



Horizon

March 2018 Release Note

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Introduction

The March 2018 release will be made available on the evening of the 15th March 2018 and will contain the following new features and improvements.

In addition to the below feature releases we will also be performing the following engineering updates:

Yealink Firmware Upgrade

From the 20th to 26th March 2018 the Yealink DECT device estate will receive a firmware update. The latest firmware brings in some improvements to the Corporate Directory feature and resolves a number of known behaviours. To see full information on the firmware upgrade rollout, please search for **Yealink Firmware Upgrade** on the Knowledgebase of the Gamma Academy.

Horizon Client Infrastructure Expansion

In April we will perform the Horizon Client Infrastructure Expansion, for full information please see the Knowledgebase on the Gamma Academy (Help & Support > Gamma Academy > Knowledgebase) and search for **Horizon Client Infrastructure Expansion**

Please make sure that the relevant people in your business are subscribed to the Horizon Push Reports, as this is how you will be notified of dates. The allocation of customers to change control windows are fixed and cannot be changed under any circumstance.

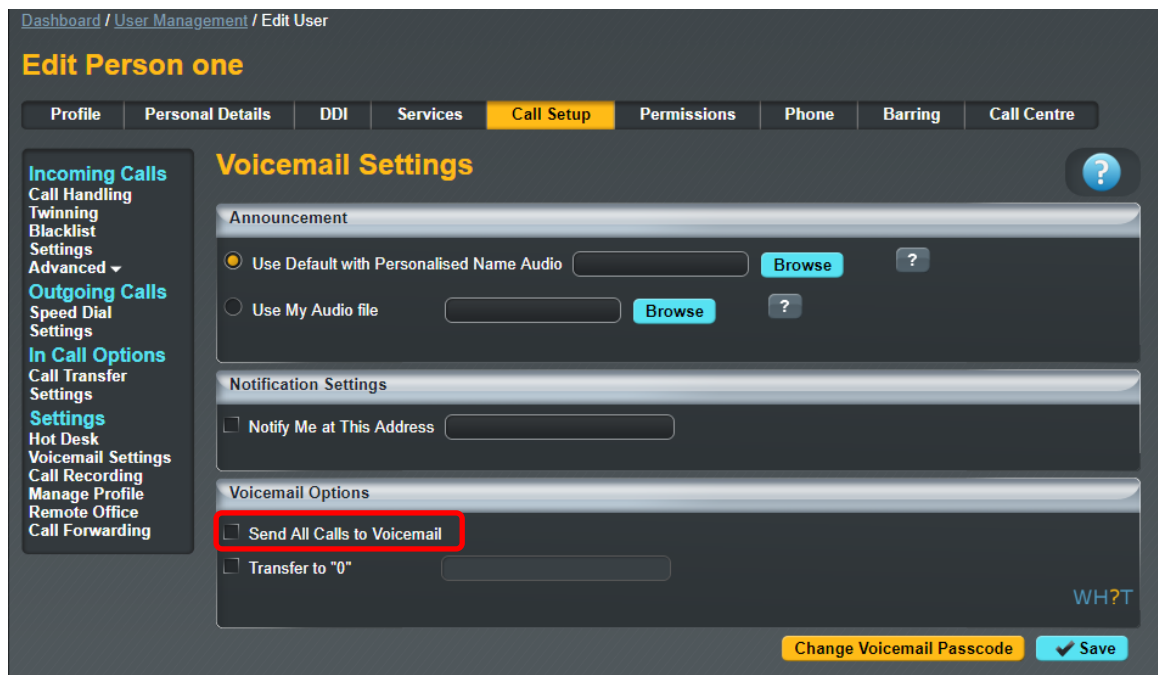
In order to subscribe for these notifications please:

Logon to <http://www.gamma-portal.com>

Go to Reporting -> Reporting -> Notifications and select Horizon Alerts

Send All Calls To Voicemail

We will be introducing the option to send all calls to voice to mirror functionality that is available for call groups, and a setting in the upcoming Connect app, “Send All Calls To Voicemail” will be available in a User’s Voicemail Settings. To access the feature simply navigate to User Management → Edit User → Call Setup → Voicemail Settings



The screenshot shows the 'Edit Person one' interface with the 'Call Setup' tab selected. The 'Voicemail Settings' section is active, showing options for 'Announcement' (Use Default with Personalised Name Audio, Use My Audio file), 'Notification Settings' (Notify Me at This Address), and 'Voicemail Options' (Send All Calls to Voicemail, Transfer to "0"). The 'Send All Calls to Voicemail' checkbox is highlighted with a red box. At the bottom, there are buttons for 'Change Voicemail Passcode' and 'Save'.

Transfer on 0 for Voicemail

This feature allows a user to enter a telephone number that will transfer a voicemail call to another number if enabled. To enable the feature and make a caller aware of the option the user has to record their own Voicemail greeting to advise that the feature is available to the calling party and programme the destination number. The user records an appropriate message such as the following example

“Hi, you’re through to the voicemail of Roy Farrow. I can’t take your call right now so please leave a message and I’ll get back to you. Alternatively, press 0 to be transferred to the Service Desk”

To access the feature simply navigate to User Management → Edit User → Call Setup → Voicemail Settings

Dashboard / User Management / Edit User

Edit Person one

Profile Personal Details DDI Services **Call Setup** Permissions Phone Barring Call Centre

Incoming Calls

- Call Handling
- Twinning
- Blacklist
- Settings
- Advanced ▾

Outgoing Calls

- Speed Dial
- Settings

In Call Options

- Call Transfer
- Settings

Settings

- Hot Desk
- Voicemail Settings
- Call Recording
- Manage Profile
- Remote Office
- Call Forwarding

Voicemail Settings

Announcement

Use Default with Personalised Name Audio Browse ?

Use My Audio file Browse ?

Notification Settings

Notify Me at This Address

Voicemail Options

Send All Calls to Voicemail

Transfer to "0"

WH?T

Change Voicemail Passcode
Save

The feature follows the same barring rules that a user has set up for “When transferring / diverting a call”.

The calling party will not hear any announcement if transferred to a barred destination, they just receive an error tone, in line with the behaviour if you directly transfer a call to a barred destination

It's not current possible to programme an extension number into the provided field, the full DDI number must be used.

Privacy on Transfer and/or Forwarding

Currently there are few behaviours where a display update (e.g. an updated CLI and/or name) is sent mid call but are not passed through to the receiving party. The following services do not receive a display update:

Attended Call Transfer

Blind Call Transfer (transferred party)

Call Forwarding (Always, No Answer, Busy, Unreachable)

Call Barge

Call Pickup (Group and Directed)

Call Park / Retrieve

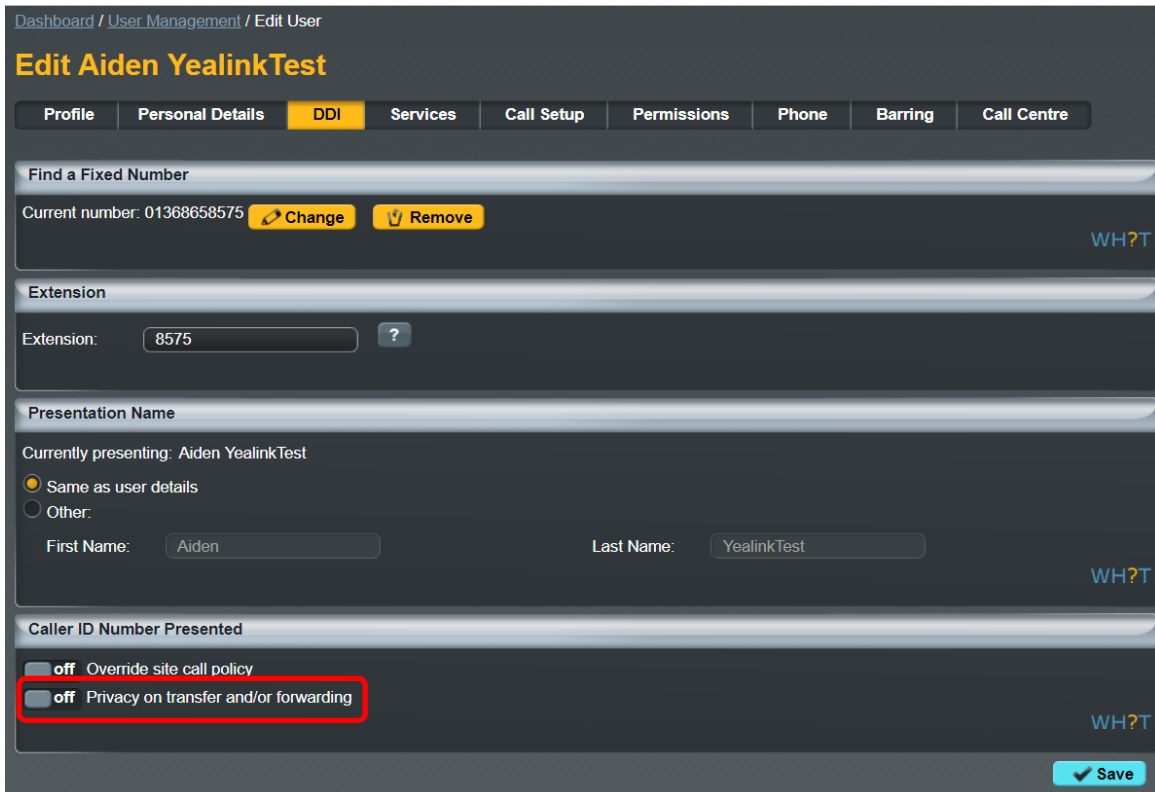
Sequential Ring

Setting “Privacy on Transfer and / or forwarding” to “Off” will allow this update to be passed to users within the same Horizon Company and provide a display update on the above services.

For clarity we will not be sending the CLI / Name details through to PSTN or other Horizon Companies and PSTN / external Parties will always see the CLI that they either dialled or received a call from.

All new Companies created from the 15th March 2018 onwards will have the Privacy setting set to off so that the CLI update will occur by default but we will **not** be updating any existing company user settings. These will need to be updated manually as required.

To update the users setting head to User Management → Edit User → DDI → Caller ID Number Presented



Dashboard / User Management / Edit User

Edit Aiden YealinkTest

Profile | Personal Details | **DDI** | Services | Call Setup | Permissions | Phone | Barring | Call Centre

Find a Fixed Number

Current number: 01368658575 Change Remove WH?T

Extension

Extension: ?

Presentation Name

Currently presenting: Aiden YealinkTest

Same as user details
 Other:

First Name: Last Name: WH?T

Caller ID Number Presented

off Override site call policy
 off Privacy on transfer and/or forwarding WH?T

Save

Privacy on Transfer Service Interaction Impacts

The display enhancements affects several different types of redirection services on the Horizon platform and the following section fully details our results from testing. In nearly all instances whether or not parties involved in these redirections receive display updates is determined by the privacy settings of one single party. Below is a table which advises which party this is in each affected service:

Redirection Service	Party who can affect display updates
Call Barge	Barger
Call Park / Group Call Park	Call Retriever
Directed Call Pickup / Group Call Pickup	Call Retriever
Attended Call Transfer	Call Transferer
Blind Call Transfer	Call Transferer
Call Forward (Busy,NA,Unreachable,Always)	Call Forwarder
Sequential Ring	Called Party

The affects of the privacy changes are described in more detail along with examples below.

There are instances where services can be combined, and multiple different parties privacy settings can affect display outcome, these cases are covered below.

Call Barge findings

The major change to this service is that the bargee will now see their display update to that of the barger. The party whose privacy settings dictate who receives display updates is the barger:

Example 1.CB – On net call barge – User C has privacy disabled

User A receives a call from User B

User C barges in on User B's call

User A and User B's display will update to reflect User C's details

User C leaves User B's call

User A's display updates to User B

User B's display updates to User A

This may pose an issue for people who use the barge service silently, ie managers who wish to monitor their agents without them being aware of the barge.

We also see the display update on the non-bargee/barger party of the call, providing they are on the same enterprise as the other users.

There is a slight change to this behaviour if User C has privacy enabled, in that User A (ie the bon barged target) does not see their display update, and User B does not see their display update back to User A after User C has left the call:

Example 2.CB – On net call barge – User C has privacy enabled

User A receives a call from User B

User C barges in on User B's call

User B's receives display update with User C's details

User A continues to see User B's display details

User C leaves User B's call

User A continues to see User B's display details

User B continues to see User C's display details

In the event that the barged call involved a PSTN user, only users on the same enterprise as the barger will receive display updates:

Example 3.CB – PSTN call barge – User C B has privacy disabled

User A receives a call from PSTN party

User B barges in on User A's call

User A's receive's display update with User B's details

PSTN party continues to see User A's display details

User B leaves User A's call

User A's display updates to PSTN's display details

PSTN party continues to see User A's display details

Example 4.CB – PSTN call barge – User C B has privacy enabled

User A receives a call from PSTN party

User B barges in on User A's call

User A's receive's display update with User B's details

PSTN party continues to see User A's display details

User B leaves User A's call

User A's display updates to PSTN's display details

PSTN party continues to see User A's display details

Call Park / Group Call Park findings

Call park behaviour also changes, but only if the caller who is parked is on the same enterprise as the call park retriever. If this is the case and the call park retriever has no privacy set, then the parked caller will have their display update to the retriever:

Example CP.1 – Retrieval of parked call – User C has privacy disabled

User A calls User B

User A parks User B against an extension

User C retrieves User B's call

User B's display will update to User C's

The above example demonstrates what will happen if User C has privacy disabled. If User C has privacy enabled then User B's display will continue to show User A's details:

Example CP.2 – Retrieval of parked call – User C has privacy enabled

User A calls User B

User A parks User B against an extension

User C retrieves User B's call

User B will not receive a display update and will continue to see User A's display details

If a PSTN call is parked then the behaviour remains unchanged, ie the PSTN caller will never get a display update regardless of privacy settings for any of the parties involved:

Example CP.3 – Retrieval of parked PSTN call – User B has privacy disabled

PSTN party calls User A

User A parks PSTN party against an extension

User B retrieves the PSTN call

The PSTN party will not receive a display update and will continue to see User A's display details

Call Pickup findings

This enhancement also affects the call pick up service, including both group pick up and directed pick up. Similarly to call park, the privacy setting here that matters is that of the user who is picking up the call. If they have no privacy set, then the user who is making the call has their display updated to the party who picks up the call.

Example CP.1 Call Pick up – User C has privacy disabled

User A attempts to call User B

User C picks up the call using call pick up

User A's display will update to User C

If User C does have privacy enabled then User A's display will continue to show User B's details:

Example CP.2 Call Pick up – User C has privacy enabled

User A attempts to call User B

User C picks up the call using call pick up

User A does not receive a display update and continues to see User B's display details

If the call being picked up is an external party then the behaviour remains unchanged and the PSTN's display is not updated regardless of privacy settings of the parties involved.

Call Groups – Auto Attendants, Hunt Group, Call Centre & Call Queue Groups findings

The display behaviour for callers making calls into these call groups will not change. They will continue to see the call group they details rather than the user who answers the call. There is a slight change to some call transfer scenario's however this is covered in section 8.2.

The recipient user in these call group's continues to see the calling parties details.

Call Transfer – Attended findings

Attended call transfers are the most notably affected feature with this display enhancement.

When a call is transferred with attended consultation before answer, both parties receive a display update with the new remote party. The new remote party is also provided when the AS reconnects both users together. Only users on the same enterprise will receive display updates.

When a call is transferred with attended consultation after answer, both parties receive display updates with the new remote party. The new remote party is provided when the AS reconnects both users together. Only users on the same enterprise will receive display updates.

Example CTA.2 – On net attended transfer – User B has privacy disabled

User A calls User B

User B calls User C

User B then transfers User A to User C

User A's display will then update to User C's details

User C's display will then update to User A's details

Again, this is the case regardless of whether the call was transferred before or after answer (dependant on the user's device, see section XXX).

The key privacy setting in this scenario is that of the transferer, if they have privacy disabled then all of the parties involved in the transfer will receive a display update.

If the transferer decides to enable privacy however this then starts suppressing the CLI updates to the other parties:

Example CTA.3 – On net attended transfer – User B has privacy enabled

User A calls User B

User B calls User C

User B then transfers User A to User C

User A and User C will only see User B's details on their display

As we are setting privacy to 'privacy for external calls' only any external or PSTN parties involved in a transfer will not see a display update. Only parties on the same enterprise as the transferrer will see display updates:

Example CTA.3 – Transfer of PSTN party – User A has privacy disabled

PSTN caller calls User A

User A places PSTN caller on hold

User A calls User B

User A transfers PSTN caller to User B

User B receives a display update with the PSTN caller's details

The PSTN caller does not receive any form of display update and will continue to see User A's details

Example CTA.4 – Transfer to PSTN – User A has privacy disabled

User A calls User B

User A places User B on hold

User A calls a PSTN party

User A transfers User B to PSTN party

User B receives display update with PSTN party's details

PSTN party does not receive any form of display update and will continue to see User A's details

In the above 2 examples if User A has privacy enabled, then User B will not receive the display update with the PSTN party's details and will instead continue to see User A's details, shown below:

Example CTA.3 – Transfer of PSTN party – User A has privacy enabled

PSTN caller calls User A

User A places PSTN caller on hold

User A calls User B

User A transfers PSTN caller to User B

User B does not receive a display update and continues to see User A's details

The PSTN caller does not receive any form of display update and will continue to see User A's details

Example CTA.4 – Transfer to PSTN – User A has privacy enabled

User A calls User B

User A places User B on hold

User A calls a PSTN party

User A transfers User B to PSTN party

User B does not receive a display update and continues to see User A's details

PSTN party does not receive any form of display update and will continue to see User A's details

Blind Transfer findings

Blind transfers remain largely the same, in that the transfer target will continue to see the transferee rather than the transferer (current behaviour on production). Once we disable privacy for users however the transferred party will now get a display update with the transfer targets display details.

Example CTB.1 – On net blind transfer - User B has privacy disabled

User A calls User B

User B blind transfers User A to User C

User C receives call with A's details

User A receives a display update with User C's details

In the above example User B does not have privacy enabled, therefore allowing User A to receive the display update. If User B had privacy enabled then User A would continue to see User B's details rather than User C's:

Example CTB.2 – On net blind transfer - User B has privacy enabled

User A calls User B

User B blind transfers User A to User C

User C receives call with A's details

User A does not receive a display update and continues to see User B's details

In production, at present if a call is blind transferred to a PSTN party, then the PSTN party always receives the display details for the transferred party rather than the transferer. This is regardless of any privacy settings.

If however a PSTN party is the transferred party and is blind transferred to another user, the PSTN party never receives a display update, again regardless of any privacy settings for any of the parties involved in the transfer:

Example CTB.3 – Blind transfer of PSTN - User A has privacy disabled

User A calls PSTN party

User A blind transfers PSTN party to User B

User B receives call with the PSTN parties details

The PSTN party does not receive any form of display update

Call Forwarding – No Answer / Busy / Unreachable / Always findings

If a user calls another user who has a call forwarding enabled and has disabled privacy then the user making the call will receive the forward destination:

Example CF.1 – Call Forward Always – User B has privacy disabled

User B has call forward always to User C

User A calls User B

User B receives User C's display details

User C receives User B's display details

If user B were to enable privacy, then the User A would not receive the forward destination and instead will just see User B's number:

Example CF.2 – Call Forward Always – User B has privacy enabled

User B has call forward always to User C

User A calls User B

User B receives User B's display details

User C receives User B's display details

The same scenario's apply if the forwarded number is a PSTN number:

Example CF.3 – Call Forward Always – User B has privacy disabled

User B has call forward always to PSTN

User A calls User B

User B receives the PSTN's display details

PSTN receives User B's display details

Example CF.4 – Call Forward Always – User B has privacy enabled

User B has call forward always to PSTN

User A calls User B

User B receives User B's display details

PSTN receives User B's display details

All the above examples apply regardless of what the call forward type is, whether it be call forward always (as shown above), call forward on busy, call forward on no answer or call forward on unreachable.

These display updates only apply to users who are calling other users on the same enterprise with a forward enabled. If a PSTN party calls a user with a call forward, they do not receive a display update:

Example CF.5 – PSTN to Call Forward Always – User B has privacy disabled

User A has call forward always to User B

PSTN calls User A

User B receives the PSTN's display details

PSTN does not receive a display update and continues to see User A's display details

Example CF.6 – PSTN to Call Forward Always – User B has privacy enabled

User A has call forward always to User B

PSTN calls User A

User B receives the PSTN's display details

PSTN does not receive a display update and continues to see User A's display details

Sequential Ring findings

The calling parties display is now updated if a sequential ring party answers the call. This is providing that the user with the sequential ring enabled does not have privacy enabled. If they do have privacy enabled then the calling party does not receive a display update.

The calling party receives a display update regardless of whether or not the sequential ring destination is internal or external.

Example SR.1 – Sequential Ring – User B has privacy disabled

User B has Sequential Ring setup to call User C

User A calls User B

User B does not answer call

Call rolls over to User C

User C answers the call

User A receives User C's display details

Example SR.2 – Sequential Ring – User B has privacy enabled

User B has Sequential Ring setup to call User C

User A calls User B

User B does not answer call

Call rolls over to User C

User C answers the call

User A does not receive a display update and continues to see User B's details

If the calling party is not on the same enterprise as the user who has sequential ring setup then the PSTN party does not receive a display update:

Example SR.3 – PSTN call to Sequential Ring – User B has privacy disabled

User A has Sequential Ring setup to call User B

PSTN calls User A

User A does not answer call

Call rolls over to User B

User B answers the call

PSTN does not receive a display update and continues to see User A's display details

Example SR.4 – PSTN call to Sequential Ring – User B has privacy enabled

User A has Sequential Ring setup to call User B

PSTN calls User A

User A does not answer call

Call rolls over to User B

User B answers the call

PSTN does not receive a display update and continues to see User A's display details

Service Combinations

There are some customer setups that mix redirection services, such as call transfers to parties with a call forward enabled. Below are some examples of the most common of these combinations.

Attended Call Transfer to User with Call Forward

Example CTF.1 – Call Transfer to User with Call Forward – User B and User C have privacy disabled

User C has call forward to User D

User A calls User B

User B transfers User A to User C which is forwarded to User D

User A will receive display update with User D's display details

User D will receive display update with User A's details

The updated CLI is carried through in the above example all the way to User D. However if one affecting users, User B and User C in this instance then we see altered behaviour. Ie if the call forwarder has privacy enabled, the the transferred party will not receive a display update. Likewise if the transferer has privacy enabled, then the forward destination and the transferee will not get a display update:

Example CTF.2– Call Transfer to User with Call Forward – User B have privacy disabled. User C has privacy enabled

User C has call forward to User D

User A calls User B

User B transfers User A to User C which is forwarded to User D

User A will not receive any display updates and will continue to see User B's display details

User D will receive display update with User A's details

Example CTF.3– Call Transfer to User with Call Forward – User B have privacy enabled. User C has privacy disabled.

User C has call forward to User D

User A calls User B

User B transfers User A to User C which is forwarded to User D

User A will not receive any display updates and will continue to see User B's display details

User D will receive any display updates will continue to see User B's display details

Attended call transfer to call group

In the event a user is transferred to a call group (ie a hunt group), providing the transferred user is on the same enterprise they will receive a display update with the call group's details. They will not however receive a display update when the call is answered by another user within the call group.

Example CTFCG.1– Attended Call Transfer to Hunt Group – User B have privacy disabled.

User A calls User B

User B transfers User A to Hunt Group #1

User C answers call from Hunt Group #1

User A will receive display update to see Hunt Group #1's display details

User C will receive display update on answer with User A's display details

Note that in the above example if the call is transferred before answer then User C does not get a display update until they have answered the call. More information on this can be found known issue section 12.

As this is primarily an attended call transfer scenario, if the transferer has privacy disabled then no parties get a display update:

Example CTFCG.2– Attended Call Transfer to Hunt Group – User B have privacy enabled.

User A calls User B

User B transfers User A to Hunt Group #1

User C answers call from Hunt Group #1

User A does not receive a display update and continues to see User B's details.

User C does not receive a display update and continues to see User B's details.

Redirection service display of call received via a call group

If a call is received into a call group, the caller will only ever see the call group display details whenever a call transfer, call pick up, call barge or park call retrieval is made. This is regardless of any privacy settings that other users that may be in the call flow.

Other users in the call flow however will receive the relevant display updates, privacy settings permitting. Examples below:

Example CGS.1– Attended call transfer of call group call – User B has privacy disabled

User A calls Hunt Group #1

User B answers call

User B transfers call to User C

User A does not receive a display update and continues to see Hunt Group #1's display details

User C receives a display update with User A's display details

Example CGS.2– Call pickup of incoming call group call – User B has privacy disabled

User A calls Hunt Group #1

User B picks up call using call pickup

User A does not receive a display update and continues to see Hunt Group #1's display details

User B receives a display update with User A's display details

Example CGS.3– Call park/retrieval call group call – User C has privacy disabled

User A calls Hunt Group #1

User B answers call

User B parks call against extension

User A does not receive a display update and continues to see Hunt Group #1's display details

User B receives a display update with User A's display details

Example CGS.4– Call barge of call group call – User C has privacy disabled

User A calls Hunt Group #1

User B answers call

User C barges in on User B's and User A's call

User A does not receive a display update and continues to see Hunt Group #1's display details

User B receives a display update with User A's display details

Test Results for Hardware and Clients

A set of tests covering the affected services as well as general acceptance tests were run on the following devices/clients:

BTBC Android

BTBC iOS

BTBC PC

IP450

IP650

IP7000

VVX310

VVX410

VVX600

SPA504G

SPA525G

Yealink W52P

Receptionist Client

Call Centre Client

Integrator Client

Receptionist, Call Centre and Integrator Clients

The Receptionist, Call Centre and Integrator clients all receive the same display updates as the handsets would in the examples detailed in the previous section

No problems were found with the Receptionist and Call Centre clients however there were some issues found with the Integrator client which are detailed in the known issues section

Akixi and Horizon GUI CDR's

Akixi have been contacted about this display update and do not believe this change will affect their service. At the time of writing they have not however carried out any testing.

Known issues

Cisco devices and Soft Clients fail to update display attended transfers before answer and transfer of call on hold scenarios

In the scenario where an attended transfer is made to a Cisco or soft clients before the Cisco / client answers the call the display on the Cisco is not updated. Instead the display is only updated when the Cisco / client answers the transferred call.

Likewise if a Cisco or a client has placed a call on hold and then that call is transferred whilst on hold by the other party then the display is not updated.

This is because the Cisco's and the soft client does not act on the updated PAID within the UPDATE message that it receives upon transfer. It only acts on updated PAID headers within re-INVITES and 18x messages.

This issue will likely require a firmware update to resolve and we are not looking at updating the Cisco firmware at any point in the current future.

Mobile clients do not see a display update in attended transfer before answer scenarios

As calls are delivered to mobile clients using push notifications the display is only updated on the mobile clients when the user answers the call. This is due to there being no push notification which changes the CLI information on incoming calls. The client must wait until the call is answered when it sends an INVITE into the AS to retrieve the incoming call.

Attended transfer before answer to call group does not update display

Any recipient of a call which is transferred to a call group will not see a display update if the transfer is completed before answer. They will need to answer the call before they receive the new display details.

Integrator does not update display when updated display information is anonymous

The Integrator fails to change the display whenever it receives a display update for an anonymous party. For example, if an attended transfer of an anonymous call was made to an Integrator user.

Integrator doesn't update display correctly on attended transfers when remote party is set to originator

In call transfer scenario's where the remote party value in the XSI update to the Integrator is set to originator then the Integrator updates the display to it's own identity, ie if the Integrator user was called Mark Gooden, the display would update to Mark Gooden and would give the impression you are on a call to yourself.

The scenario that causes this is if the party doing the attended transfer to the Integrator user made the call to the transferred party then it will cause the remote party value to be 'originator' and thus invoke this issue.

No alpha tagging / loss of alpha tagging in some scenarios

Alpha tagging is lost in certain call scenarios.

If an external call is being transferred that was received from a hunt group then alpha tagging is lost upon transfer.

If the call being transferred was an outbound call to an external number then there is no alpha tagging upon transfer.

Cisco devices do not remove names on display if no name is provided in updated PAID

If a Cisco device receives a call containing both a name and a number, and then receives a display update mid call which contains a number only, it does not erase the original name from the display. Resulting in the old name and the new number being on the Cisco's display at the same time.

Cisco devices show different name and number in call logs

In call display update scenario's the call logs will have a name which does not match the number. Eg. It will have User B's name and User C's number. More information on these scenario's can be found in Section 12 of this document.

Device Call Log Impacts

Every device has a call log (placed, received, missed). As this enhancement changes the calling/called party display this can in some instances alter these call logs. Please see effects on these logs for each enhanced service below

Call Barge

Polycom

The call log will never update to reflect the barger, and it will always show the original called or calling party.

Cisco

If the barger leaves the call before the call is terminated then the call log will never reflect the barger, and it will always show the original called or calling party.

If the call is terminated before the barger leaves the the call then the call log will update to reflect the bargers name, however the number will always be the original called or calling party.

Soft clients / Integrator

The call log will never update to reflect the barger, and it will always show the original called or calling party.

Yealink

The call log will never update to reflect the barger, and it will always show the original called or calling party.

Call Park / Group Call Park

Polycom

The call log will never update to reflect the party retrieving the call, and it will always show the original called or calling party.

Cisco

The name will update in the logs to reflect the retriever however the number will always show the original called or calling party.

Soft clients / Integrator

The call log will never update to reflect the party retrieving the call, and it will always show the original called or calling party.

Yealink

The call log will never update to reflect the party retrieving the call, and it will always show the original called or calling party.

Call Pickup

Polycom

The name in the call logs will update to the user who picked up the call, however the CLI will be the initial number that was called by the device.

Cisco

The name in the call logs will update to the user who picked up the call, however the CLI will be the initial number that was called by the Cisco.

Soft clients / Integrator

The call log will never update to reflect the party picking up the call, and it will always show the original called party.

Yealink

The call log will never update to reflect the party picking up the call, and it will always show the original called party.

Call Transfer Attended

Polycom

Transferer – The call log is not updated and always reflects the original calling or called party

Transferee - The call log is not updated and always reflects the original calling or called party

Transfer target – The call log is not updated and always reflects the transferer.

Cisco

Transferer – The call log will show 2 logs, one for the first inbound/outbound leg and the second log for the transferred call.

Transferee – The name in the call log will update to the transferred party, however the number will always remain as the original calling or called party. If there is no name available for the transfer target then the name remains the same as the original calling or called party.

Transfer target - The call log is not updated and always reflects the transferer.

Soft clients / Integrator

Transferer – The call log is not updated and the soft client records them as 2 separate calls

Transferee - The call log is not updated and always reflects the original calling or called party

Transfer target – The call log is not updated and always reflects the transferer.

Yealink

Transferer – The call log is not updated and the soft client records them as 2 separate call

Transferee - The call log is not updated and always reflects the original calling or called party

Transfer target – If the call is transferred before answer then the call log reflects the transferee, if it is transferred after answer then the log reflects that of the transferer.

Blind Transfers

Only the transferee receives a display update with this change on blind transfers so only this scenario is described below.

Polycom

Transferee - The call log is not updated and always reflects the original calling or called party

Cisco

Transferee - The name in the call log will update to the transferred party, however the number will always remain as the original calling or called party. If there is no name available for the transfer target then the name remains the same as the original calling or called party.

Soft clients / Integrator

Transferee - The call log is not updated and always reflects the original calling or called party

Yealink

Transferee - The call log is not updated and always reflects the original calling or called party

Call Forwarding – No Answer / Busy / Unreachable / Always

Polycom

It displays the original number dialled as well as the forwarded number. The forwarded number is recorded as the 'name' and the original dialled number is recorded as the 'number'. Hitting redial will always dial the initial dialled number.

Cisco

It displays the original number dialled as well as the forwarded number. The forwarded number is recorded as the 'name' and the original dialled number is recorded as the 'number'. Hitting redial will always dial the initial dialled number. If the forwarded number is an external number then the call logs will just show the initial dialled number.

Soft clients / Integrator

The call logs always reflect the original dialled number.

Yealinks

The call logs always reflect the original dialled number.

Sequential Ring

Polycom

It displays the original number dialled as well as the sequential ring number that answered the call. The sequential ring number is recorded as the 'name' and the original dialled number is recorded as the 'number'. Hitting redial will always dial the initial dialled number.

Cisco

If the sequential ring party that picks up the call is on the same enterprise then it displays the original number dialled as well as the name of the sequential ring party that answered the call. The sequential ring name is recorded as the 'name' and the original dialled number is recorded as the 'number'. Hitting redial will always dial the initial dialled number.

If the sequential ring party is an external number then it displays the name and number of the original dialled party.

Soft clients / Integrator



The call log always reflects the original dialled party.

Yealink

The call log always reflects the original dialled party.

Feedback



	portalfeedback@gamma.co.uk
	03332407771