



Horizon

January 2018 Release Note

Version	Date	Description
1.0	09/01/2018	Document created for January portal release

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Introduction

The January 2018 release will be made available on the evening of the 10th January 2018 and will contain the following new features and improvements.

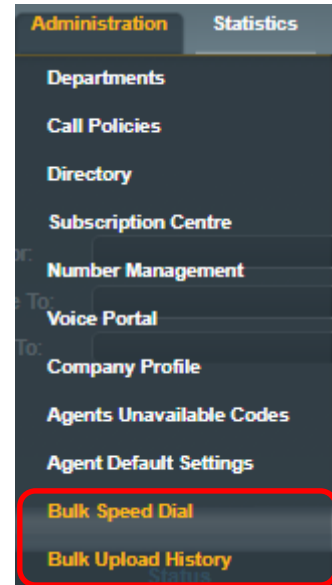
Bulk provisioning of speed dial

Under the Administration tab of the GUI there will be two new menu options for a Company Administrator to use. When setting up a **new** company you will be able to create a set of 1 and 2 digit speed dials and then copy those details to one, some or all the users within the organisation. **We recommend that all users are created before using this service.**

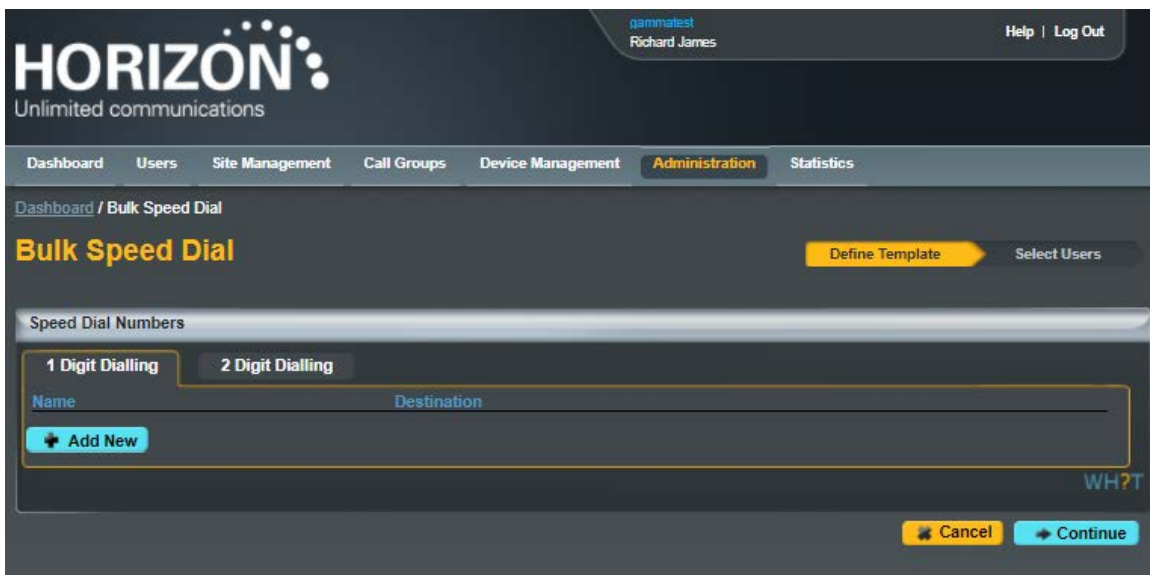
When an Administrator accesses the Administration menu they will be presented with two new options



Bulk Speed Dial - option create speeds dial and apply to multiple users

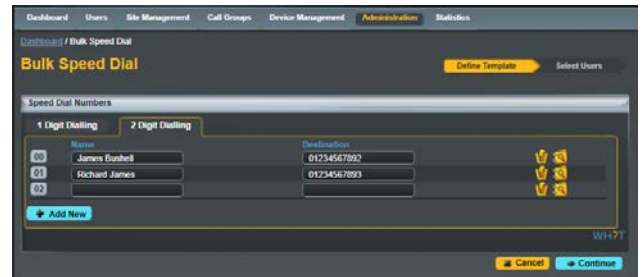
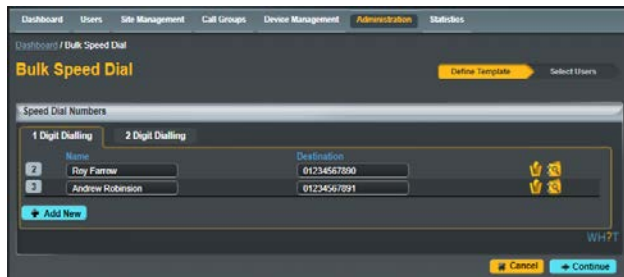
Bulk Upload History - Historical log of an Administrators changes


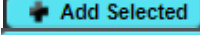
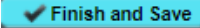


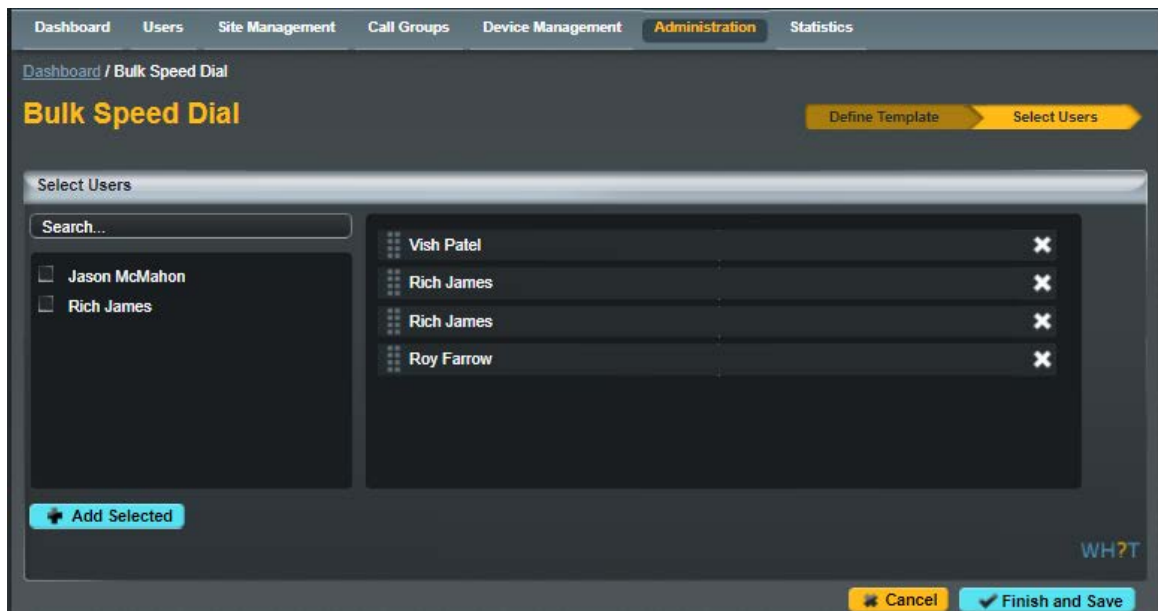
To create a new speed dial list select Administration>Bulk Speed Dial and you'll then be presented with the following screen, where you can add the 1 and 2 digit speed dials to a group of users by toggling between the 1 and 2 Digit Dialling tabs



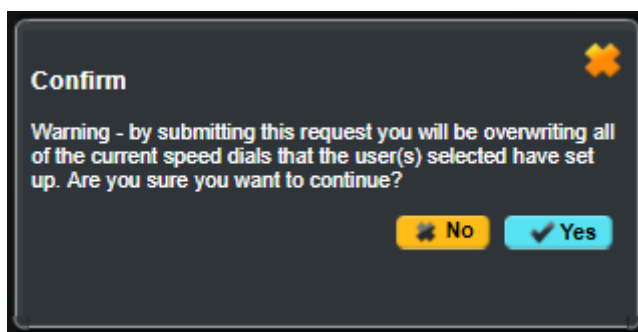
Enter the speed dial details freehand or select from the Company's directory by clicking the  icon, then search for the user details you wish to add. To delete a row hit the  icon.



Once you are happy that you have correctly created the speed dials hit the  icon, after which you will be presented with the below screen where to you can select the users you wish to apply the list(s) to, simply check the box and click the  button, to apply the speed dial lists to the selected user(s) now select the  option.



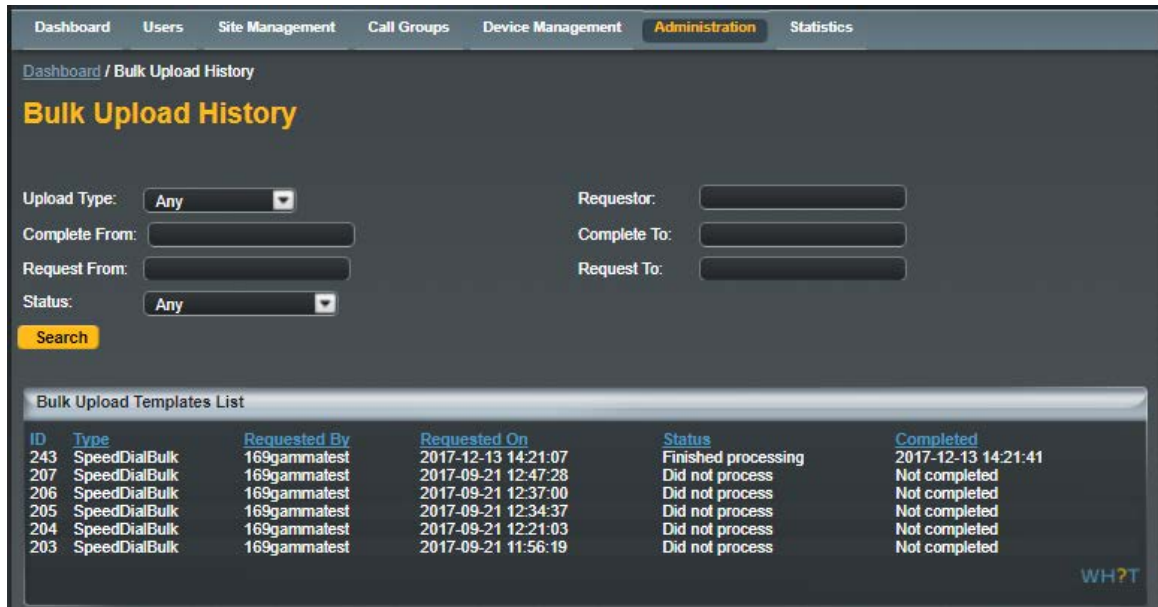
You'll be asked to acknowledge the following implication after which the speed dials will be created against the selected users.



The service has been designed to assist with the initial set up of company and isn't suitable for the ongoing management of a company's speed dial list, as it:

- Doesn't retain any record of previously provisioned speed dials
- Will overwrite the personal amendments made by a user
- Will delete records where a blank is left basically meaning you cannot bulk update a single entry

The Bulk Upload History tab will show the event type, who requested the change, when they requested it, the status and when it completed as an audit log of activity.

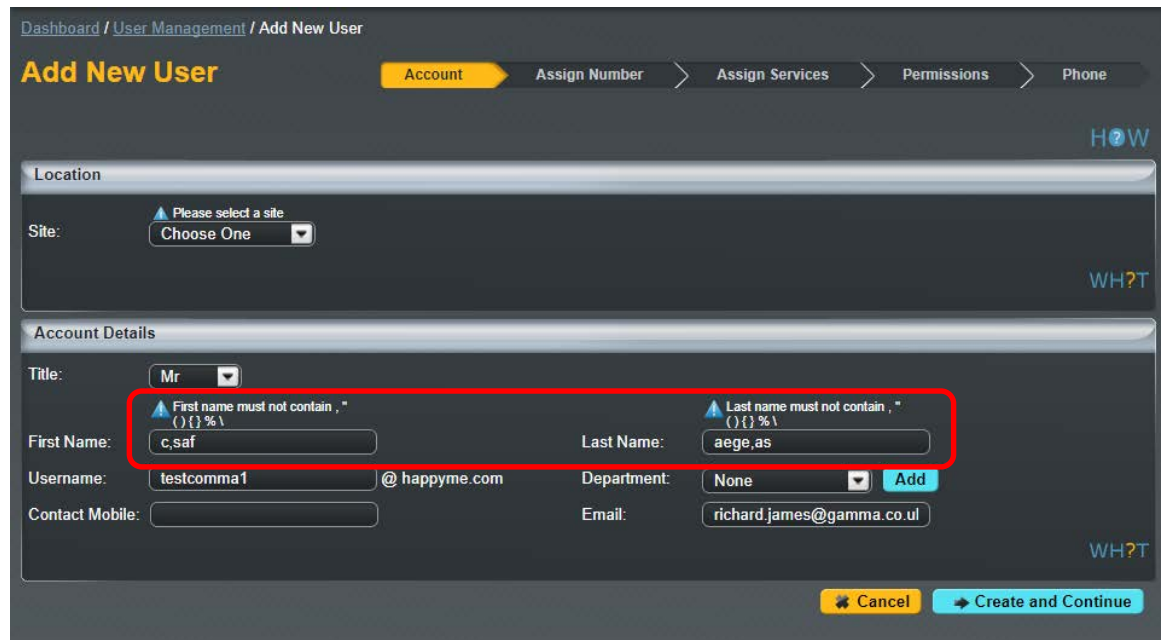


ID	Type	Requested By	Requested On	Status	Completed
243	SpeedDialBulk	169gammatest	2017-12-13 14:21:07	Finished processing	2017-12-13 14:21:41
207	SpeedDialBulk	169gammatest	2017-09-21 12:47:28	Did not process	Not completed
206	SpeedDialBulk	169gammatest	2017-09-21 12:37:00	Did not process	Not completed
205	SpeedDialBulk	169gammatest	2017-09-21 12:34:37	Did not process	Not completed
204	SpeedDialBulk	169gammatest	2017-09-21 12:21:03	Did not process	Not completed
203	SpeedDialBulk	169gammatest	2017-09-21 11:56:19	Did not process	Not completed



Using Comma's within Horizon Fields

We have added the comma as a disallowed character within all Horizon fields, use of these characters are corrupting certain reports and affecting CDR mediation that have to be manually corrected. If a comma is used then the user will receive the highlighted error message.



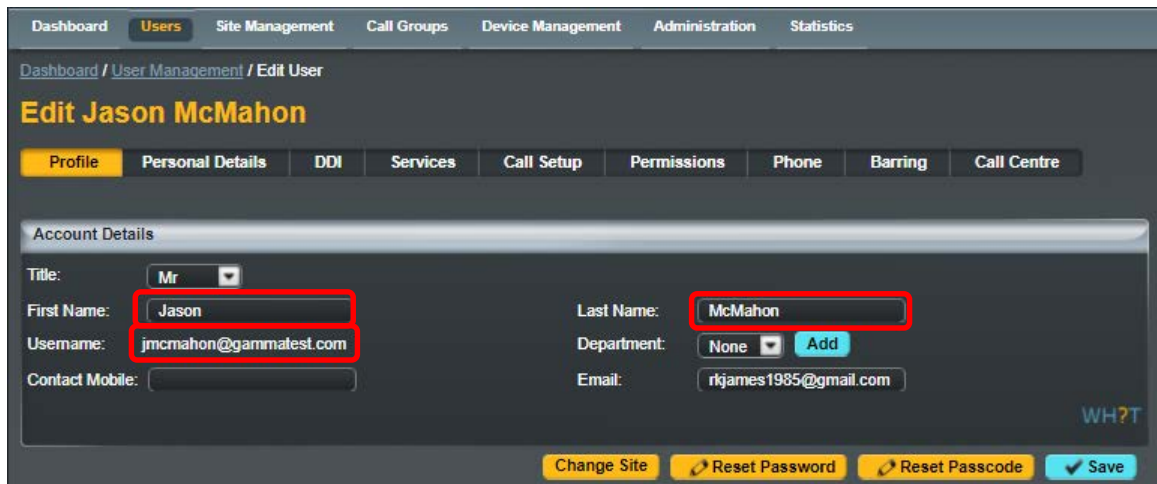
We are planning to remove all commas from fields within the GUI and have been actively communicating with Channels partners that have affected companies. We are following the below steps to tidy up the outstanding Company's

- Step 1 – IAM's have conducted an outbound calls campaign to the affected Channel Partner to ask them to change these fields manually.
- Step 2 – On the evening of the 11th January 2018 we will add validation to the GUI to stop a comma being added into GUI fields
- Step 3 – On the 31st January 2018 any users / departments that remain affected will have the commas removed automatically.

Known Behaviour Resolution

Busy Lamp Field (BLF) Name Searching

The portal has been updated to improve the searching for a user when editing a BLF, previously users were only searchable by the full username



The screenshot shows the 'Edit User' interface for Jason McMahon. The form is titled 'Edit Jason McMahon' and has several tabs: Profile, Personal Details, DDI, Services, Call Setup, Permissions, Phone, Barring, and Call Centre. The 'Account Details' section contains the following fields:

Title:	Mr	Last Name:	McMahon
First Name:	Jason	Department:	None Add
Username:	jcmahon@gammatest.com	Email:	rkjames1985@gmail.com
Contact Mobile:			

At the bottom of the form, there are buttons for 'Change Site', 'Reset Password', 'Reset Passcode', and 'Save'. The 'Save' button is highlighted in blue.

The search has been improved to now include the First and Last Name fields and will return results on partial matches of the user first and/or last name.

Contacts



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