



Horizon May 2019 Release Note

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Contents

Introduction	4
New Horizon smartphone client and password management - update.....	5
<i>Reminder of the Call to Action</i>	5
<i>How to check and amend a Horizon users email address</i>	5
<i>Where can a user find their credentials?</i>	7
<i>What if a password reset is needed?</i>	8
<i>What if the end users' credentials do not match the GUI?</i>	9
Horizon Breakfast Seminars - Agenda	10
New Subscription Framework (NSF)	11
<i>NSF Webinar dates</i>	11
<i>Call to action and some homework</i>	11
<i>NSF collateral</i>	12
Feedback	13

Introduction

May 2019 is going to be a quiet month for any enhancements, in other words there are none planned but plenty are being worked on. We thought we would use the opportunity to remind you of the upcoming Horizon Breakfast Seminar and agenda, provide some insight into the New Subscription Framework, signpost where you can find NSF pre release collateral and give an update on the pending Horizon mobile client upgrades, now planned for June 2019, and the call to action placed on our partners ahead of its release.

There's not much else to say about May save that it has largely been turned over to activity on the New Subscription Framework, Call Recording and release of the VVX250 and 450 devices and their imminent introduction.

New Horizon smartphone client and password management - update

Following the recent launch of Collaborate on Horizon, we advised that we intended to merge the BETA version of the Collaborate client, which includes a password reset option, with the generally available smartphone client in circulation.

This was planned for May 2019 but we are still ironing out a few gremlins with the BETA client and so its rollout will be deferred and be promoted on the App and Play stores as part of the June 2019 release.

Moving from the old client to the new will require the end user to re-input their credentials, March and April 2019 release notes explain why. The upgrade will affect all users once triggered and it important that the below call to action is picked up.

Reminder of the 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!

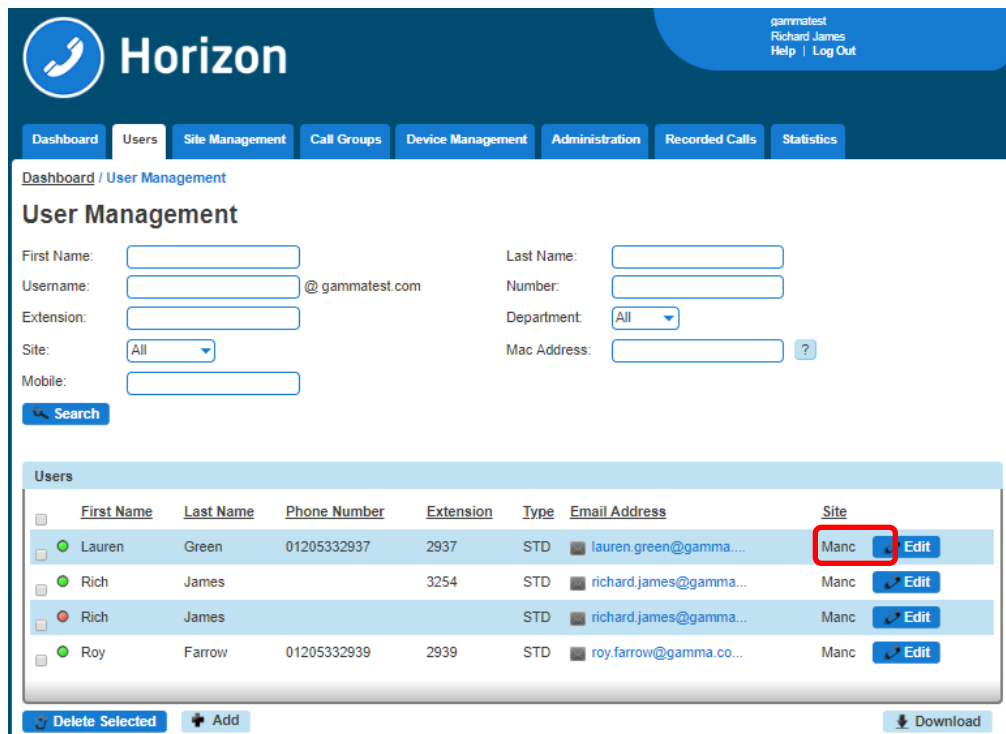
To assist with the above task each Channel Partner received data that identified their Mobile Client users on Monday the 4th March 2019, the dataset included:

- 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



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Richard James
Help | Log Out

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

Dashboard / User Management

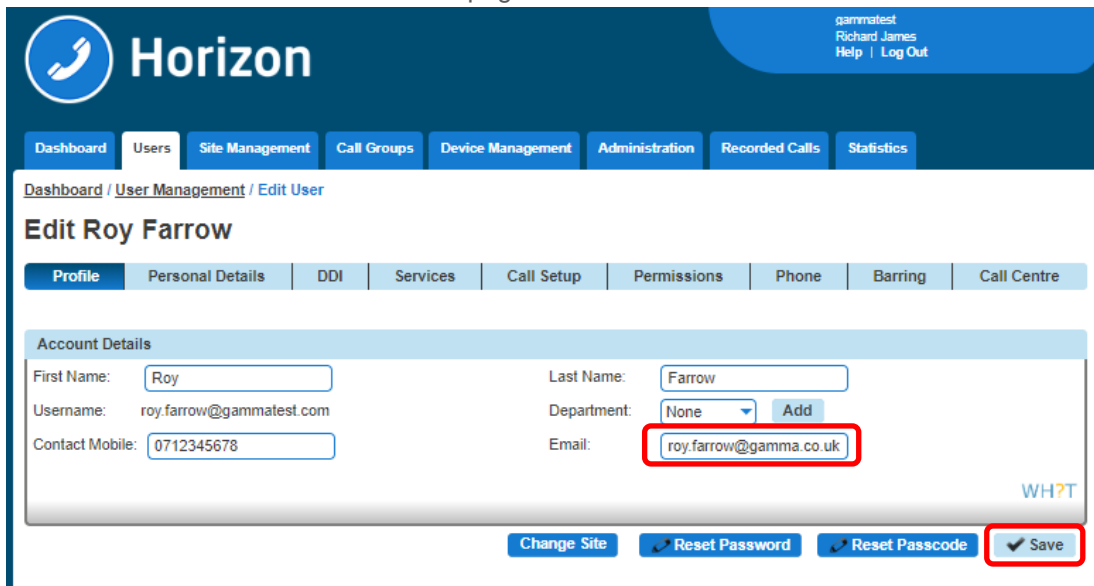
User Management

First Name: Last Name:
 Username: @ gammatest.com Number:
 Extension: Department: All
 Site: All Mac Address: ?
 Mobile:

Users

	First Name	Last Name	Phone Number	Extension	Type	Email Address	Site
<input type="checkbox"/>	Lauren	Green	01205332937	2937	STD	lauren.green@gamma...	Manc <input type="button" value="Edit"/>
<input type="checkbox"/>	Rich	James		3254	STD	richard.james@gamma...	Manc <input type="button" value="Edit"/>
<input type="checkbox"/>	Rich	James			STD	richard.james@gamma...	Manc <input type="button" value="Edit"/>
<input type="checkbox"/>	Roy	Farrow	01205332939	2939	STD	roy.farrow@gamma.co...	Manc <input type="button" value="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



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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 Barring Call Centre

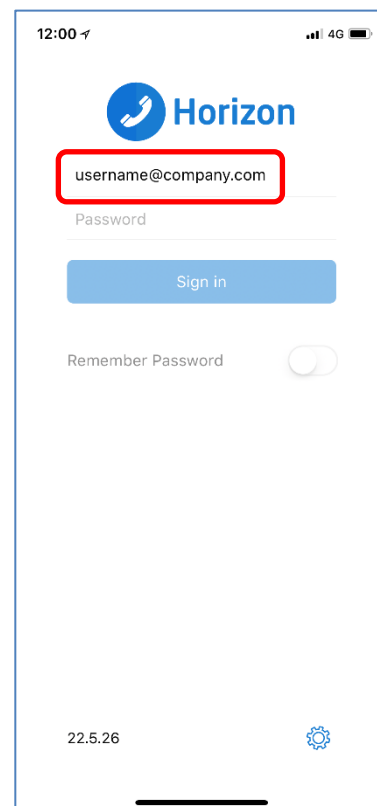
Account Details

First Name: Roy Last Name: Farrow
 Username: roy.farrow@gammatest.com Department: None Add
 Contact Mobile: 0712345678 Email: roy.farrow@gamma.co.uk

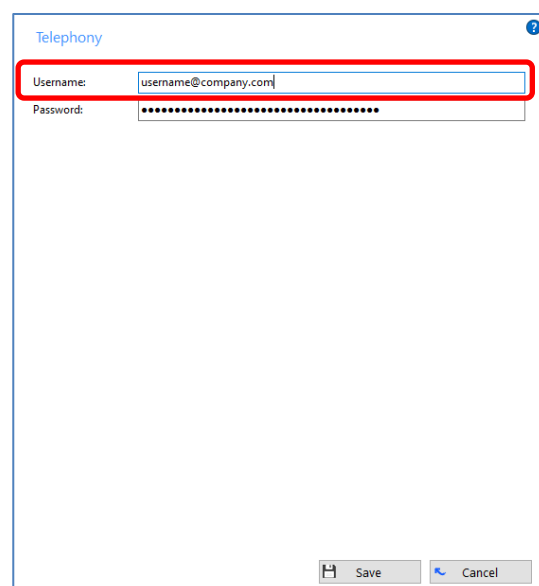
Change Site

Where can a user find their credentials?

Username are readily available from the login screen of all Horizon clients as the image below demonstrates.



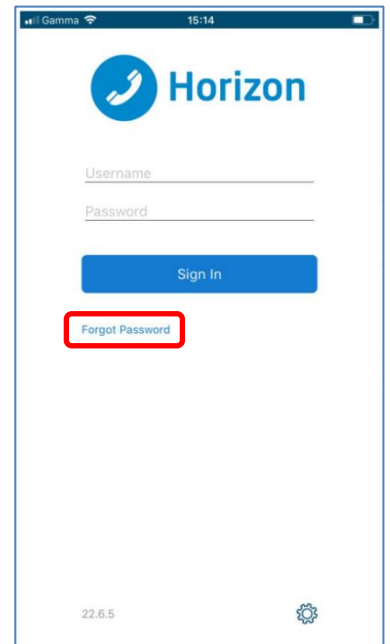
Users with the Horizon Integrator can view their username by right clicking on the menu tray icon and selecting the Configuration option at the bottom of the menu and selecting Telephony



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.



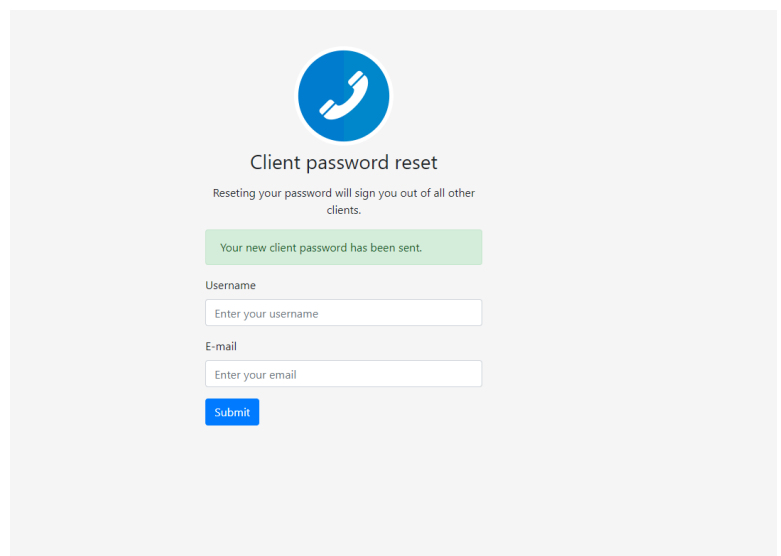
The link will redirect the end user to a webpage that requests two pieces of information:

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.

Horizon Breakfast Seminars - Agenda

We are busy planning a packed agenda for the Horizon events scheduled for the 21st, 22nd and 23rd May in Glasgow, Manchester and London respectively.

If you haven't already registered for the event get your registration in quick as places are filling fast. We can promise you some great insight and updates to our 2019 plans, this year's event is not to be missed!

Key topics for discussion will be:

- New Subscription Framework (NSF)
- 2019 Device Refresh Plans
- 2019 Call Recording Enhancements
- Collaborate Q&A

Register here : https://content.gamma.co.uk/horizon-breakfast-seminars-2019?dm_i=13VT,671LA,PM11SW,OILTE,1

New Subscription Framework (NSF)

The new subscription framework has been designed from ground up to deliver some great benefits and commercial flexibility that we believe is unrivalled in the industry.

The key benefits are:

- Automatic cease charges replaced with ability to un-allocate and reuse a subscription
- No 12 month limit on incentive inclusion
- Mix and Match subscriptions against a company
- Renewal process built into the portal
- Device fund associated to a qualifying subscription

To go any further here would be akin to revealing the final scene from the final episode of "Game of Thrones" ahead of it airing. To find out more about this exciting change come along to the Horizon Breakfast Seminars, to register simply select your preferred location or date via the above links.

Don't worry if you can't make these dates we will also run dedicated webinars on NSF as a follow up, details of which are below.

NSF Webinar dates

We will be running 3 webinars, 1 offering a general overview of NSF probably of more interest to commercial teams and two further content focused webinars that deal with the Billing and Operation changes NSF brings. We will run am and pm session based on the below schedule:

Webinar Theme	Session 1 Date and Time	Session 2 Date and Time
General Overview	4th June 2019 @ 14:00 hrs	5th June 2019 @ 10:00 hrs
Operations	11th June 2019 @ 10:00 hrs	19th June 2019 @ 14:00 hrs
Billing	12th June 2019 @ 14:00 hrs	20th June 2019 @ 10:00 hrs

Keep an eye out for the invites, registration for these events will be going out on or around the 7th May 2019.

Call to action and some homework

The extent and impact of the change NSF brings shouldn't be underestimated and to help you start to prepare for the migration we have created a high-level plan containing the key tasks, activities and date by which you should aim to complete them by.

The plan also includes signposts for other key documentation, such the NSF Commercial Agreement, and can be found on the Gamma Academy by searching "NSF Project Plan".

NSF rollout commences in July so the clock is now officially ticking to its release!

NSF collateral

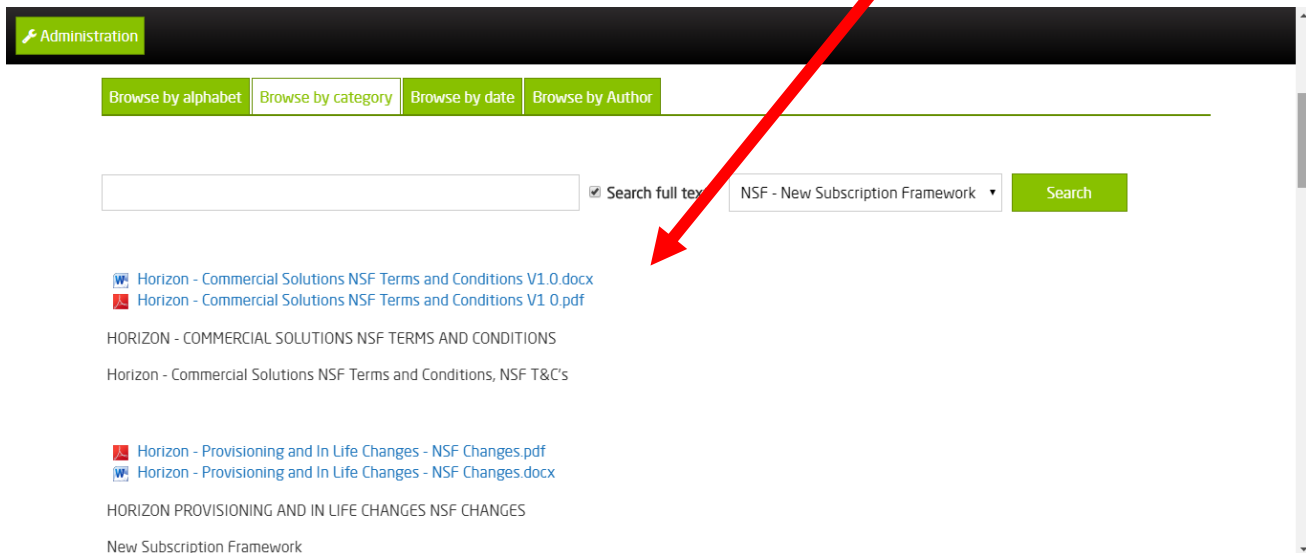
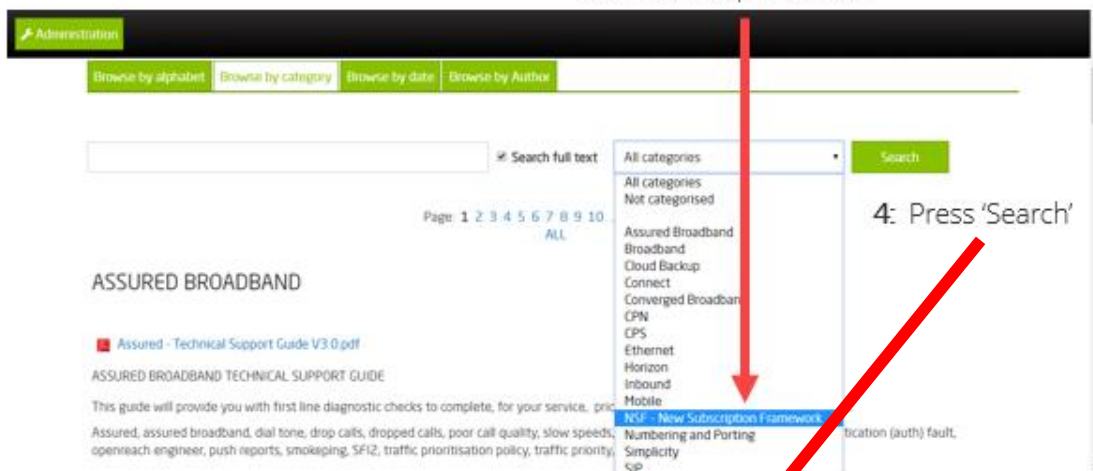
There is a growing library within the Academy that relates to NSF, this change will have impact on your Billing and Order Entry team and the NSF Project Plan identifies the relevant team to document. All NSF documents can be found by following these 4 basic steps in the Academy

1: Select the Knowledgebase option from the top toolbar:



2: Select 'Browse By Category':

3: Select 'NSF - New Subscription Framework' from the drop down list:



Feedback

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