



Horizon

July 2018 Release Note











Contents

Introduction	5
Transfer on 0 for Voicemail - 11th July 2018	5
5 to Call-Back for Voicemail - 30th July 2018	6
Feedback	8







Introduction

The July 2018 release will be made available on the evenings of the 11th July and the 30th July 2018 and will contain the following new features and improvements.

Transfer on 0 for Voicemail - 11th July 2018

We will be enhancing this feature and as well as allowing a user to enter a full telephone number they will also be able to enter an extension number

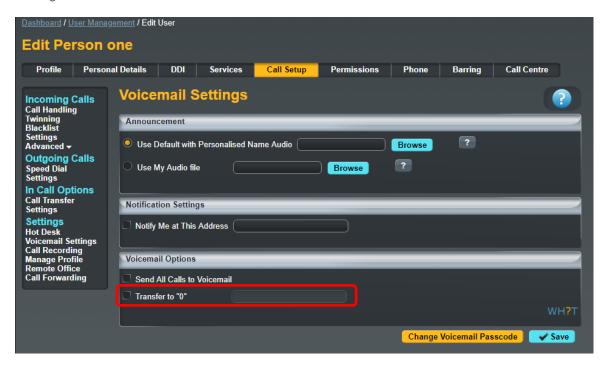




To enable the feature and make a caller aware of the option the user must record their own Voicemail greeting to advise that the feature is available to the calling party and programme the destination number. The user records an appropriate message such as the following example

"Hi, you're through to the voicemail of Roy Farrow. I can't take your call right now so please leave a message and I'll get back to you. Alternatively, press 0 to be transferred to the Service Desk"

To access the feature simply navigate to User Management → Edit User → Call Setup → Voicemail Settings



The feature follows the same barring rules that a user has set up for "When transferring / diverting a call".

The calling party will not hear any announcement if transferred to a barred destination, they just receive an error tone, in line with the behaviour if you directly transfer a call to a barred destination

5 to Call-Back for Voicemail - 30th July 2018

On the 30th July 2018 we will introduce a new feature for voicemail users that will allow them to press 5 during or after the message playback that will cause the voicemail portal to dial the captured presentation number of the caller for them.

There are some exceptions, to head off fraudulent use, the following ranges will be barred from the call-back option at a system level, which is independent of the company or users call barring settings, these will not be relaxed:

00 00 - International

090 091 - Special Services - Premium rate

098 098 - Sexual Entertainment Services





070 070 - Personal Numbering

082 082 - Special Services - Internet for School

0843 0845 - Special Services - Basic Rate

0870 0870 - Special Services - Non Geographic

0871 0873 - Special Services - Higher rate

118 - Directory Enquiry Facilities

076 076 - Paging Services

055 055 - Corporate Numbers

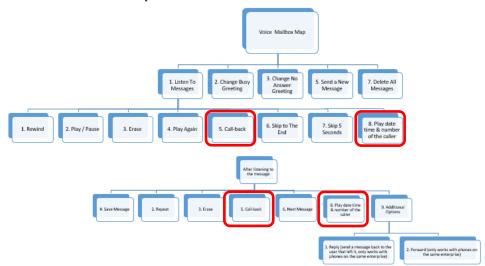
056 056 - Location Independent Electronic Comms

155 - International Operator Assistance

If a call back from the voicemail portal is attempted to any of the above destinations then the user will hear an appropriate message and will need to dial the number via their handset or softphone to call the caller back, if the number isn't barred as part of the company or user call barring setting of course.

In order to use 5 as the call back option we have moved the "play date, time and number of the caller" to option 8. The below image shows the new voicemail tree and the full voice portal map can be found by searching the Gamma academy knowledge base for voicemail tree

Opt 1. Voice Mailbox Menu











Feedback



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