

Horizon User Feature & Bolt-On Explanation

Horizon Feature Description

Account codes

Enables the tracking of calls made to external parties by prompting users for an account code prior to making a call. Account codes are managed by the administrator of the Company and can be 2 to 14 digits in length.

Account codes can also be implemented on a per call basis in which users have the option to enter an account code by dialling the feature access code prior to a call.

Once these codes have been used they will appear in the 12th field of the Gamma CDRs, enabling a Channel Partner to implement their billing system to bill accordingly.

Please note you can't have Accounts codes activated whilst authorisation codes are in use.

Ad Hoc Conference

Enables the ability to invite other participants to a call creating a conference call. Maximum of 4 people partaking.

Anonymous Call Rejection

Enables a user to reject calls from anonymous parties who have restricted their CLI Presentation. By implementing this service the caller will receive a message stating that the applied number is not receiving anonymous calls.

Authentication

This service provides authentication via SIP Registrar and SIP Invite to secure a phone's incoming or outgoing calls with the Horizon service.

Authorisation codes

Performs an authorisation of calls made to external parties by prompting a user for an authorisation code prior to making a call. Calls will not be connected unless a valid code is entered.

Authorisation codes are managed by the administrator of the Company and can be 2 to 14 digits in length.

Please note you can't have Authorisation codes activated whilst account codes are in use.

Automatic Call Back

Enables a call back to be set when dialling a user within the Horizon group, if a busy tone is received.

Busy Lamp Fields

Busy Lamp Fields allows a user to monitor a defined extension by the colour of the lamp of the line key assigned. It also acts as a speed dial which when pushed will call that extension or user.

Call Admission Control

Provides the ability to limit the number of external calls that can be made from a Horizon site. This can be implemented by the Channel Partner ensuring that the bandwidth that has been scoped for external calls from a customer's site is backed up by a call control to avoid quality issues.

Call Forward Always

Allows a user to redirect all incoming calls to an alternative destination. Users have the option to activate and deactivate this service through dialling a feature access code or configuring the service via their web interface.

Call Forward Busy

Allows a user to redirect calls to an alternative destination when an incoming call encounters a busy tone. Users have the option to activate and deactivate this service through dialling a feature access code or configuring the service via their web interface.

Call Forward No Answer

Allows a user to redirect calls to an alternative destination when an incoming call is not answered within a specified number of rings. Users have the option to activate or deactivate this service through dialling a feature access code or configuring the service via their web interface.

Call Forward Not Reachable

Allows a user to redirect calls to an alternative destination when an incoming call cannot route to the intended user, e.g. faulty line.

Call From Anywhere (Remote Office)

Provides the ability for the user to define a location potentially outside of the Horizon service i.e. hotel room, where they can receive and make calls, whilst out of the office. This feature works through re-routing incoming calls to the defined destination, as well as implementing a 2 staged call setup when using click to dial through the Horizon service.

Call Log/History (Top 10 missed, received, dialled)

Provides the user with a short term view of both incoming and outgoing calls, and the relevant results of each, through easy to use and interpret graphs displayed on the dashboard of the service.

Call Me Anywhere (Twining)

Allows the user to define one or more locations that can be used as extensions to the user's desk phone. These locations when defined and activated would also ring at the same time as a desk phone when an incoming call is delivered.

Call Notify by Email

Provides the ability to define which call types you would like to be notified about via email. This could range from missed calls during business hours through to outgoing calls from devices which should be locked or out of use.

Call Park

Enables a call to be parked and retrieved from another phone within the same Call Park group, through using the relevant feature access codes and user extension.

Call Pickup

Enables an incoming call to be picked up by another user within a Call Pickup group, through using the relevant feature access code and user extension. If there is more than one call ringing within a Call Pickup group, the call that has been ringing the longest will be retrieved.

Call Return

Allows a user to call the last party that called assuming a CLI was presented, regardless of whether or not the call was answered.

Call Recording Inbound and Outbound

Provides the ability to record calls both inbound and outbound, over users, hunt groups and auto attendants, so that the recordings can be accessed later through the Horizon system.

In order to implement call recording, please refer to the call recording scenario's guide as depending on CLI being presented or incoming call route, some call recording scenarios are not currently available.

Additional charges are applied to the maximum storage used within each month.

Call Transfer

Enables a user to redirect a ringing, active, or held call to another number or directly to voicemail. Prior to forwarding the call a user can choose to answer it and put the caller on hold whilst they contact the 3rd party to be transferred to.

Call Waiting

Provides sight of additional incoming calls to the user's device while the user is engaged on another call.

Calling Line id Blocking

Allows a user to block or allow their user identity (name and number) to be presented to a called party.

Calling Line id Delivery (External)

Allows a user to present their user identity (name and number) for external calls.

Calling Line id Delivery (Internal)

Allows a user to present their user identity (name and number) for internal calls within the Horizon service

Calling Name Retrieval.

Provides the ability to deliver a user's name, as well as a number for calls made and received.

Calling Policy

Enables an administrator to define the Calling Policies for both site and user to restrict or allow specific call routing, i.e. Call barring

Call Hold

Allows a call to be put on hold for any length of time, whilst the user performs other activities.

Device Customisation

For Cisco SPA502g, SPA504g, SPA525g, Polycom IP 450, IP 650, VVX410 and associated side cars this feature provides the ability to manage the available button roles against soft and line keys within the Horizon interface. This feature is permission driven allowing assignment to an end user, or control by an administrator. Any selected programming within the interface would be maintained on the device through feature and firmware updates.

Distinctive Ring

Ability to set different ring tones for external and internal calls.

Diversion Inhibitor

Enables a user to prevent calls made being redirected again by the called party, i.e redirecting calls to voicemail when trying to forward a call.

Do not Disturb

Allows a user to set their phone to unavailable so that incoming calls are given a busy tone. This feature can be enabled through feature access codes, on supported devices, or through the Horizon GUI.

Hot Desking

Provides the ability for any user to login to any device assigned to their Company throughout all sites. A user can log in to a device through either activating the phone on supported devices, or through the Horizon GUI, or Company Voice Portal.

When activated that user will have the ability to make and receive calls as themselves, however programmed line keys or BLFs will only show when logged into their assigned device.

Hunt Groups

Allows the delivery of incoming calls to users in predetermined and configured routing. Group administrators can choose from any of the following "Hunt" routing, and attach users and configuration as required:

- Circular – sends calls in a fixed order. The call is sent to the first available user on the list, starting with the user following the last user to receive a call
- Regular – sends calls to users in the order they are listed. The call is sent to the first user in the list, always starting with the first user.
- Simultaneous – sends calls to all users within a group. The first user to pick up the phone will have the call routed to them.
- Uniform – sends calls to the user who has been idle the longest. Once a call is completed that user will be moved to the bottom of the list. Calls received but not routed through the Hunt Group will not be applied to this routing.
- Weighted – sends calls to users based on a weighted % of calls to answer. For example out of 10 calls 2 users may be weighted as 40% and 60% meaning 4 calls and 6 calls are delivered as defined to the associated users.

Administrators can also define call waiting to enable calls from outside of the Hunt Group routing to be delivered and answered.

Instant Group Call

Provides an instant conference bridge connecting all members within the group. When a member of the group calls the specific group number, all users will receive a call inviting them to join the group.

Last Number Redial

Enables users to redial the last number they called through supported devices or through a feature access code.

Music on Hold

Allows the administrator to setup and maintain audio files that can be used in various call scenarios (e.g. Call Park, Call Hold). These files can be recorded through supported devices or uploaded through saved files.

Music on Hold (user)

Allows users to enable or disable music on hold on a per call basis, through either a feature access code or via the Horizon GUI. This service is especially useful when attending conference calls or similar where you may wish to put a line on hold.

Preset availability Profiles

Allows a user to enable a predefined availability profile, in order to implement specific call routing. These are defined as:

- Available in the Office
- Available out of the office
- Busy
- Unavailable

Scheduling

Allows the definition of set schedules for business hours, and other company specific events. These schedules can then be implemented over Auto Attendants or Hunt Groups to provide specific routing during set hours or days.

Selective Call Rejection

Enables a user to define criteria to prevent incoming calls being delivered, i.e. a black list. This ranges from specific numbers, through to time of day and day of week.

Sequential Ring

Allows a user to define a “find me” list of numbers that incoming calls will route to sequentially. While the incoming call is routed, callers will hear comfort announcements, and can interrupt the search to leave a message. The user must set the number of rings after which the service will move on to the next number.

Site Admin

Allows the creation of an administrator who will just manage a single site. This means the Company Admin will still have all the admin capabilities for a company and the Site Admins will have the following facilities for their respective sites within the company.

- Manage Users
- Device Management
- View & Download Call Recordings
- View Statistics

Speed Dials

Allows a user to define either 1 or 2 digit speed dials that can be made from their device to key external or internal destinations. Local speed dials can also be established, however we recommend using the system to ensure both the phone and Horizon GUI is in sync.

Voice Messaging

Enables voicemail services to be established either against users or hunt groups so that messages can be left and accessed by users.

Please note that Horizon does not display voicemails in its system, but enables a Voicemail to email function or access via the Horizon devices.

Horizon User Feature & Bolt-On Explanation

Horizon Bolt On Description

Call Centre

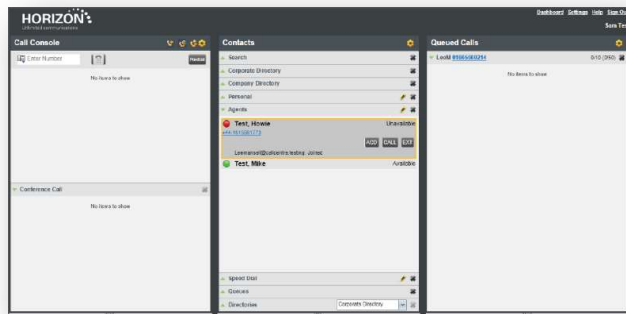
An extension to the Horizon hosted telephony platform, this add-on service enables businesses to easily manage their call centre environments through the creation of supervisors and agents. It allows more detailed reporting on agent behaviour, customisable messaging to callers - including estimated wait and call queue position, and increased capacity for queued calls.

Additional licences that can be ordered are:

- Call Centre Agent
- Call Centre Agent Client
- Call Centre Supervisor Client

Features include:

- Monitoring agents, statuses and queues
- Call Barging
- Unavailable codes
- Escalations
- Call queue messaging
- Call distribution
- Agent Log In/Out
- Agent States



Call Recording Storage

Provided in a range of charging tiers and designed to complement the on demand or X% of calls recorded capability over both user and groups

Call Queue Group

A basic simultaneous Hunt Group with the ability, should all users be engaged, to queue up to 25 calls at the network level. Each Call Queue Group can be customised with its own Welcome, Comfort, and Hold music/messaging and has the added capability of a user breakout.

Charging is only applied to a user who can be part of a Call Queue Group, therefore you could have 3 users over multiple groups and only be charged for those 3 users, rather than users per group.

Desktop Client Software

Separate from the core Horizon web interface, a Horizon client can be added to any PC or MAC to offer an easy to use desktop client for the Horizon service.

Within this client the customer will have the ability to:

- Manage incoming calls
- Make outgoing calls both from the Horizon Handset or the Horizon Client
- Manage call settings such as call forwarding, twinning, remote office
- Send Instant Messages to other members of the "Company" or other IM contacts where publicly available
- View the Presence of a contact for both telephony (on the phone or not), and client (availability profiles)
- Access the company directory

The desktop client software can be downloaded from our Horizon website and is available for use against an existing user subscription - therefore does not incur additional subscription costs over and above the cost of the client bolt on.



Receptionist Console

To complement the Horizon web interface a dedicated receptionist console is available to manage incoming calls over a single or multiple sites.

This console provides the ability to:

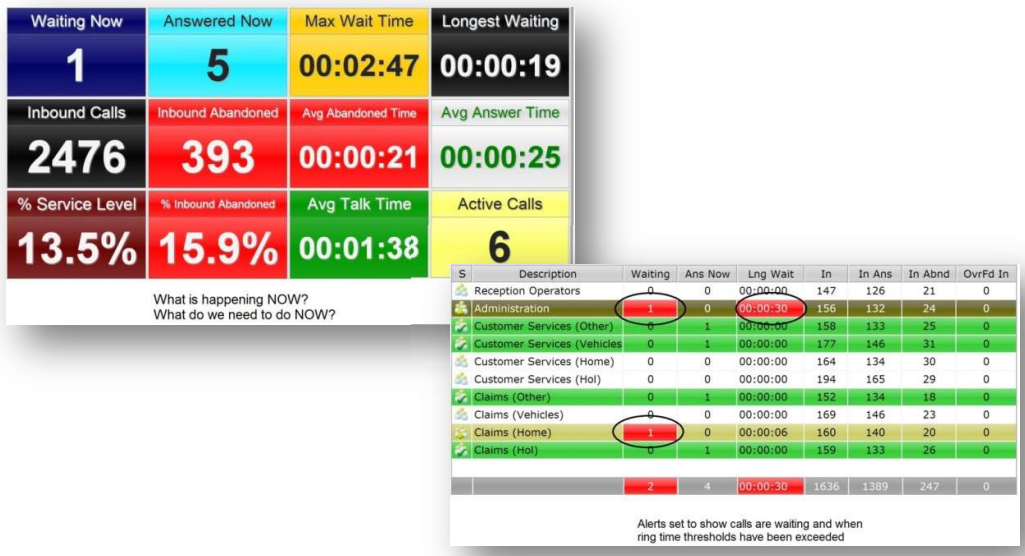
- Monitor incoming calls to key numbers over all Horizon sites
- Monitor fixed (200) or dynamic (800) users over all Horizon sites
- Monitor call queues and adjust priority of callers within these queues
- Add notes to contacts to show related information such as leave
- Establish and manage conference calls in the site

The receptionist console is provided when this additional bolt on is provisioned and uses the chosen receptionist user subscription - therefore does not incur additional subscription costs over and above the cost of the console bolt on.

Akixi Call Management System

For a more comprehensive reporting solution, Gamma has teamed up with Akixi to provide full call logging, call management, wallboard and ACD reporting systems available in real-time.

- Real time stats – Wall boards with real time traffic information and alarms to ensure critical routes into the business are constantly monitored.
- Accessible from any internet-facing device – Use the service through traditional desktop devices or monitor on the go through your mobile.
- Abandoned call recovery – Ensuring if you do miss a call, you can see instantly if it has been returned.
- Activity and extension activity monitoring – Quickly and easily monitor key extension or call routes to ensure they are working efficiently.
- Cradle to grave reporting – Monitor a call throughout its path within your organisation by seeing every divert leg and call detail, easily and accurately segmented, for identification.
- No server on site – Allowing multi-site monitoring and business continuity in the event of an emergency.



Horizon Integrator

Integrator is a powerful piece of software that allows a user to control their Horizon service from their desktop without having to log in to their Horizon portal or navigate through phone menus. In addition, the software integrates with a user's Outlook program making contacts easily accessible and dial-able from Outlook and the desktop. Accessing key features and settings becomes very quick and easy, and finding and dialling contacts very fast - helping users to work more efficiently and be more productive.

Telephony presence (with Click to Dial) is also provided for up to 20 work colleagues, definable by each user. Furthermore, for those businesses who use Microsoft Lync®, they will enjoy the benefit provided by the integration of Horizon's phone status with a user's Lync status (on a call or DND).

Key features provided are:

- Click to Dial from Outlook®
- Screen popping from Outlook® contacts and Horizon Company Directory
- Click to Dial from web pages
- In-call control features – hang up, hold, deflect, consult and transfer
- Desktop feature control – Do Not Disturb and Forward All Calls
- Desktop Address with Click to Dial (searches Horizon Company Directory and Outlook Contacts)
- Desktop Call History
- Desktop Recent Call Search
- Telephony Presence (with Click to Dial)
- Integration with MS Lync® status (on a call or DND)

Integrator CRM provides the full functionality and associated benefits of Integrator, as well as providing integration with 20 of the top CRM systems in the UK market today. The additional CRM functionality provides screen popping and Click to Dial from the chosen CRM and integrates it with the Desktop Address Book with Click to Dial.

