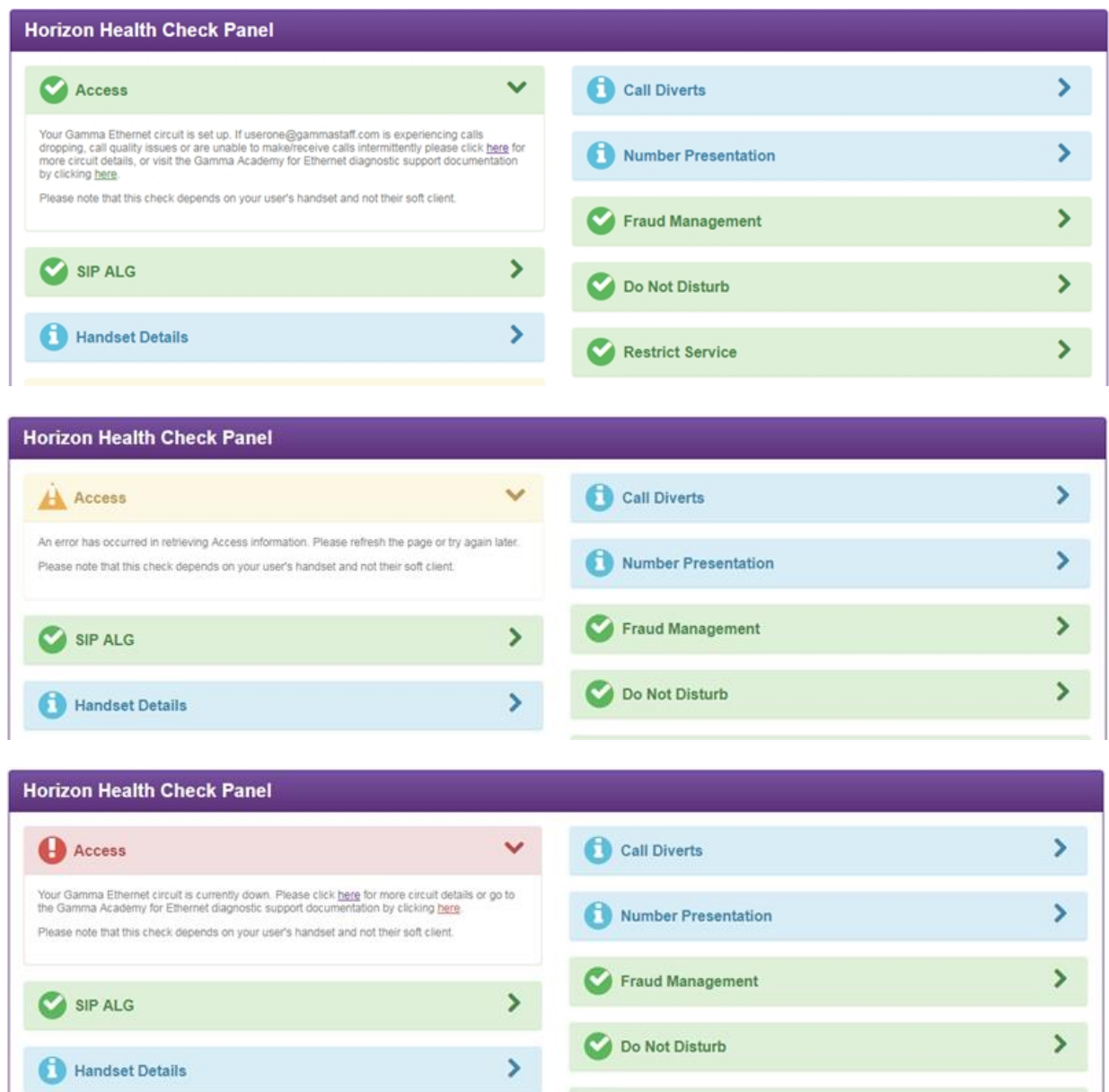




Once the user has received the above notifications they can then follow the Horizon TAPI user guide to install and configure the software. Please search the Gamma Academy for TAPI user guide.

## Health Checker now includes Ethernet Access

The access element of the Horizon Health checker has been improved to include Gamma's Ethernet services. The service will operate in the same fashion as the Broadband access check and provide a Green, Amber or Red status on the Gamma Ethernet service with links to useful information about the circuit and access to support documentation.



The image displays three screenshots of the 'Horizon Health Check Panel' interface, illustrating different status states for the 'Access' element.

- Top Screenshot (Green Status):** The 'Access' element is highlighted in green with a checkmark icon. The text indicates that the Gamma Ethernet circuit is set up and provides links for troubleshooting. Other elements like 'SIP ALG', 'Handset Details', 'Call Diverts', 'Number Presentation', 'Fraud Management', 'Do Not Disturb', and 'Restrict Service' are also visible.
- Middle Screenshot (Amber Status):** The 'Access' element is highlighted in yellow with a warning icon. The text indicates an error in retrieving Access information and suggests refreshing the page. Other elements remain the same.
- Bottom Screenshot (Red Status):** The 'Access' element is highlighted in red with an exclamation mark icon. The text indicates that the Gamma Ethernet circuit is currently down and provides links for more details and support. Other elements remain the same.

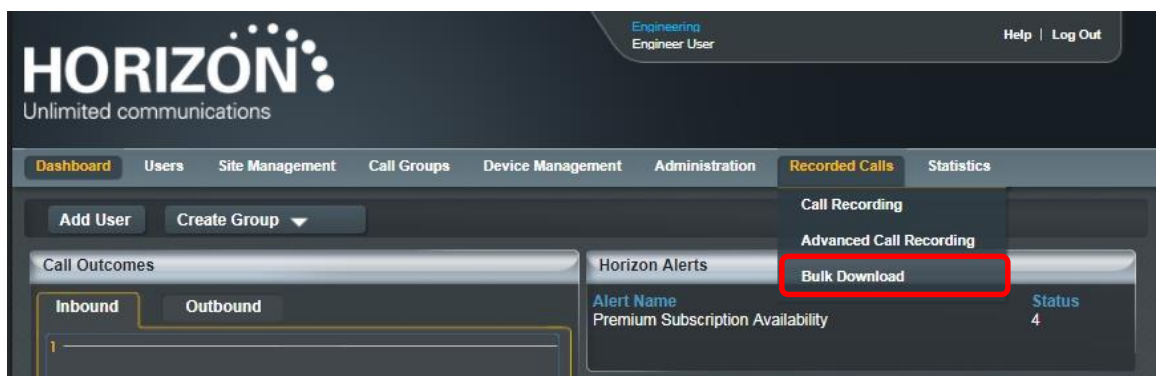
### Summary

**Green** = circuit is up : **Amber** = problem retrieving information,refresh : **Red** = circuit is down

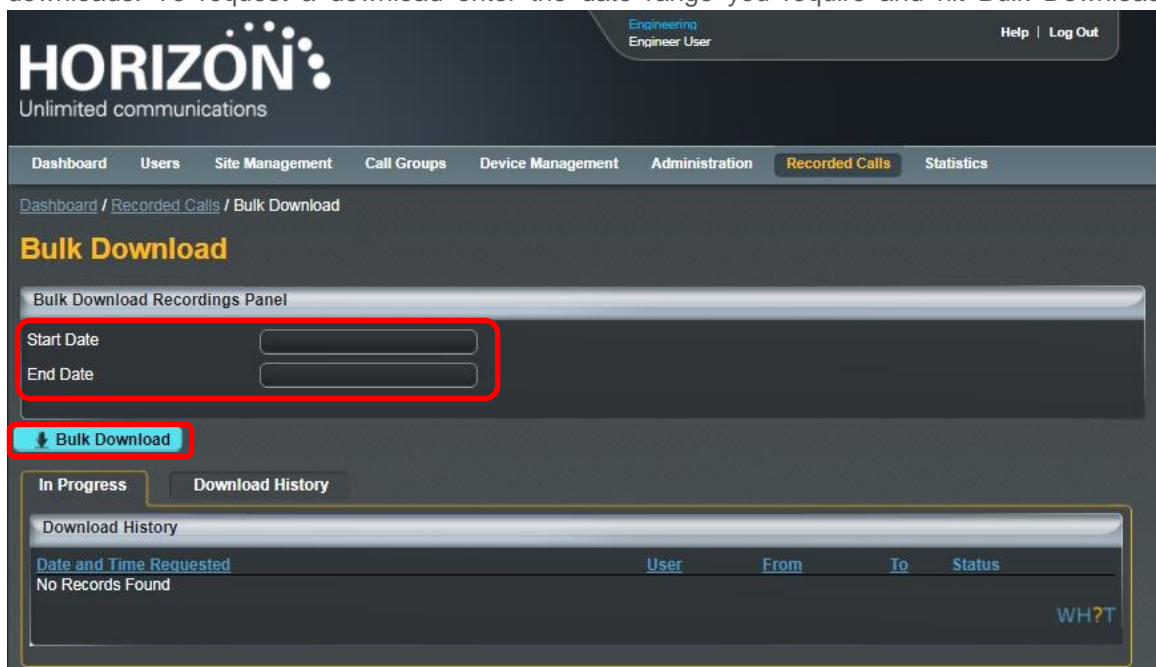
## Bulk Download and Delete

We will be introducing an improved bulk download and delete facility for Horizon call recording. The service will allow an administrator to select up to a 14 day consecutive period and the feature will then collate the entire volume of recordings associated to the specified period and download them to the Administrator's PC desktop in the form of a ZIP file. Once the batch has downloaded the Administrator will then have the option to delete the call recordings from the storage platform via the History tab.

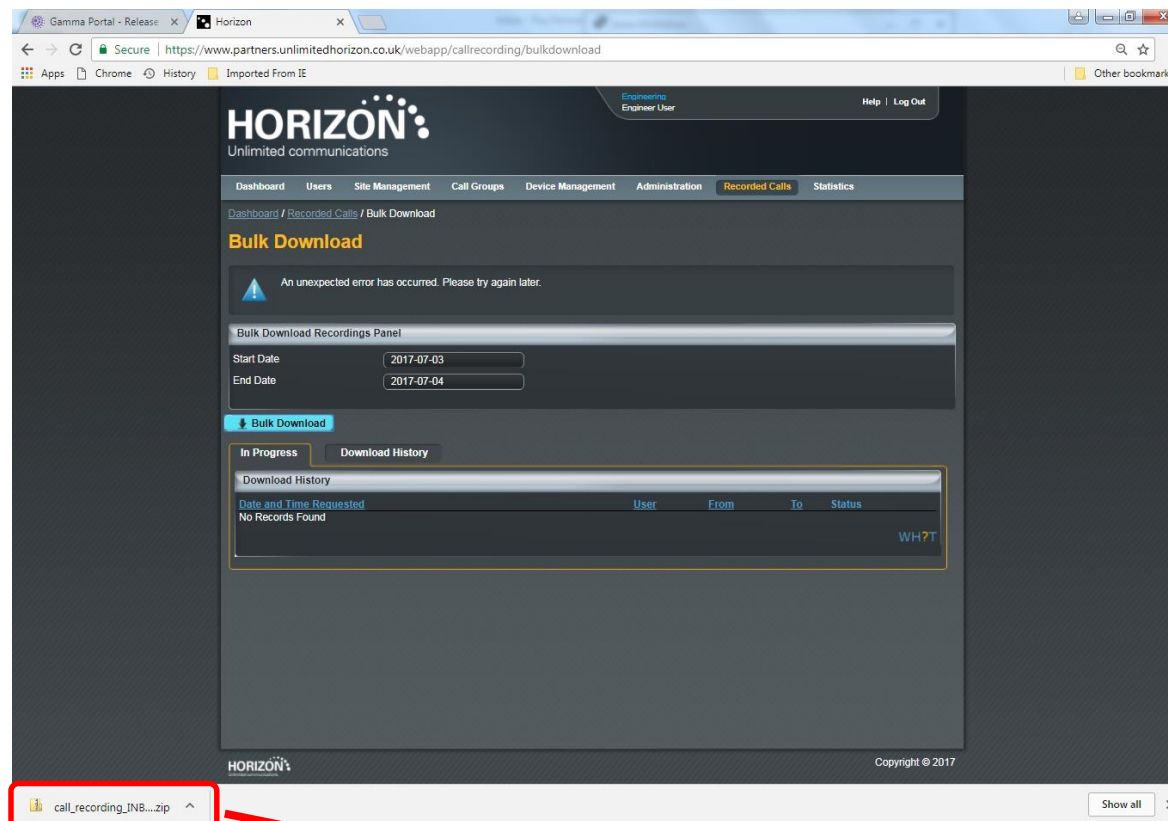
The following provides an overview of the service and its use. The service can be accessed by navigating to the Recorded Calls tab and selecting Bulk Download



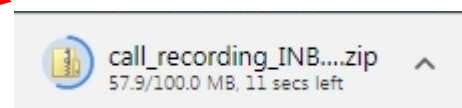
This will then take them through the main Bulk Download page where the user can request downloads. To request a download enter the date range you require and hit Bulk Download



This will then start to download the recordings to the user's browser.

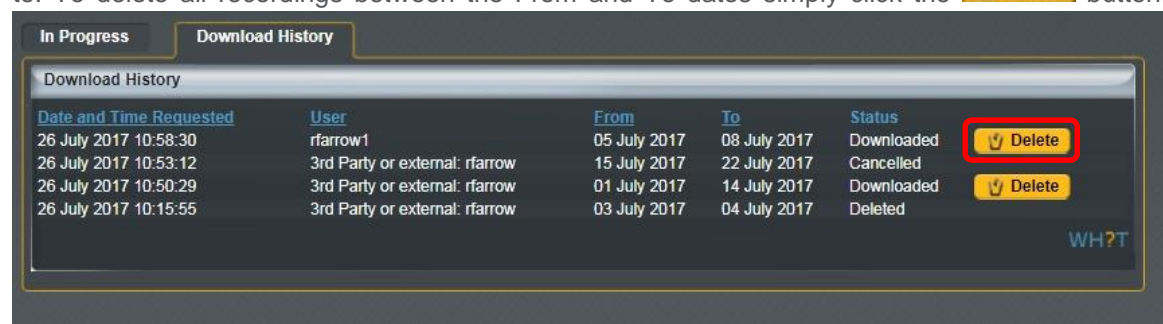


The download pop up will provide information on the file size and the time outstanding to complete the request

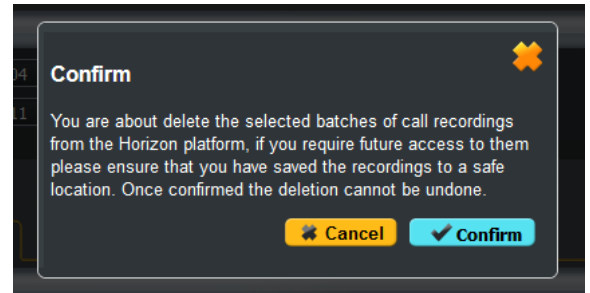


Once the download has completed the ZIP file can be extracted and saved to a location of the Administrator's choice.

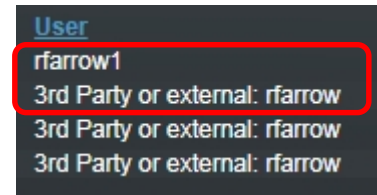
We have also provided a Download History section that will provide key information about the date and time a Bulk Download request was made, who made it, the date range selected and status. An administrator is also given option to delete the recordings from the storage facility should they wish to. To delete all recordings between the From and To dates simply click the **Delete** button.



If delete is selected the user will be receive this prompt asking them to confirm the deletion before the recordings are removed from the platform.



Any download that has been requested by a user parsing onto the Horizon GUI via the Gamma portal will be prefixed by "3rd Party or External" followed by the users Gamma Portal username.

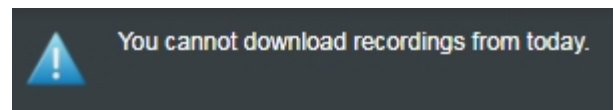


If access was directly via the Horizon GUI then only the GUI username will be displayed

## Bulk Download Known Behaviours

The In Progress tab will only show Call Recording downloads that are currently in progress, once completed they will appear on the Download History tab.

A user will not be able to download the current day recordings, this is too ensure that recordings that have not been downloaded and saved cannot be accidently deleted.



If a user is wanting a call from the current day then they should use the Advanced Call Recording option

To protect system performance there is limit to the number of concurrent download requests that will be allowed across the platform, when this limit is reached the user will receive a message stating "We are currently experiencing a high demand for call recording downloads on Horizon. Please try again later"

26 July 2017 10:15:55	3rd Party or external: rfarrow	03 July 2017	04 July 2017	Deleted
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It is possible for a different administrator to delete a downloaded batch recording to the user that requested the original download. In this use case the username displayed on the GUI will always be the original requestor. The backend history database will capture the details of the user who deleted the recordings and this information can be made available upon request via the IAM team.

## Bug Fixes

### Enable/Disable the Blacklist toggle




The Nuisance Call Management feature, under Advanced Settings tab has a switch called "Enable/Disable the Blacklist". This will now automatically toggle to OFF when the "Blacklist Number" list is empty.

## Ceasing sites with a name longer than 20 characters

Issues experienced with ceasing sites that have a name longer than 20 characters has been resolved.

# Feedback



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