Horizon

June 2017 Release Notes

Version	Date	Description
1.0	14/06/2017	Document created for June portal release
1.1	01/08/2017	Updated version control and added version history to document title

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Contents

Introduction 5

VVX Firmware Update *5*

On the evening of the 14th June 6

Addition of 084 and 087 Call Barring Options *6*

Site Level Options 6

User Level Options 9

Changes to highlight 11

On the evening of the 19th June 2017 12

Update and refresh of the Receptionist & Call Centre Clients *12*

Receptionist Client changes to highlight 13

Call Centre Client changes to highlight 16

On the evening of the 21st June 2017 20

Deletion of Voicemail during playback *20*

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Introduction

The Horizon June 2017 release will be made available across a number of evenings during June 2017. The release will deliver the below updates and improvements.

During June, we will also be issuing communication with regards to the forthcoming upgrade to the Polycom VVX firmware estate.

VVX Firmware Update

The work is set to commence on the 3rd July 2017 and complete by the 20th July 2017. Upgrades will take place on a Monday to Friday basis between the hours of 8 pm in the evening and 4am the following morning.

The Polycom Devices will be separated into their model types and then, where the numbers are significant enough, be broken down into smaller manageable batches. This means companies with different device types will be upgraded across different dates.

In order to help you support your customers during the upgrade, on June the 19th, Channel Partners will receive a further targeted communication that will confirm the date for each of your customers VVX410 devices.

In order to subscribe for these notifications please:

Logon to http://www.gamma-portal.com

Go to Reporting -> Reporting -> Notifications and select Horizon Alerts.

Full details on the update can be found by searching the Gamma Academy knowledgebase by searching for:

VVX Firmware Update July 2017

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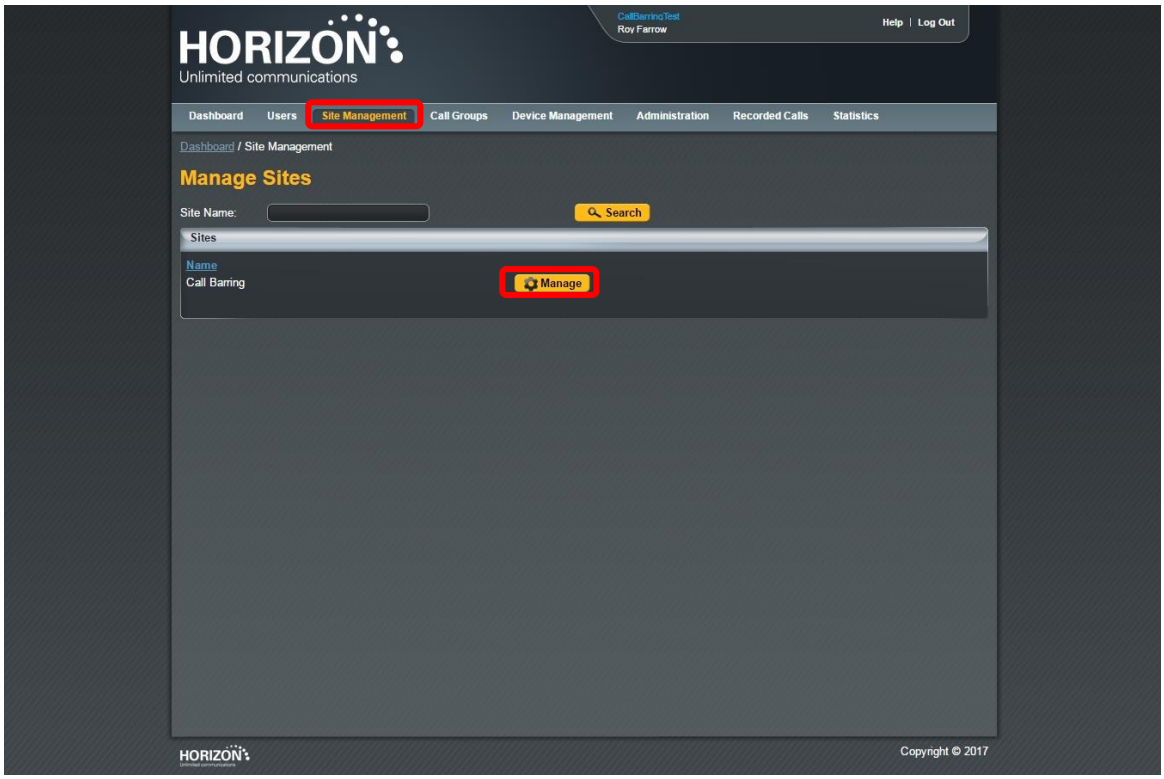
On the evening of the 14th June

Addition of 084 and 087 Call Barring Options

Site Level Options

As part of the June release we will be introducing additional and more granular levels of call barring at both the company and user level. To access the new call barring level at a site level, select Site Management from the home screen of the Horizon GUI and then click on the Manage button of the site you wish to modify the call barring settings.



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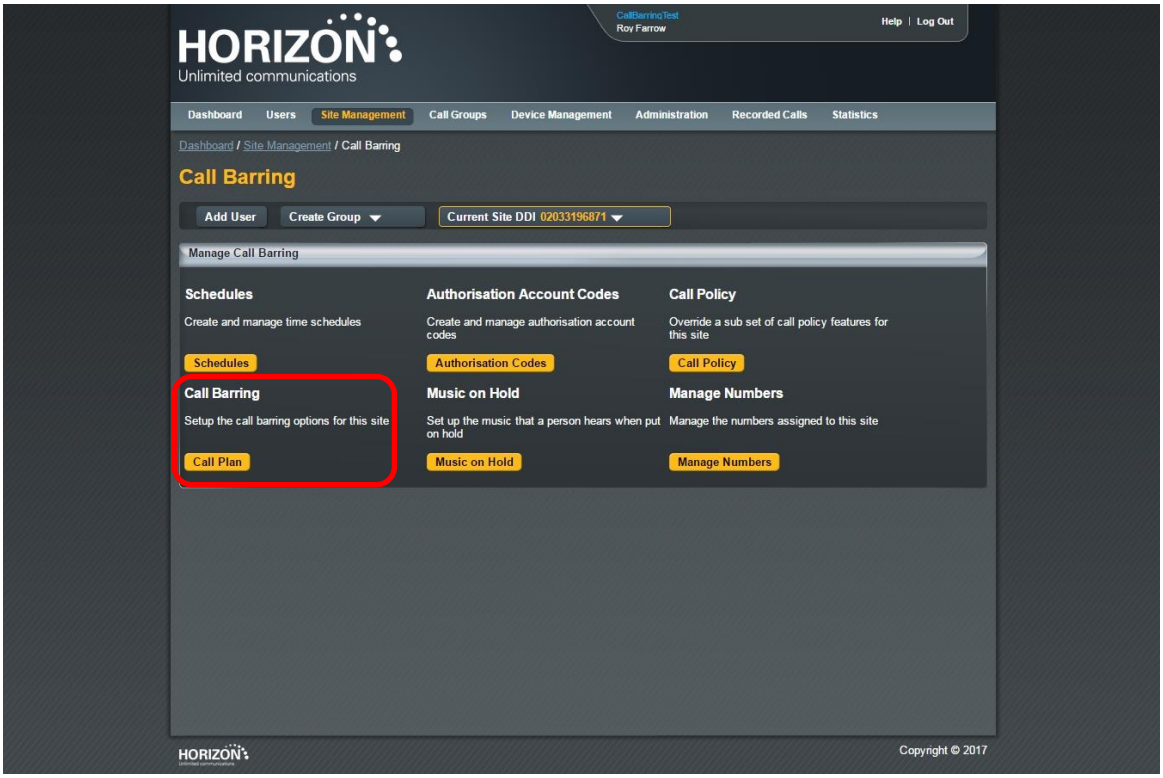
This will then take you to site level options page, from here click the Call Plan button under Call Barring Heading



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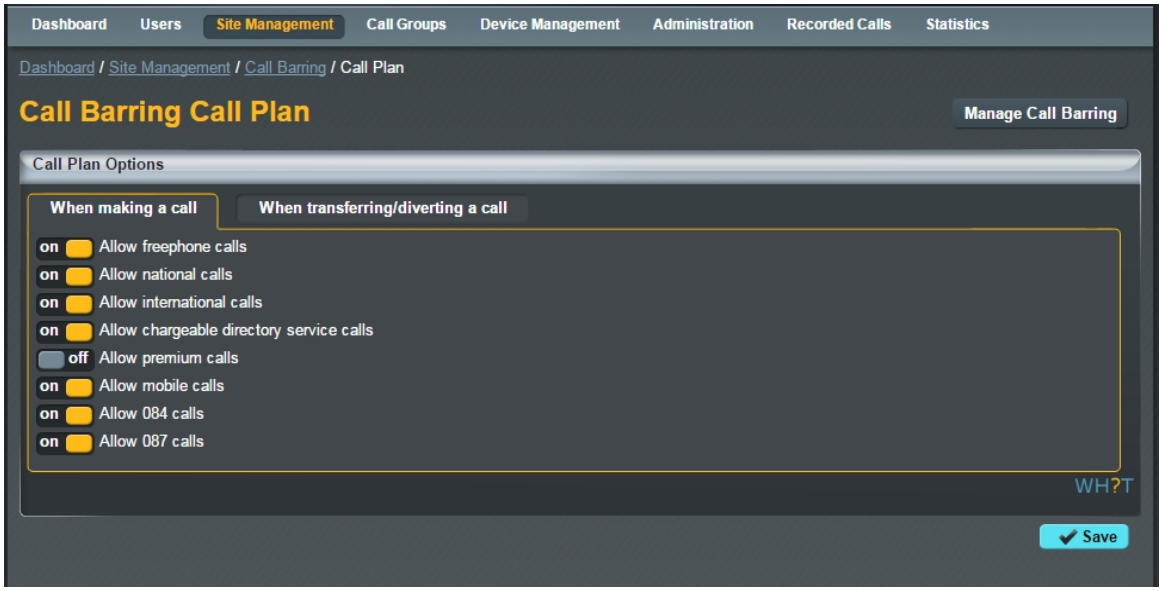
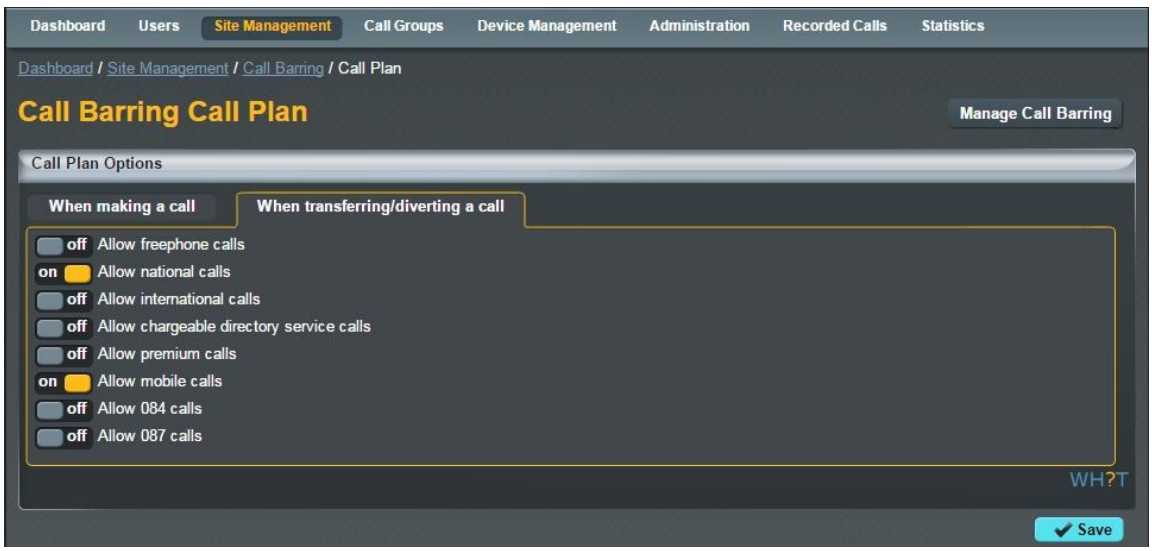
You will now be presented with the below illustrated Call Barring options that will be applied to all users within the site as a default. There are two categories that need consideration:

- When making a call - call barring that is applied to any call the user makes directly via their calling device or software, including a consultative transfer.
- When transferring/diverting a call - call barring that is applied to call when a user attempts to blind transfer a call to an alternative station or a divert attempt as a result of the call forwarding feature being invoked, a divert on busy for example. The call barring under this heading does not apply to consultative transfers. Consultative transfers are covered under ‘when making a call’.

The default for "When making a call" will be as per the below for all new Companies created from the 15th June 2017



There will be a hardened set of call barring settings applied to the "When transferring/diverting a call" category. Effectively a user will only be allowed to transfer or divert to UK 01, 02, 03 or mobile number as a default, this helps to reduce the risk of fraudulent activity.



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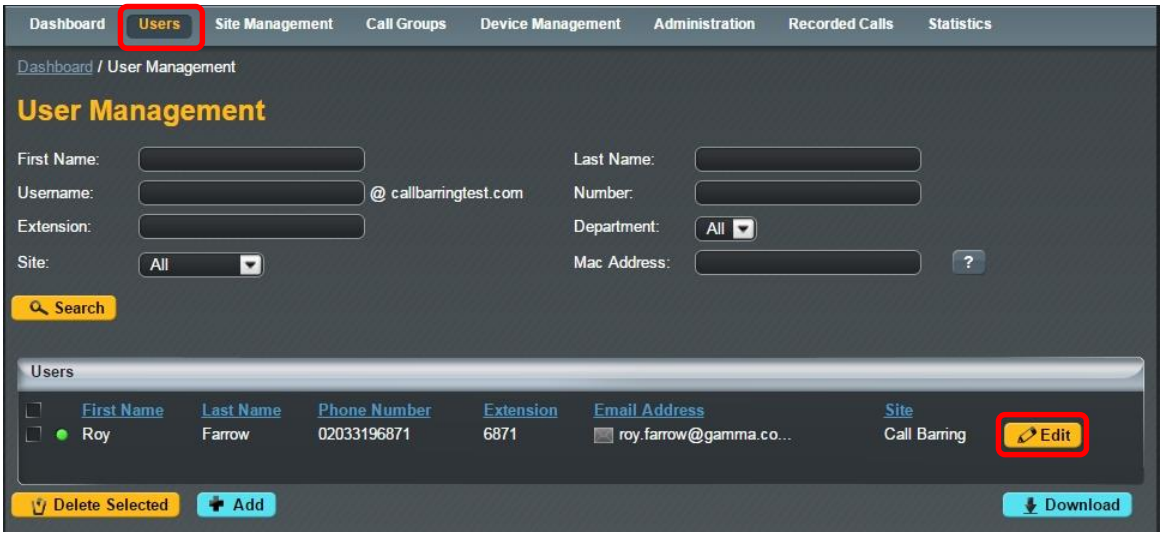
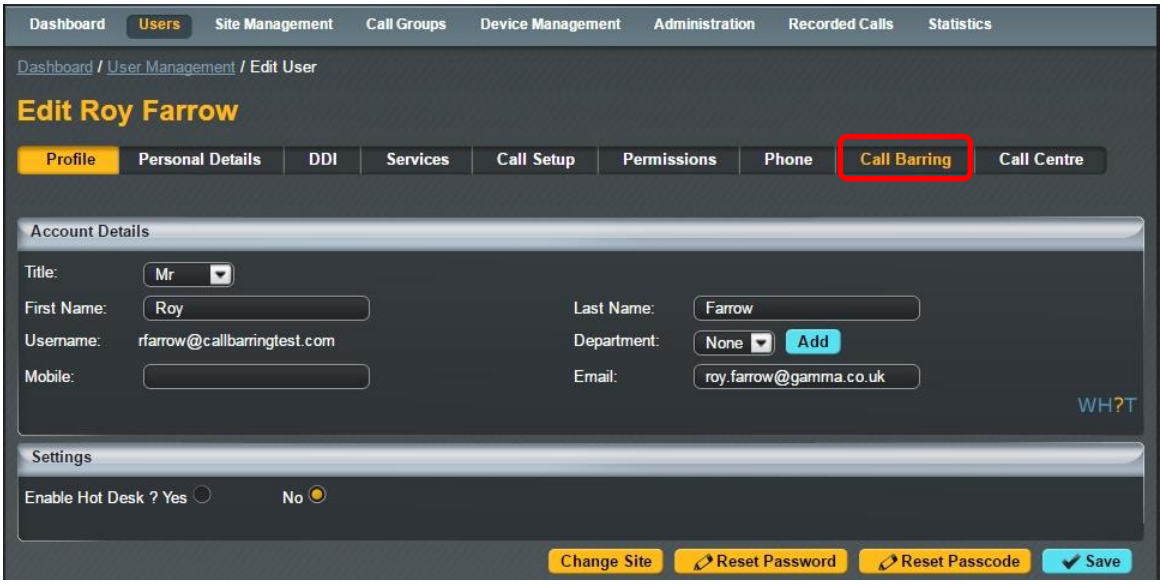
User Level Options

You can override the site call barring settings on a per user basis, this is done as follows. Select the Users tab and click the edit button



Then select the Call Barring tab



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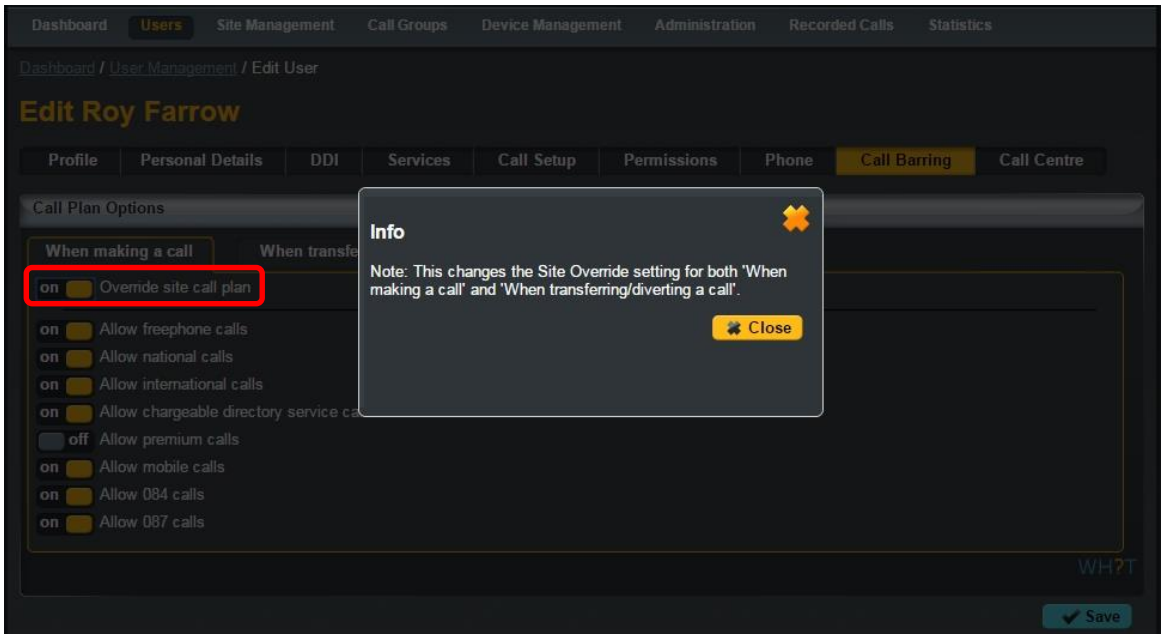
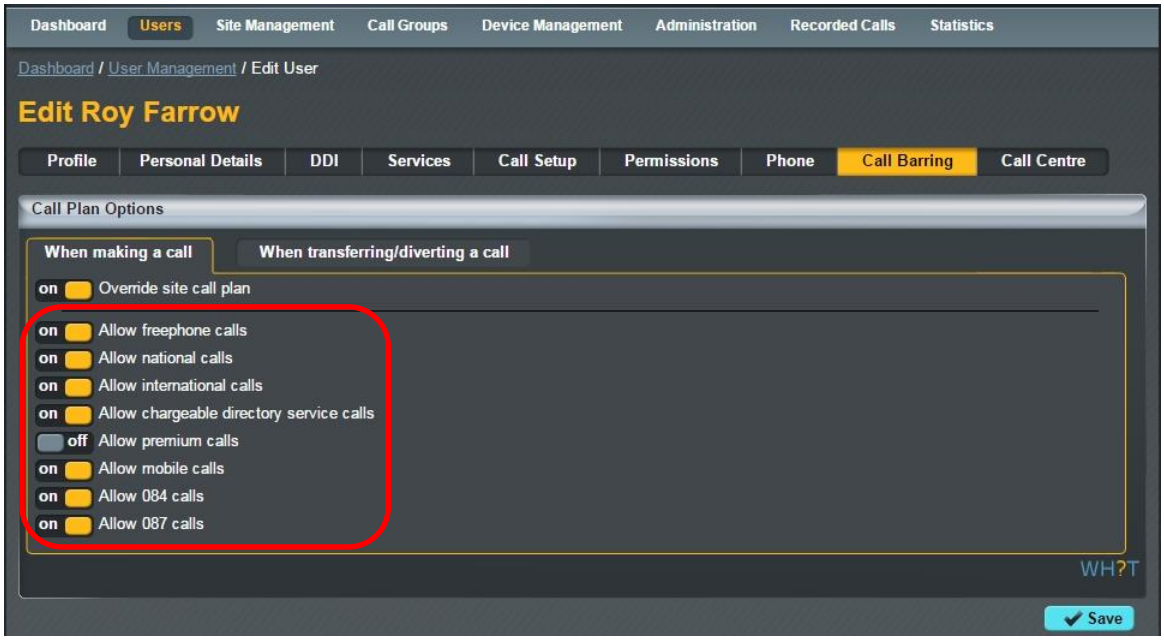
To apply a unique Call Barring setting to the selected user, toggle the "Override site call plan" button to on, after which you will receive the following message pop up.



You can now customise the Call Barring setting for this user by toggling the desired barring option to on or off via the "When making a call" and "When transferring/diverting a call" tabs whilst the site Call Barring remains in place for all other users.



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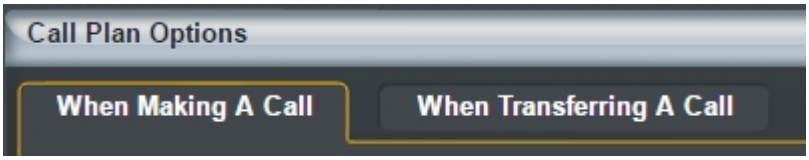
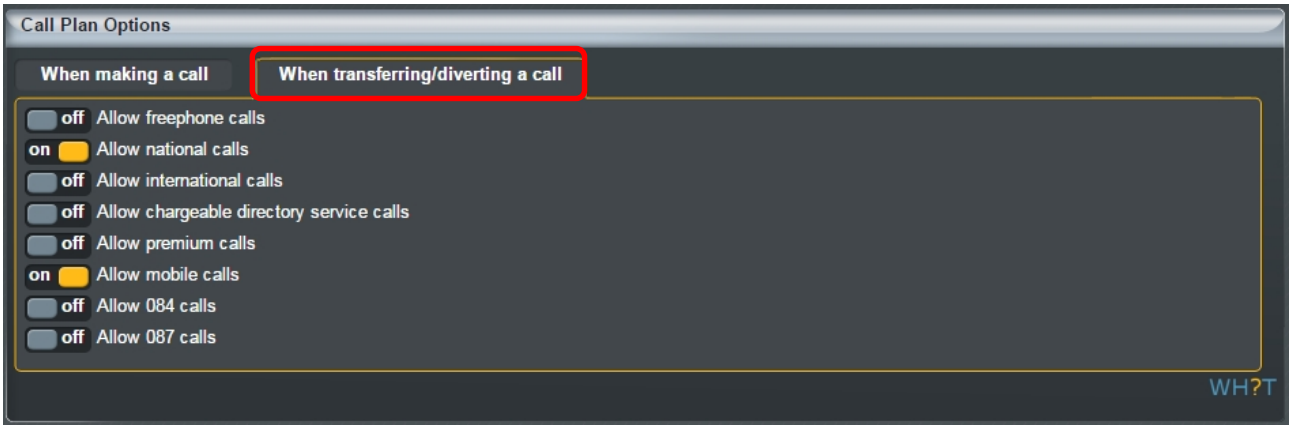
Changes to highlight

The more eagle eyed amongst you will have spotted that we are enhancing the description of the "When transferring tab" to provide greater clarity about the services the call barring is being applied too



As mentioned in the above notes we will be modifying the call barring defaults when a new Company is created to the "When transferring/diverting a call " tab, The below screenshot illustrates how a new companies site call barring will be configured from the 15th June 2017 onwards



Please be assured that all existing Company Call Barring settings will be unaffected by this release.

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On the evening of the 19th June 2017

Update and refresh of the Receptionist & Call Centre Clients

On the night of the 19th June 2017 @ 10pm we will commence the upgrade and refresh the current Receptionist and Call Clients from the R18 to R21 revision of the software.

Any Supervisors or Agents that are logged into the client may find themselves being logged out whilst we upgrade the DNS settings and clients. Users will get a warning message very briefly along the lines of 'connection issues with server' before being logged out, users should be disrupted by no more than 2 times during the course of the night. They will be able log back into the client immediately as the service will failover to the redundant infrastructure.

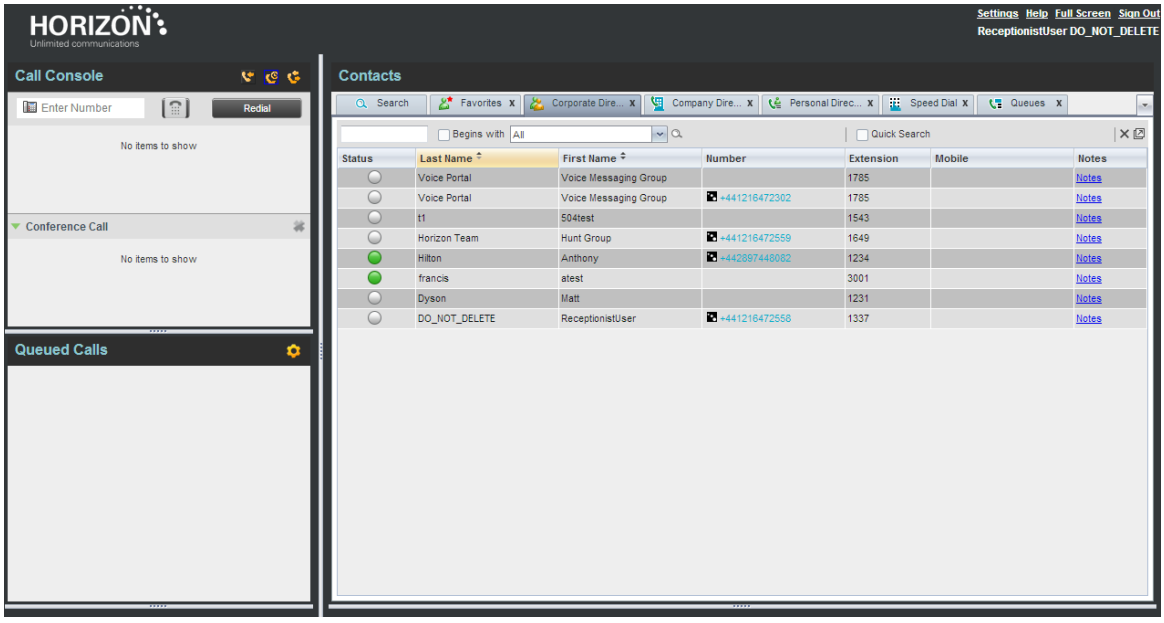
Any new attempts into the call centre or calls that are in progress will be unaffected by the work.

The following images provide an overview of the new livery and fully refreshed user guides can be found on the Gamma Academy Knowledgebase by searching for:

Receptionist User Guide

Call Centre Administrators Guide

Old livery



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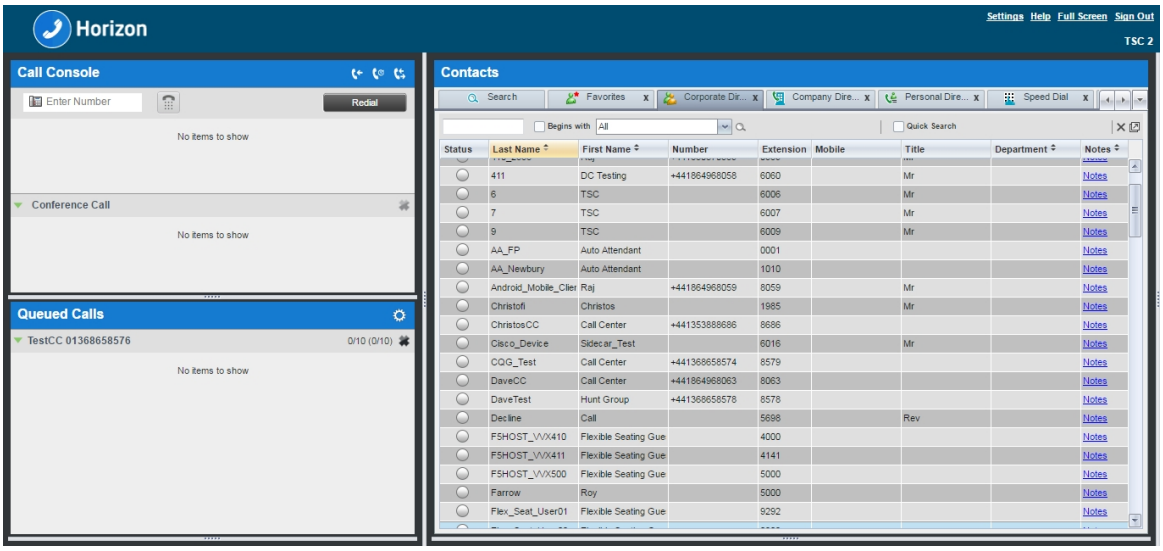
New livery

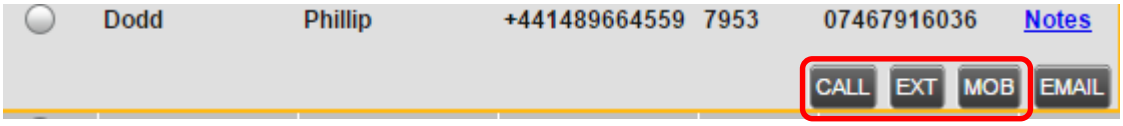


Receptionist Client changes to highlight

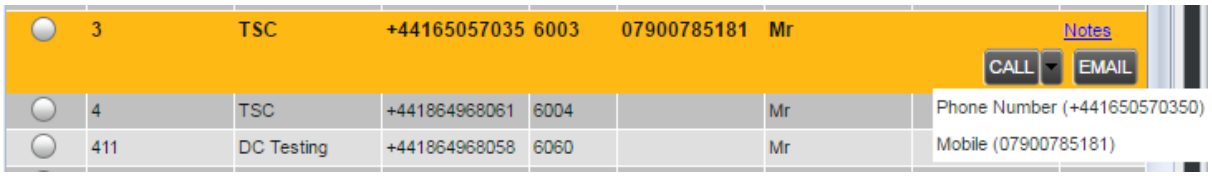
EXT and Mobile Call Button

EXT' and 'MOBILE' Call button has been removed and replaced with 'CALL' and drop down menu

On the current version of the Receptionist client when you select a user who had a mobile number and a CLI you had 3 buttons – EXT, CALL and MOBILE, which called the users extension, CLI and Mobile numbers respectively:



This has now been changed to only include a 'CALL' button and a drop down menu. The CALL button now by default calls the users extension, and if they have a CLI or a Mobile number there will be a drop down menu icon which will then allow you to either call their CLI or a Mobile number:



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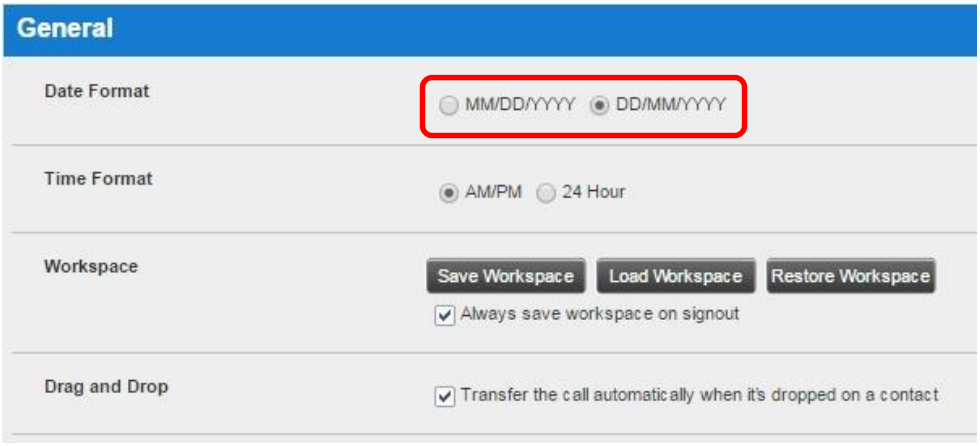
Customise Date and Time format

Options are now available for users to customise their date and time formats within the client:



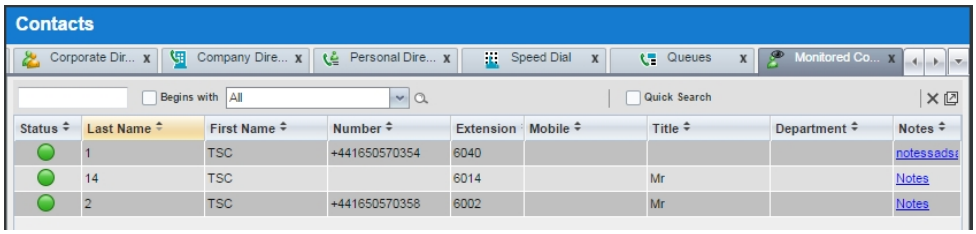
There is no option to change the default values and as standard this defaults to the US date format mm/dd/yyyy.

Monitored Contacts

Selecting to monitor a user now creates and adds the user to a new tab ‘Monitored Contacts’

On the current version of the Receptionist client if you opted to monitor other users you would have to view their monitored status under the Corporate Directory tab.

On the new version if you monitor a user it creates a new tab called ‘Monitored Contacts’ and adds this user to this tab:



End users can still monitor these users under the corporate directory tab however now they can use the monitored contacts tab to filter out all of the unmonitored contacts.

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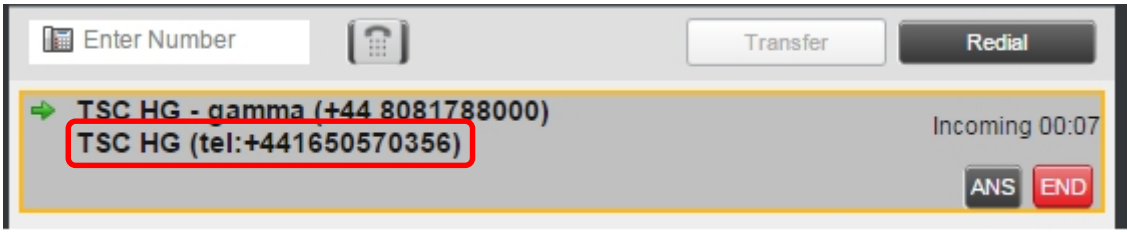
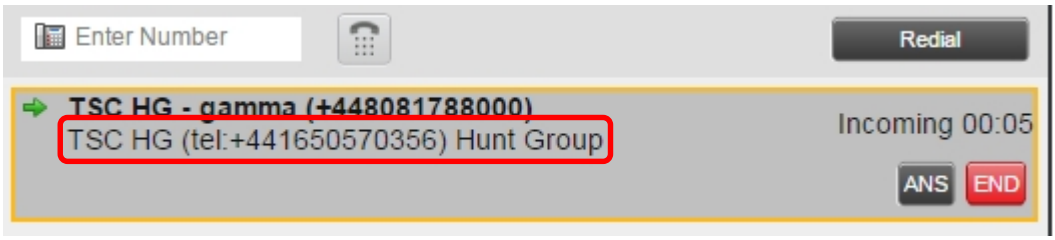
Call Group Calls

Call Group calls now contain call group type in the call line detail

On the current version of the Receptionist client when you received a call from a call group you received only the call group name and the number of the call group in the call line detail:



The new client introduces an extra level of detail and now includes the call group type:



Diverted and Transferred Calls

Diverted / transferred calls now contain method of diversion / transfer in call detail

In the current version of the Receptionist client there was no way of knowing, using the client, if a call you are receiving is the result of a divert or a transfer. The new client will now include this detail. The below example shows a call being diverted on account of another user being busy:

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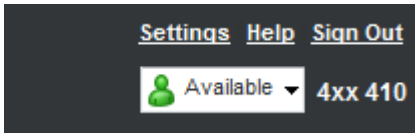
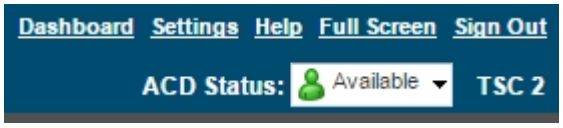
Call Centre Client changes to highlight

ACD status now has a text description

Currently on R18 there is no description next to the users ACD status:

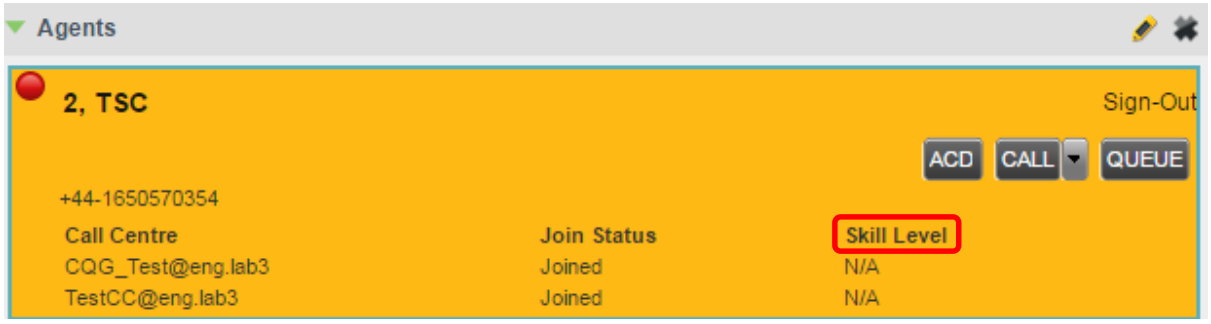


R21 adds the description "ACD Status:"



Skill Level column present on supervisor client when viewing agents

R21 introduced additional advanced Skill Based Routing options to contact centre services. As a result of this new feature there are some references to skill levels in the client which cannot be removed:



There are no plans to enable this feature on Horizon at present.

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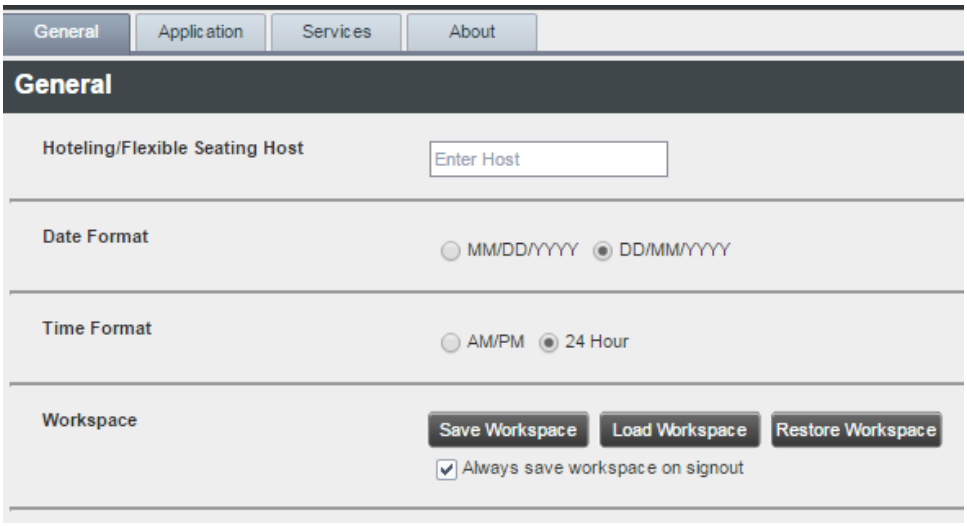
Customisable date and time format options

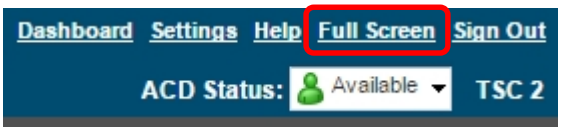
Options are now available for users to customise their date and time formats within the client:



This has been set to DD/MM/YYYY and 24 hour as the default values.

Full Screen option now available

R21 now offers the option to put the client in full screen mode:



This works in Firefox and Chrome however in Internet Explorer you must change a setting in the browsers security options.

Please search the Gamma Academy Knowledge Base for:

Full Screen Mode

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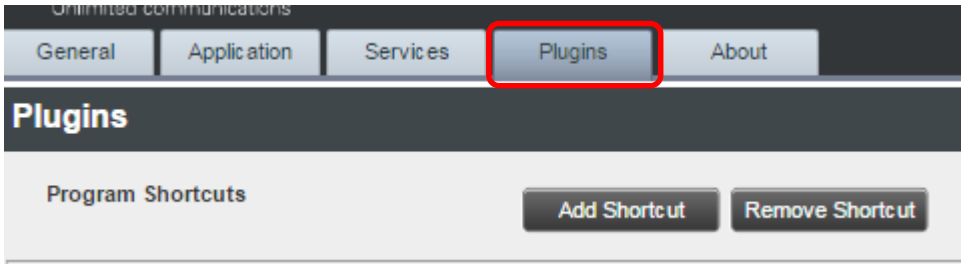
‘EXT’ and ‘MOBILE’ Call button has been removed and replaced with ‘CALL’ and drop down menu

On R18 when you select a user who had a mobile number and a CLI you had 3 buttons – EXT, CALL and MOBILE, which called the users extension, CLI and Mobile numbers respectively:

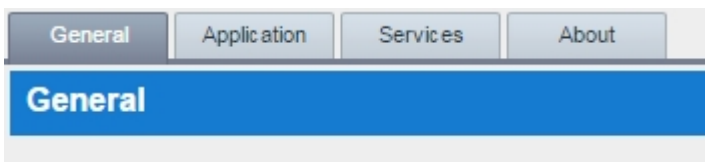
This has now been changed on R21 to only include a ‘CALL’ button and a drop down menu. The CALL button now by default calls the users extension, and if they have a CLI or a Mobile number there will be a drop down menu icon which will then allow you to either call their CLI or a Mobile number:

Plugins tab has been removed

On the previous version of the client there was a Plugins tab in the settings menu:



This has been removed as this feature is not in use or supported on Horizon.



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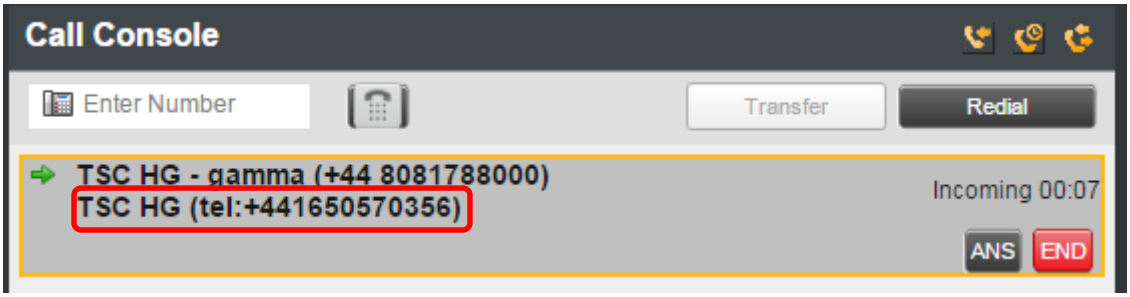
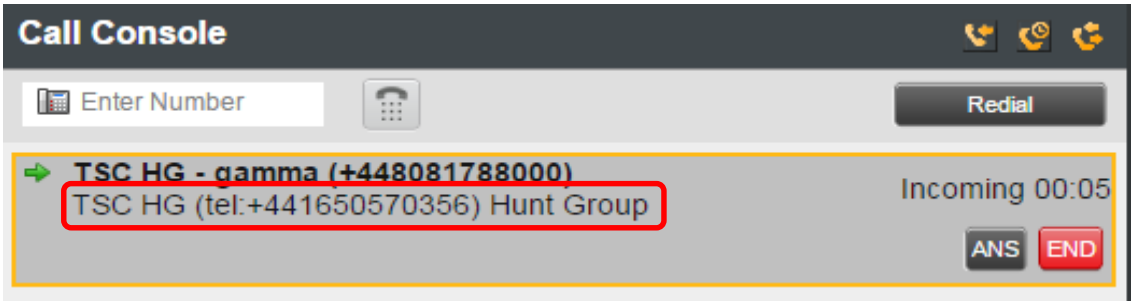
Call Group calls now contain call group type in call line detail

In R18 when you received a call from a call group you received only the call group name and the number of the call group in the call line detail:

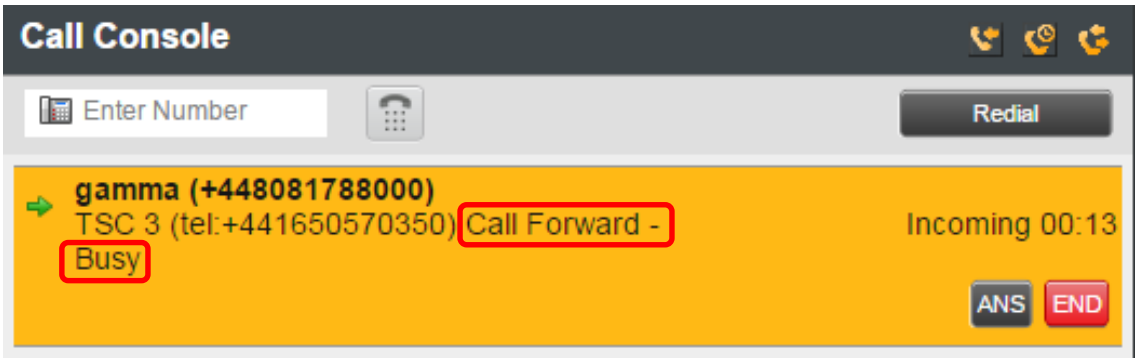


The R21 client introduces an extra level of detail and now includes the call group type:



Diverted / transferred calls now contain method of diversion / transfer in call detail

The previous client did not contain this detail and there was no way of knowing if a call you were receiving was as a result of a divert or a transfer. R21 now includes this detail, the below example shows a call being diverted on account of another user being busy:



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On the evening of the 21st June 2017

Deletion of Voicemail during playback

We will be adding the option to delete a voicemail on Horizon during playback. At any time whilst listening to a voicemail recording you will be able to enter the digit 3, via the device keypad, and this will result in the voicemail being immediately and permanently deleted from the platform.

This does mean that the Skip Forward function, which fast forwards the recording by 5 seconds during playback, will be displaced to the digit 7.

Please search the Gamma Academy Knowledge Base for the:

Horizon Voicemap Map

To view the updated Voicemail Map.

Regards

Roy Farrow

Horizon Product Manager

Feedback

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	03332407771

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