

Hosted Business Phone Systems Horizon Release Notes – March 2016	Produced by:	Jason George
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1. Introduction

Horizon is a Hosted business phone system from Columbus UK. Hosted means there is no premise-based hardware required as everything is expertly managed from our UK data centres. The service has lots of clever features and an emphasis on control and administration through the web. With only a minimal capital outlay required, a reliable and proven service, and a jargon free approach to business telephony and communications, Horizon is suitable for any sized business looking to improve their productivity and image.

Service Highlights

- An on demand service with no hidden costs
- Only pay for what you need on a simple per seat basis
- You're in control – web based portal for easy management
- It's future proof, get new features immediately
- Feature rich, highly reliable & easily scalable
- Powered by Broadsoft, global leader in UC software
- Free IP handsets with selected Broadband services
- Broad choice of Polycom, Cisco & Yealink IP handsets
- Desk phones, soft phones & mobile clients
- Offers integration with over 30 leading CRM systems
- Advanced call reporting and wallboard options
- Features include auto attendants, call queuing, call recording, music on hold.
- Optional Hosted Call Centre add-ons
- Ideal for flexible working & multi-site businesses
- Flexible contract terms & inclusive call bundles

Further information regarding our [Hosted Business Phone Systems](#) can be found on our web site.

2. Call Recording Release Notes

We are pleased to confirm that improvements to the Advanced Call Recording feature in Horizon have now been released to make recordings easier to manage. These improvements include:

- Faster searches for recordings
- Bulk download of recordings
- Bulk delete of recordings

Specific improvements include:

- Improved GUI performance when searching & downloading
- More manageable search results
- Up to 1000 inbound calls downloadable at once
- Up to 1000 outbound calls downloadable at once
- Up to 1000 calls deleted at once

This guide will take you through the changes in detail, while providing some instructions on how to access and delete recordings.



Recorded Call Search



Please enter either the username or the number to search.

Username

Start Date/Time 12 : 15

Number

End Date/Time 12 : 15

Calling/Called Number

Items Per Page

Both Inbound Outbound

Call Date/Time	Last Name	Number	Site	Duration (Secs)	Call Direction	Calling Number
<input type="checkbox"/> 2015-10-09 14:15:32.0	ChristosCC8	01665660207	Manchester_FP	6	Inbound	03332403099
<input type="checkbox"/> 2015-10-09 14:12:08.0	ChristosCC8	01665660207	Manchester_FP	18	Inbound	07436101374
<input type="checkbox"/> 2015-10-09 14:10:33.0	ChristosCC8	01665660207	Manchester_FP	9	Inbound	03332403099
<input type="checkbox"/> 2015-10-09 14:09:49.0	ChristosCC8	01665660207	Manchester_FP	10	Inbound	03332403099
<input type="checkbox"/> 2015-10-09 14:09:32.0	ChristosCC8	01665660207	Manchester_FP	4	Inbound	03332403099
<input type="checkbox"/> 2015-10-09 14:09:09.0	ChristosCC8	01665660207	Manchester_FP	8	Inbound	03332403099
<input type="checkbox"/> 2015-10-09 14:07:34.0	ChristosCC8	01665660207	Manchester_FP	7	Inbound	03332403099
<input type="checkbox"/> 2015-10-09 14:06:44.0	ChristosCC8	01665660207	Manchester_FP	2	Inbound	03332403099
<input type="checkbox"/> 2015-10-09 14:06:29.0	ChristosCC8	01665660207	Manchester_FP	4	Inbound	03332403099
<input type="checkbox"/> 2015-10-09 14:05:11.0	ChristosCC8	01665660207	Manchester_FP	11	Inbound	03332403099
<input type="checkbox"/> 2015-10-09 14:03:44.0	ChristosCC8	01665660207	Manchester_FP	9	Inbound	03332403099
<input type="checkbox"/> 2015-10-09 14:02:38.0	ChristosCC8	01665660207	Manchester_FP	5	Inbound	03332403099
<input type="checkbox"/> 2015-10-09 11:23:13.0	ChristosCC8	01665660207	Manchester_FP	14	Inbound	03332403099
<input type="checkbox"/> 2015-10-09 11:23:08.0	ChristosCC8	01665660207	Manchester_FP	12	Inbound	07436101374
<input type="checkbox"/> 2015-10-09 11:21:05.0	ChristosCC8	01665660207	Manchester_FP	16	Inbound	07436101374
<input type="checkbox"/> 2015-10-09 11:16:32.0	ChristosCC8	01665660207	Manchester_FP	10	Inbound	03332403099
<input type="checkbox"/> 2015-10-09 11:15:22.0	ChristosCC8	01665660207	Manchester_FP	8	Inbound	03332403099
<input type="checkbox"/> 2015-10-09 10:45:51.0	ChristosCC8	01665660207	Manchester_FP	8	Inbound	03332403099
<input type="checkbox"/> 2015-10-09 10:44:55.0	ChristosCC8	01665660207	Manchester_FP	9	Inbound	03332403099
<input type="checkbox"/> 2015-10-09 10:43:42.0	ChristosCC8	01665660207	Manchester_FP	11	Inbound	03332403099
<input type="checkbox"/> 2015-10-09 10:24:51.0	ChristosCC8	01665660207	Manchester_FP	5	Inbound	03332403099
<input type="checkbox"/> 2015-10-09 10:24:36.0	ChristosCC8	01665660207	Manchester_FP	5	Inbound	03332403099
<input type="checkbox"/> 2015-10-09 09:53:50.0	ChristosCC8	01665660207	Manchester_FP	9	Inbound	03332403099
<input type="checkbox"/> 2015-10-06 13:58:20.0	Msx15-16	01665660252	Glasgow	18	Inbound	withheld
<input type="checkbox"/> 2015-10-06 13:54:56.0	Msx15-16	01665660252	Glasgow	35	Inbound	07460864623
<input type="checkbox"/> 2015-10-06 13:51:54.0	Msx15-16	01665660252	Glasgow	49	Inbound	07443983900
<input type="checkbox"/> 2015-10-05 12:21:56.0	Msx15-16	01665660252	Glasgow	7	Inbound	03332403246

Searching For Recordings

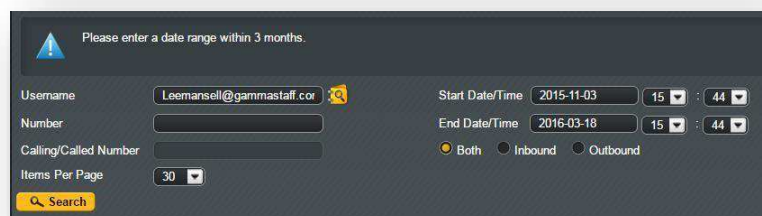
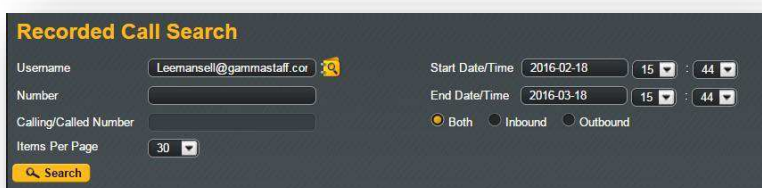
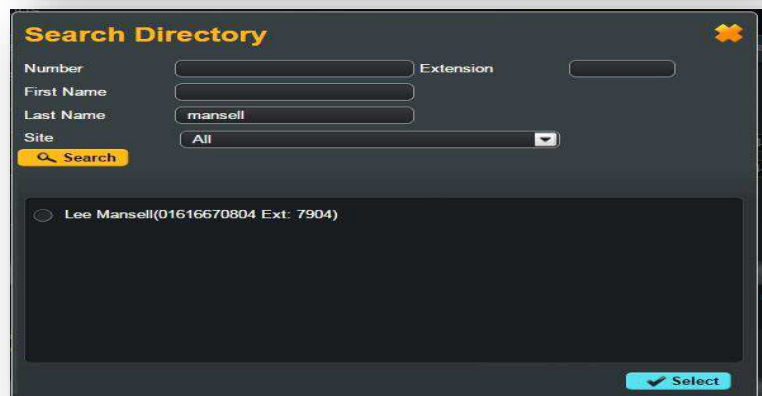
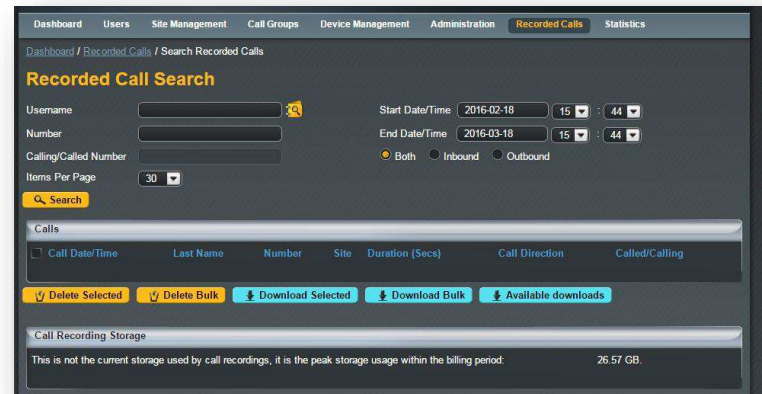
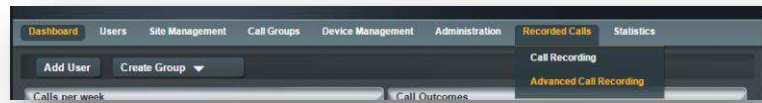
Advanced Call Recording can be located in the Recording Calls section of the menu.

Once selected, you will be taken to the main page. From here, you need to select a username or telephone number to carry out a search against.

Clicking the address book next to username will allow you to search the directory and select a user.

When a user is selected, the start and end date of the search will need to be entered.

Please note, the GUI can only display results for 3 months' worth of searches. If a search is requested beyond this time, a warning message will appear.



Search Results

Once the user & date range has been selected, then the results will be displayed. In this example inbound and outbound calls are displayed & the calling/called number will be greyed out

Recorded Call Search

Username: Leemansell@gammastaff.co.uk Start Date/Time: 2015-10-01 15:44

Number: End Date/Time: 2015-11-01 15:44

Calling/Called Number: Both Inbound Outbound

Items Per Page: 30

Search

Call Date/Time	Last Name	Number	Site	Duration (Secs)	Call Direction	Called/Calling
2015-10-30 14:59:24.0	Unknown	03330147904	Unknown	1710	Outbound	02070705453
2015-10-30 13:30:25.0	Unknown	03330147904	Unknown	1780	Outbound	02070705453
2015-10-30 10:02:59.0	Unknown	03330147904	Unknown	646	Outbound	07436101352
2015-10-30 09:58:53.0	Mansell	01616670804	ManchesterMalthouse4	205	Inbound	03336006999
2015-10-30 09:28:51.0	Mansell	01616670804	ManchesterMalthouse4	501	Inbound	0775663366
2015-10-30 09:08:17.0	Unknown	03330147904	Unknown	31	Outbound	0775663366
2015-10-29 14:19:09.0	Unknown	03330147904	Unknown	38	Outbound	07867002328
2015-10-29 14:16:36.0	Unknown	03330147904	Unknown	52	Outbound	07867002328
2015-10-29 11:26:23.0	Mansell	01616670804	ManchesterMalthouse4	681	Inbound	07876144227
2015-10-29 10:32:46.0	Unknown	03330147904	Unknown	13	Outbound	07876144227
2015-10-29 10:01:30.0	Unknown	03330147904	Unknown	1650	Outbound	02070705453
2015-10-28 17:15:51.0	Unknown	03330147904	Unknown	1520	Outbound	0775519145
2015-10-28 17:14:55.0	Unknown	03330147904	Unknown	6	Outbound	01422509594
2015-10-28 16:37:36.0	Unknown	03330147904	Unknown	56	Outbound	07876022650
2015-10-28 16:05:29.0	Mansell	01616670804	ManchesterMalthouse4	358	Inbound	01744418888
2015-10-28 10:00:12.0	Unknown	03330147904	Unknown	908	Outbound	02070705453
2015-10-27 10:32:47.0	Mansell	01616670804	ManchesterMalthouse4	52	Inbound	07436101363
2015-10-27 10:04:27.0	Mansell	01616670804	ManchesterMalthouse4	19	Inbound	0776769563
2015-10-27 09:52:55.0	Mansell	01616670804	ManchesterMalthouse4	102	Inbound	0776769563
2015-10-26 15:34:51.0	Mansell	01616670804	ManchesterMalthouse4	254	Inbound	0776953447
2015-10-23 14:30:38.0	Unknown	03330147904	Unknown	3180	Outbound	01222859774
2015-10-23 12:47:51.0	Mansell	01616670804	ManchesterMalthouse4	764	Inbound	03332403358
2015-10-23 11:45:38.0	Unknown	03330147904	Unknown	78	Outbound	01423282528
2015-10-23 11:01:18.0	Unknown	03330147904	Unknown	2040	Outbound	02070705453
2015-10-23 10:07:40.0	Mansell	01616670804	ManchesterMalthouse4	472	Inbound	07840010225
2015-10-23 10:00:43.0	Unknown	03330147904	Unknown	292	Outbound	07840010225
2015-10-22 15:07:40.0	Mansell	01616670804	ManchesterMalthouse4	327	Inbound	03336006999
2015-10-22 15:04:45.0	Mansell	01616670804	ManchesterMalthouse4	3	Inbound	03336006999
2015-10-21 17:15:11.0	Mansell	01616670804	ManchesterMalthouse4	95	Inbound	03336006999
2015-10-21 15:37:31.0	Mansell	01616670804	ManchesterMalthouse4	237	Inbound	03336006999

Delete Selected Delete Bulk Download Selected Download Bulk Available downloads

The search results can be refined, when selecting inbound or outbound. In this example, only outbound calls have been selected, and results for 1 particular called number are displayed. If the calling/ called number were left blank, selecting outbound would display all outbound calls within the date range.

Recorded Call Search

Username: Leemansell@gammastaff.co.uk Start Date/Time: 2015-10-01 15:44

Number: End Date/Time: 2015-11-01 15:44

Calling/Called Number: 02070705453 Both Inbound Outbound

Items Per Page: 30

Search

Call Date/Time	Last Name	Number	Site	Duration (Secs)	Call Direction	Called Number
2015-10-30 14:59:24.0	Unknown	03330147904	Unknown	1710	Outbound	02070705453
2015-10-30 13:30:25.0	Unknown	03330147904	Unknown	1780	Outbound	02070705453
2015-10-29 10:01:30.0	Unknown	03330147904	Unknown	1650	Outbound	02070705453
2015-10-28 10:00:12.0	Unknown	03330147904	Unknown	908	Outbound	02070705453
2015-10-23 11:01:18.0	Unknown	03330147904	Unknown	2040	Outbound	02070705453
2015-10-23 10:07:40.0	Unknown	03330147904	Unknown	472	Outbound	02070705453
2015-10-16 15:08:36.0	Unknown	03330147904	Unknown	2350	Outbound	02070705453
2015-10-16 10:30:27.0	Unknown	03330147904	Unknown	872	Outbound	02070705453
2015-10-14 10:00:17.0	Unknown	03330147904	Unknown	1800	Outbound	02070705453
2015-10-09 10:00:40.0	Unknown	03330147904	Unknown	1230	Outbound	02070705453
2015-10-02 15:00:39.0	Unknown	03330147904	Unknown	1520	Outbound	02070705453
2015-10-02 10:59:40.0	Unknown	03330147904	Unknown	2650	Outbound	02070705453

Delete Selected Delete Bulk Download Selected Download Bulk Available downloads

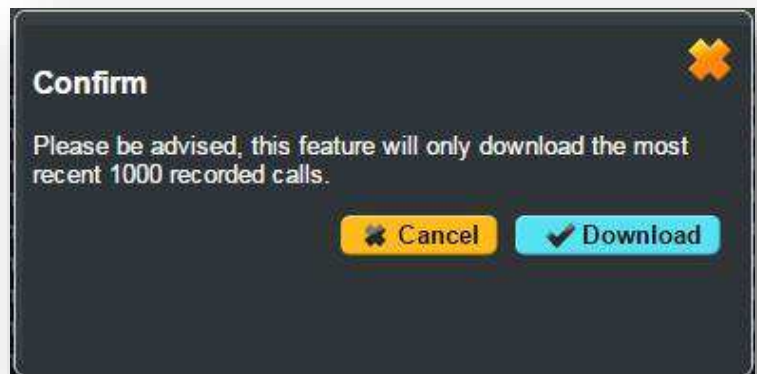
Downloading Calls

There are 2 options for downloading calls:

- Download Selected will only download the calls that have been ticked
- Download Bulk will download all the calls in the search

Call Date/Time	Last Name	Number	Site	Duration (Secs)	Call Direction	Called Number
2015-10-30 14:59:34.0	Unknown	03330147904	Unknown	1710	Outbound	02070705453
2015-10-30 13:30:25.0	Unknown	03330147904	Unknown	1780	Outbound	02070705453
2015-10-29 10:01:30.0	Unknown	03330147904	Unknown	1650	Outbound	02070705453
2015-10-28 10:00:12.0	Unknown	03330147904	Unknown	908	Outbound	02070705453
2015-10-23 11:01:18.0	Unknown	03330147904	Unknown	2040	Outbound	02070705453
2015-10-16 15:08:36.0	Unknown	03330147904	Unknown	2350	Outbound	02070705453
2015-10-16 10:30:22.0	Unknown	03330147904	Unknown	872	Outbound	02070705453
2015-10-14 10:00:17.0	Unknown	03330147904	Unknown	1800	Outbound	02070705453
2015-10-09 10:00:40.0	Unknown	03330147904	Unknown	1230	Outbound	02070705453
2015-10-02 15:00:39.0	Unknown	03330147904	Unknown	1520	Outbound	02070705453
2015-10-02 10:59:40.0	Unknown	03330147904	Unknown	2650	Outbound	02070705453

Please note, when downloading in bulk, the limit of 1000 inbound & 1000 outbound calls will apply.



Clicking on Available Downloads will display recordings that are available. Please note, when downloading recordings, a user needs to be logged into the Horizon GUI while the download is in progress.

Filename	Created
out_11_071570C9B22873A0918E88FCE9CD9885_1458317680972_Page1.zip	16:14:54
out_3_071570C9B22873A0918E88FCE9CD9885_1458317717071_Page1.zip	16:15:18

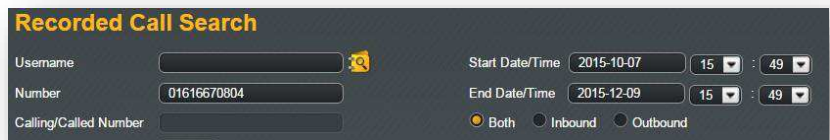
3. Full List of Changes

Date Range & Search Speed

The available searches now has a maximum range of 3 months. This has meant the search results are displayed much quicker on the GUI. Horizon Call Recordings are stored for a maximum of 6 months, so if recordings for a full 6 months are required then 2 searches of 3 months would need to be performed.

Called Number

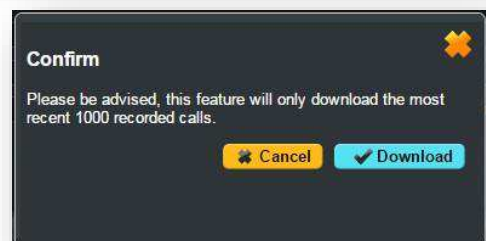
When a user selects both for the direction, the calling/called field will be disabled.



The screenshot shows a search interface titled "Recorded Call Search". It includes input fields for "Username", "Number" (containing "01616670804"), and "Calling/Called Number". There are also date range selectors for "Start Date/Time" (2015-10-07) and "End Date/Time" (2015-12-09), each with dropdown menus for "15" and "49". Radio buttons are present for "Both", "Inbound", and "Outbound", with "Both" selected.

Warning Message

Added a message window to warn the user that only the newest 1000 recordings will be downloaded when performing the download bulk action



Number Validation

Added validation to the number field so the search can only be done against a valid DDI.

Improved performance for searching recordings

Faster searches. Also fixed the issues around searching and number presentation, as a DDI and presented number were previously done as separate searches.

Download Button

Available downloads button is always visible even if the user doesn't have recordings available.

Removal of Site Button

Allowing for faster searches, we have removed the functionality to search by site.