Horizon April 2019 Release Note

Version	Date	Description
1.0	22 March 2019	Document created

Contents

Introduction

The Horizon April 2019 release will be made available on the evening of the 10th April 2019 and will contain the following updates and we have included a reminder in the pending Horizon mobile client upgrades, planned for May 2019 , and the call to action placed on our partners ahead its release.

New Horizon smartphone client and password management - coming soon

Following the recent launch of Collaborate on Horizon, we rolled out a Beta version of the mobile client that is designed to be used by either a standard softphone user or a full Collaborate user, with extra features. The client is constructed of entirely new code and there is no technical means to migrate the user's credentials from the old client, akin to how we would normally do via an incremental update of existing software. It will therefore be necessary for all end-users who have a mobile client to re-input their user username and password into the App themselves once the upgrade has completed on their mobile device.

Whilst the username is readily available via the Desktop, Mobile and Integrator clients we recognise it may not be that simple for the end-user to retrieve their password details if they have forgotten them. Unfortunately, if this is the case, the current client password reset process depends on the end-user contacting the Horizon system administrator, which puts the burden on them to manually perform the task for each user.

With this is mind we implemented the following:

Firstly, for end-users who want to upgrade to the full Collaborate experience, we introduced the new client as a BETA download whilst maintaining access to the old version. We created a new end-user installation guide that details how a Collaborate user can upgrade to the new client and downgrade should they wish/need too. This significantly reduced the chance of a large influx of reset requests, as only users taking the Collaborate service will need to upgrade to the mobile client BETA.

Secondly, for end-users who have mobile clients today, but who didn't take Collaborate straight away, we estimate upgrading these clients in May 2019. When we do upgrade them, the clients will include a new password reset feature that allows the user to request a password reset via the new App itself. The reset feature will need to verify the user by using their username and email address stored in the system (as detailed in the "What if a password reset is needed" section later in this document) and the reset password would need to be applied to all clients the user has installed.

In May 2019 we are planning to promote the upgrade to the new client for all users via the App stores and align the provisioning process into one and the same for the standard and collaborate enabled mobile client.

Call to Action

Review the mobile client user data

To support the new password reset feature the Horizon system will need to hold the correct email address for the mobile client user. This is the main CALL TO ACTION and we asked Channel Partners in February to check these details and if necessary correct them ahead of the May 2019 upgrade promotion, this is key to reducing the demand for a Support controlled password reset.

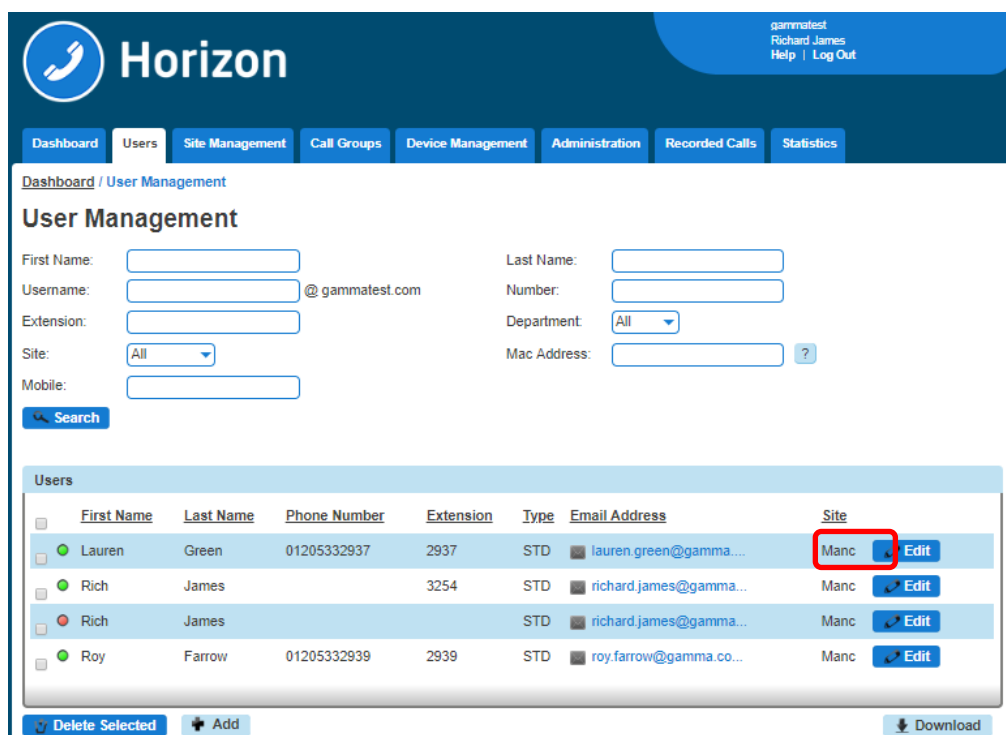The clock is now ticking on this activity!

To assist with the above task each Channel Partner received data that identified their Mobile Client users on Monday the 4th March 2019, the dataset included:

- Company Name

- Username

- Email Address

- Mobile Client last logon date

- Operating System (iOS or Android)

Please note there is no immediate credential impact on Standard Mobile, Desktop, Integrator, Receptionist and Call Centre clients if a user has not taken Collaborate but this is only true until May 2019 when we promote the mobile client upgrade to all users.

How to check and amend a Horizon users email address
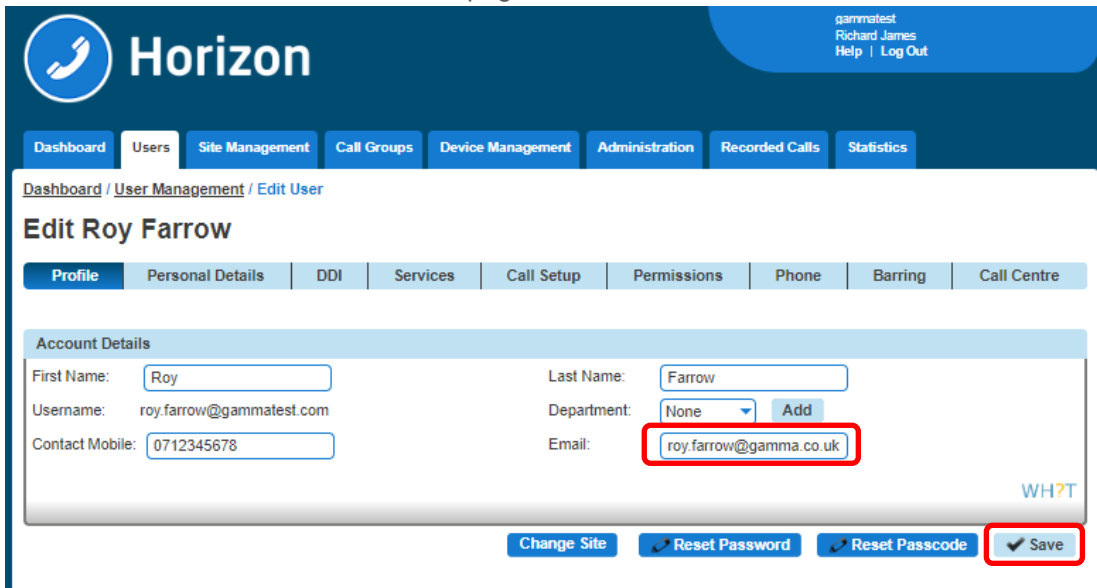
To check and amend a Horizon users email address logon to the Horizon GUI, select the user tab, search for the user and click edit

This then opens the users profile details where the email address can be amended, once amended click the save button at the bottom of the page
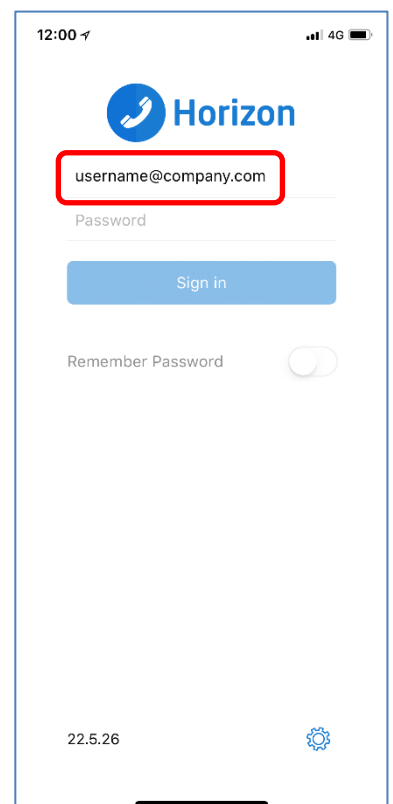
Where can a user find their credentials?

Usernames are readily available from the login screen of all Horizon clients as the image below demonstrates.
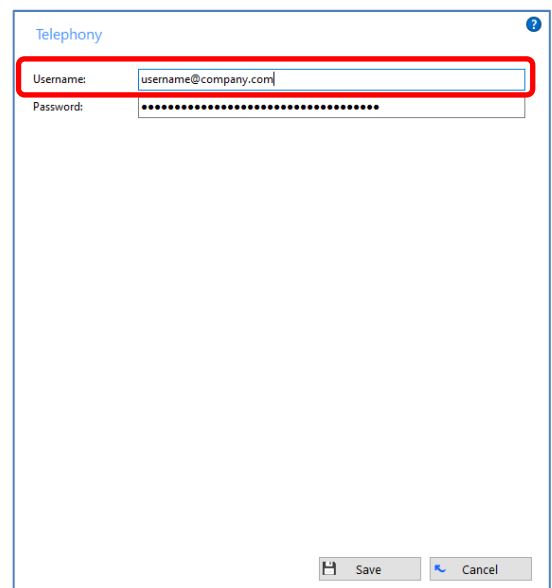
Users with the Horizon Integrator can view their username by right clicking on the menu tray icon and selecting the Configuration option at the bottom of the menu and selecting Telephony

The user may also still have access to the original welcome emails from Horizon, containing the username and password, or have the details stored in personal password management tools.

What if a password reset is needed?

If the end user is unable to retrieve their original password credentials, the new client will provide a password reset link at the logon screen of the App.
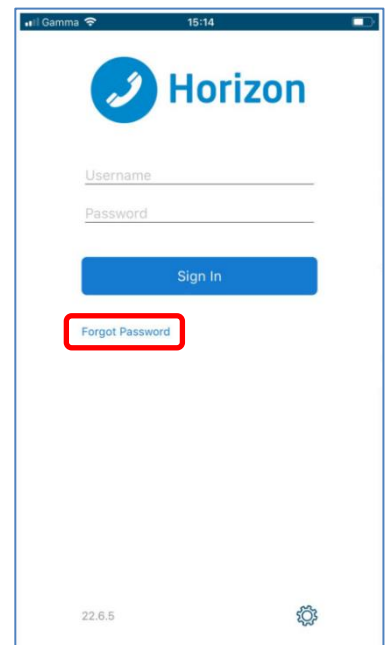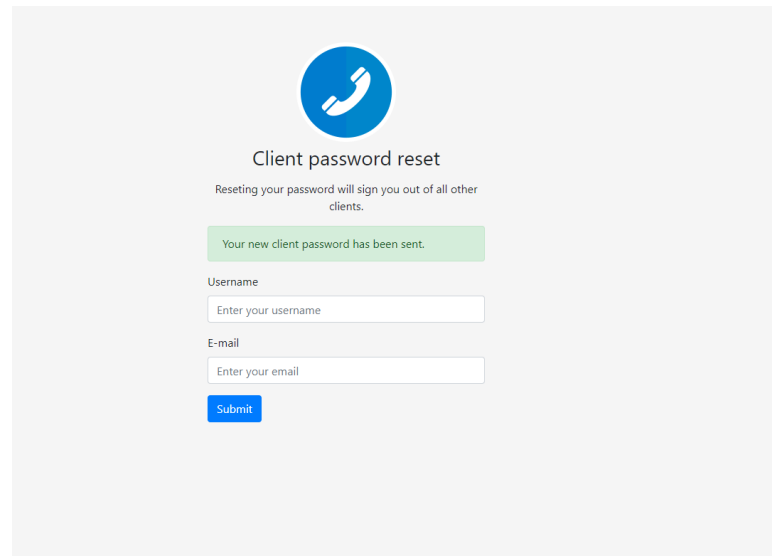
The link will redirect the end user to a webpage that requests two pieces of information:

- Username
- Email address

These credentials will then be validated against the Horizon company data for the user and, if correct, the user's password will be reset and sent to them at the email address held on the GUI, this will be in the current 32-digit format. The user can then cut and paste the password into the client and enjoy the new features of Collaborate.

NB. Resetting the client password will log the user out of all other Horizon clients and they will need to be updated with the new password as well as the mobile client.

What if the end users' credentials do not match the GUI?

If the end user enters a username and/or email address that do not match those held on the GUI then the end user will be directed to contact their system administrator in line with how the client password reset process works today.

Our records indicate that 80% of users appear to have unique emails on the GUI and therefore should be able to reset the password without the need to contact the Horizon administrator. We will be providing you with the data so that effort can be made to correct a user's email information ahead of Gamma promoting the update to all users in May 2019

With the introduction of the end user password reset function it will become ever more important that the user is created with the correct credentials going forwards and would recommend that your user creation processes are adapted to reflect this.

User experience improvements - GUI

We had a few glitches when we released the new GUI back in February, I'm please advise that April will resolve the following issues

Style issue within tables on Horizon GUI – checkbox not aligned with text - resolved

This has now been resolved

Current view

Resolved View

Device customisation for the VVX600/ VVX500 text was difficult to view - resolved

Current View

Resolved View

Full stop after usernames in welcome emails causing issues when copying and pasting - resolved

Some of the Horizon welcome emails, that contain the username, had a full stop added at the end

This could be very annoying for users if they copied/pasted it, as they will have to carefully avoid the picking up the full stop.

I'm sure you'll be pleased to hear that this annoying little **.** has been removed from the message.
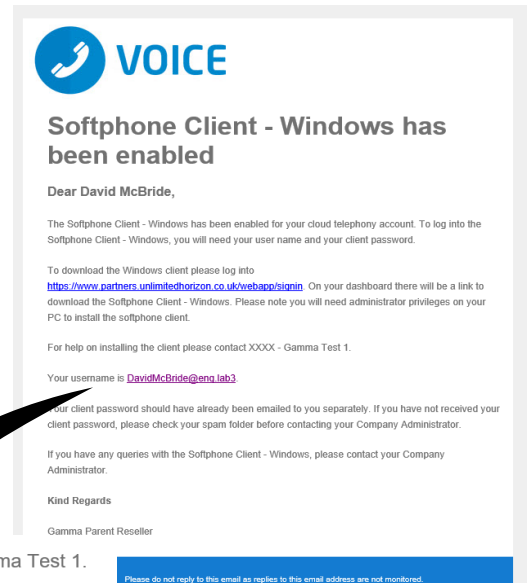
For help on installing the client please contact XXX - Gamma Test 1.

Your username is DavidMcBride@eng.lab3.

User experience improvements - portal

Order History page - Ordered By field added

The History Order Search page will now display the portal username of the person who created the order within the "Ordered By" field as highlighted below. This field will also be part of the downloadable reports.

Bug Fixes

Removing Connect from a user also removed any Call Forwarding settings - resolved

When the connect subscription is removed from a user it will no longer remove the users programmed diverts settings.

Feedback

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