



Horizon

April 2018 Release Note

Contents

Introduction	5
<i>Access to advanced statistics</i>	6
<i>Health Check Updates</i>	8
<i>Horizon TAPI version 2.6.12.17120</i>	9
Feedback	10

Introduction

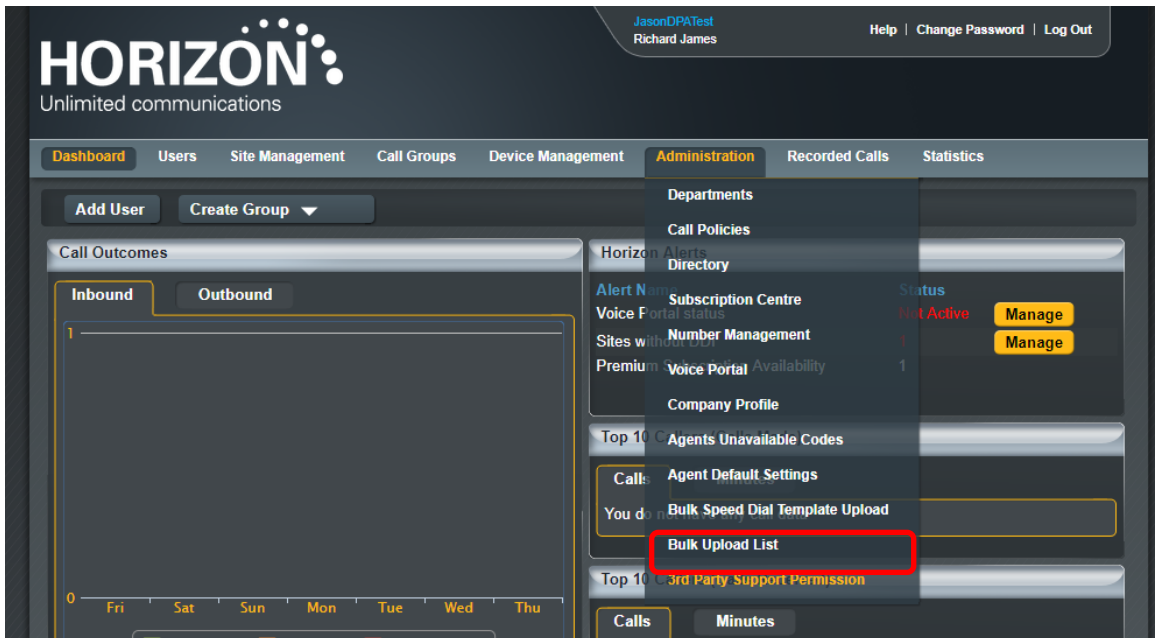
The April 2018 release will be made available on the evening of the 11th April 2018 and will contain the following new features and improvements detailed below.

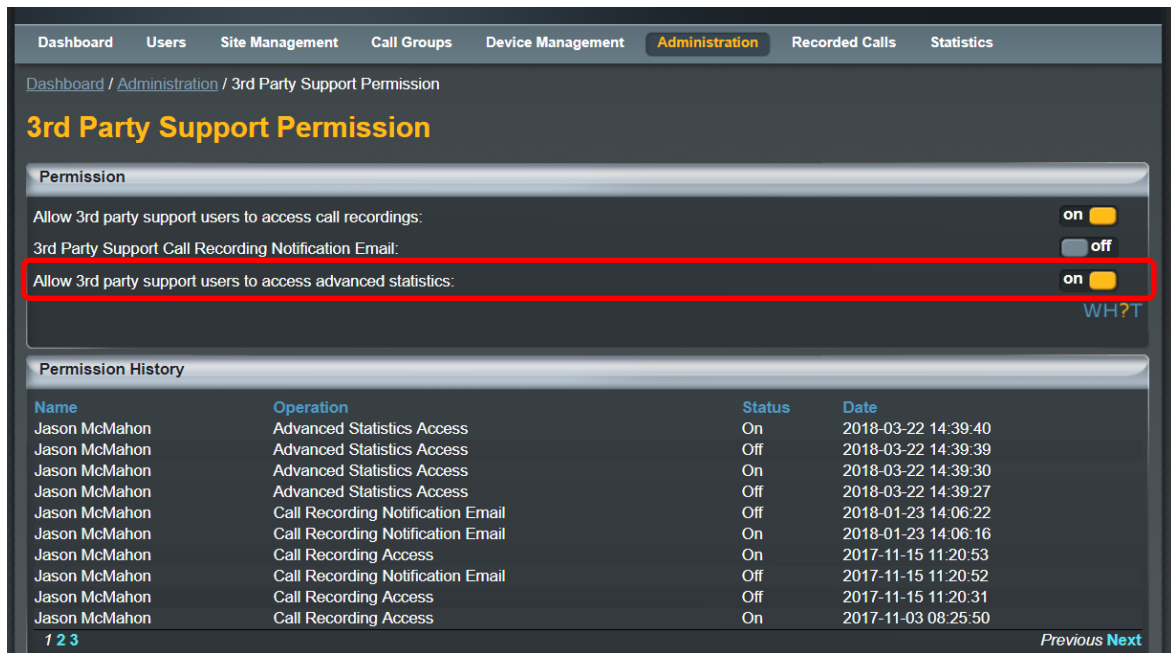
Access to advanced statistics

As part of the April release will be introducing controls on the Horizon GUI that will allow a company administrator to prevent any support users using the log into Horizon pass through from the Gamma portal to a Companies Advances Statistics in addition to the call recording controls introduced in November 2017.

This is being implemented to ensure your customers have direct control over who can access their sensitive statistics as well as their call recordings.

Any company administrator entering a valid username and password via the Horizon GUI directly will always see the Statistics tab and be presented with the 3rd Party Support Permission option under the Administration drop down.





Dashboard / Administration / 3rd Party Support Permission

3rd Party Support Permission

Permission

Allow 3rd party support users to access call recordings: on

3rd Party Support Call Recording Notification Email: off

Allow 3rd party support users to access advanced statistics: on

WH?T

Permission History

Name	Operation	Status	Date
Jason McMahon	Advanced Statistics Access	On	2018-03-22 14:39:40
Jason McMahon	Advanced Statistics Access	Off	2018-03-22 14:39:39
Jason McMahon	Advanced Statistics Access	On	2018-03-22 14:39:30
Jason McMahon	Advanced Statistics Access	Off	2018-03-22 14:39:27
Jason McMahon	Call Recording Notification Email	Off	2018-01-23 14:06:22
Jason McMahon	Call Recording Notification Email	On	2018-01-23 14:06:16
Jason McMahon	Call Recording Access	On	2017-11-15 11:20:53
Jason McMahon	Call Recording Notification Email	Off	2017-11-15 11:20:52
Jason McMahon	Call Recording Access	Off	2017-11-15 11:20:31
Jason McMahon	Call Recording Access	On	2017-11-03 08:25:50

1 2 3 Previous Next

The GUI will also provide an audit log of who is enabling and disabling the options.

The service will be deployed as opt in to prevent any operational or support difficulties.

All existing and new companies created from the 12th April 2018 onwards will be defaulted to allow pass through login access to Advanced Statistics from the Gamma portal.

We recommend that all companies are built and handed over in a fashion that ensure your customers/end users make a conscious decision as to whether they allow access to the call recording and advanced statistics data to support users via the Gamma portal. The most hardened deployment would be to hand the Company over to your customers/end users with the Allow 3rd party support users to access call recordings and advanced statistics option set to off.

We do reserve the option to create new companies with the above hardened set of options at a future date

Health Check Updates

The Horizon Health Check available on the Gamma Portal has been updated with:

- A new 'Service Incident' panel: it shows the status of the services available to the user
- If the searched user belongs to a Connect company, additional information will be shown:
- 'Connect' panel: it shows whether the user is on Connect or not, indicating if/what fixed and mobile numbers are assigned to them
- 'Mobile Suspension' panel: it shows whether the mobile number is suspended on Gamma Mobile's side
- Info on the Horizon company the user belongs to, showing that it is a Connect company and what Mobile company it is linked to

Info This is a Connect company and is linked to the mobile company Gamma Telecom - 89

Service Incident

Service	Status
Gamma Network	
Horizon	
Ethernet	
Mobile	

If you require any more help on this panel, please click [here](#).

Connect

This user has the Connect bot on assigned and both a fixed (01616725658) and mobile number (07450002026) assigned.

If you'd like to change any settings, please click [here](#) then search for the user and click edit.

If you'd like to check coverage, please click [here](#).

If you require any more help on this panel, please click [here](#).

Access

Your Gamma Ethernet circuit is set up. If TomEdwards@gammastaff.com is experiencing calls dropping, call quality issues or are unable to make/receive calls intamntantly please click [here](#) for more circuit details, or visit the Gamma Academy for Ethernet diagnostic support documentation by clicking [here](#).

Please note that this check depends on your user's handset and not their soft client.

If you require any more help on this panel, please click [here](#).

Mobile Suspension

This user's mobile number (07450002026) is currently not suspended.

If you'd like to change the suspension of this number, please click [here](#) then search for the number and select suspend from the options drop down.

If you require any more help on this panel, please click [here](#).

SIP ALG

We can see that the router you're connected to has SIP ALG disabled.

This information is correct as of 2018-04-04 08:13:06

Please note that this check depends on your user's handset and not their soft client.

If you require any more help on this panel, please click [here](#).

Fraud Management

Your company is protected with Horizon Fraud Management and you are within the agreed limits. Click to see what these limits are: [Fraud Management Settings](#).

If you require any more help on this panel, please click [here](#).

Do Not Disturb

Do Not Disturb is disabled for TomEdwards@gammastaff.com. If you would like to change the Do Not Disturb setting of TomEdwards@gammastaff.com then please log into the Horizon Portal and go to Users, List Users and click Edit.

If you would like to change this setting please click [here](#), search for a user, click Edit and select the "Call Setup" tab. Once here click "Settings" under "Incoming Calls"

If you require any more help on this panel, please click [here](#).

Horizon TAPI version 2.6.12.17120

As part of our ongoing commitment to providing you with the most up to date version of our TAPI client we are releasing the latest version which will provide fixes to the following:

- Fixed issue with TAPI showing that extension was in service despite being offline
- Resolves issue with TAPI losing lines and extensions after start up.
- TAPI no longer causes multiple pop ups in TRIS CRM

Please note:



Users will need to upgrade to the latest version in order to continue to use the service from the 16th April 2018 onwards. This can be downloaded at

https://xsp.unlimitedhorizon.co.uk:443/dms/Horizon_Integrator/HorizonTAPIInstall-2-6-12-17127.8092.exe

For further information please refer to the TAPI User Guide document which is available on the Gamma Academy

Feedback



	portalfeedback@gamma.co.uk
	03332407771