Horizon

February 2017 Release Notes

Contents

Introduction

The Horizon release will be made available on the evening of the 8th February 2017. It will contain the new features and improvements detailed below.

Call Barge

The Call Barge feature allows an assigned user to connect into an existing call and setup a Three-Way Call. This means that there will be a set of users (Managing Users) that can Barge-In on calls ie a set of users (Monitored Users) which are configured to be monitored.

The service will be inclusive with every Horizon Company built and does not require a call centre subscription.

The admin user will be able to create one Call Barge group per company and assign as many users from the Company as required into each Call Barge user category. A Call Barge user can be both a Monitored and a Managing User and is not site specific

The admin user can find the Call Barge set up screen under the Call Groups menu:
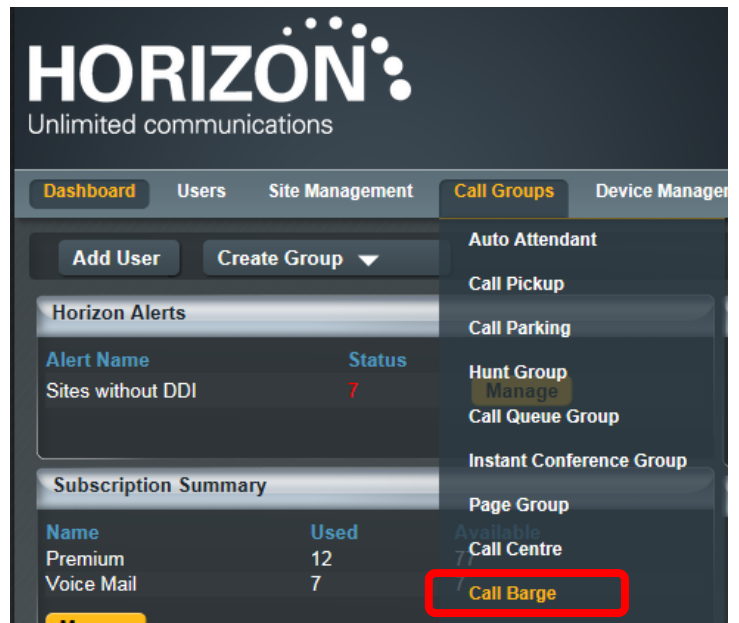
Once selected they will be presented with the following screen
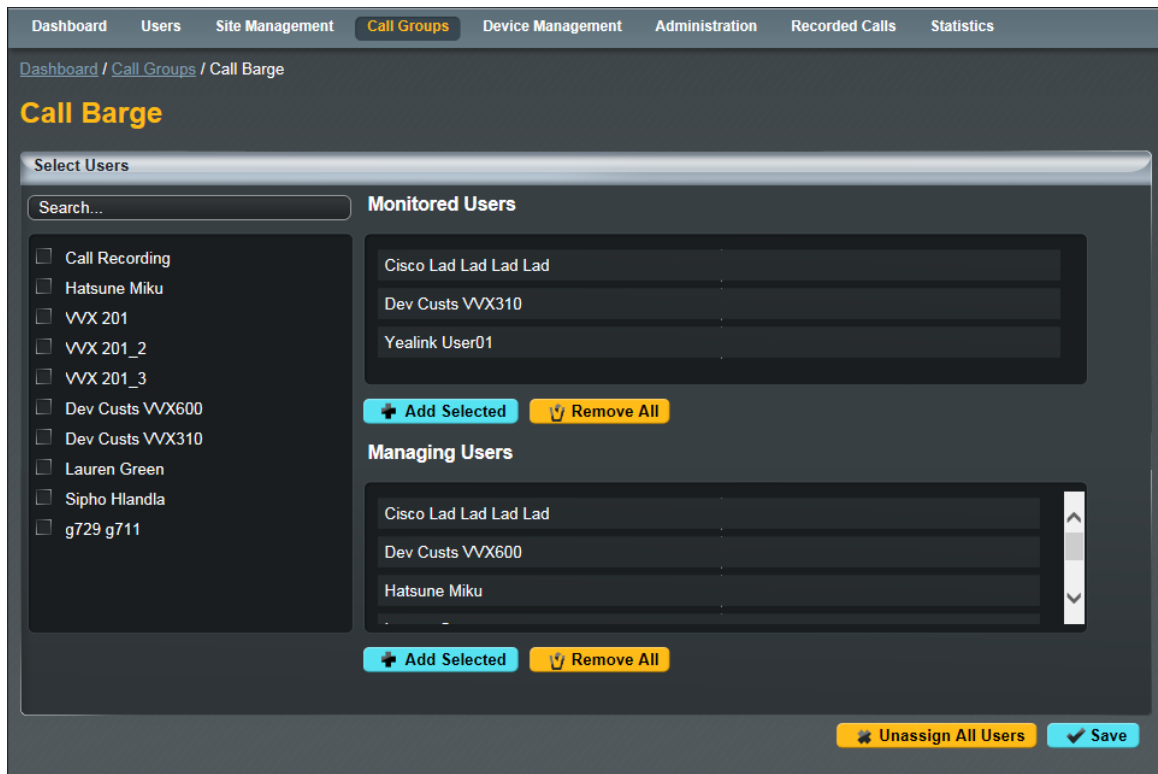
Here the admin user can select and add users into the relevant category.

To barge into a call the "Managing User" will need to key *33 plus the extension number of a Monitored User.

There are a few behaviours to note:

A Call Centre Agent or Supervisor that has the Call Barge service subscribed will automatically appear in the appropriate list on this screen and cannot be removed or unassigned using the "Remove All" or "Unassign All Users" buttons. The Call Centre Call Barge feature is classed as the higher priority.

When removing a Contact Centre Agent or Supervisor subscription from a user, then that user will also be removed from the Call Barge group. If Call Barge is still required the user will need to be re-assigned to the appropriate user type via the Call Group> Call Barge screen.

Upon entering *33 the "Managing User" will hear Stuttered dial tone which is the prompt for them to enter the extension number.
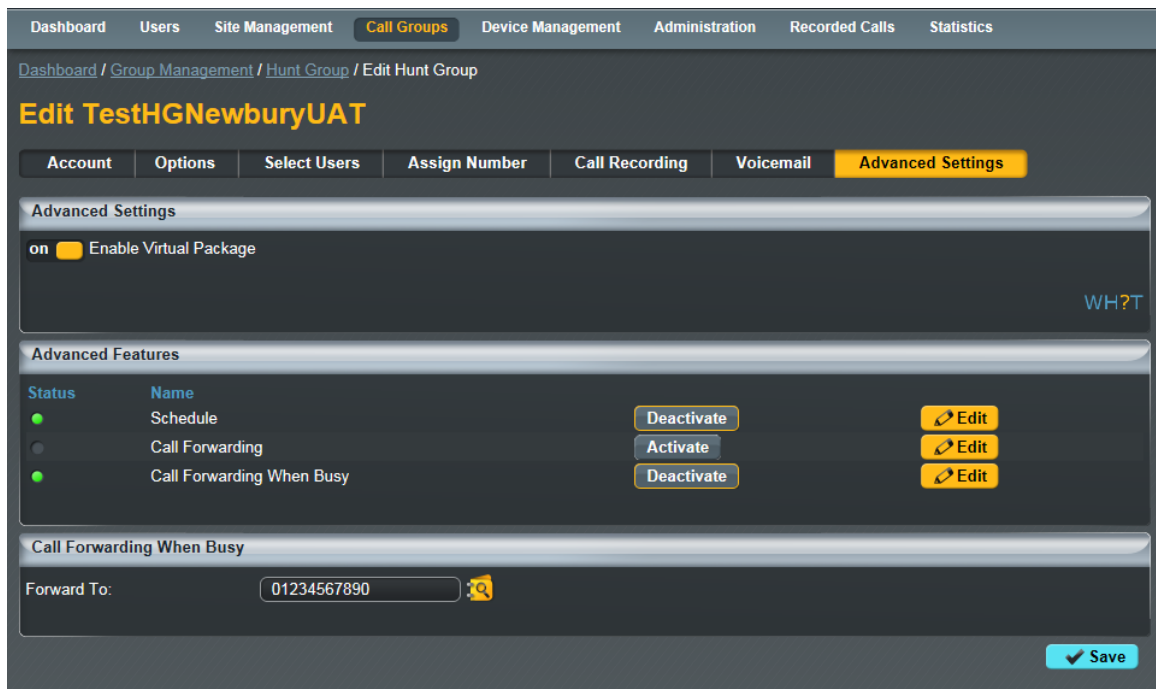
There is no limit on how many Managing Users can barge in on a single call of a Monitored user.

When a barge in occurs the Monitored User hears a Barge-in warning tone. The other party is briefly put on hold for about 1 second and will hear silence while the Monitored User is receiving the warning tone.

The service uses an element of Directed Call Pick Up and Barge meaning if an unanswered call is in progress against an extension and that extension number is inadvertently entered following the *33 code then the call will be picked up by the Managing User rather than barged in on.

Call Forward When Busy for Hunt Groups

Under the Advanced Settings tab of a Hunt Group, you will now be able use Call Forward When Busy in conjunction with the Hunt Group's Schedule, previously these two services could not be active at the same time. The Schedule takes routing priority over the Call Forward When Busy

Activating Call Forwarding will result in the deactivation of the Schedule function in line with current behaviour.

Known Behaviour Resolution

The VVX firmware upgrade, currently being rolled out, will introduce some new features, resolve a number of known behaviours and improve VVX handset performance when used with busy lamp fields. To see full information please see the Knowledgebase on Gamma Academy (Help & Support > Gamma Academy > Knowledgebase) and search for HORIZON VVX FIRMWARE UPDATE.

Regards

Roy Farrow

Horizon Product Manager

Feedback

✉	portalfeedback@gamma.co.uk
☎	03332407771