

Availability Profiles

Availability (Express) Profiles enables users to pre-configure multiple profiles for managing incoming calls differently based on the user's status. There are four pre-set profiles with the available options:

Profile	Option 1	Option 2	Option 3
Available In Office	Also ring this number	If I'm busy: Send to Voicemail Forward call to...	If I don't answer: Send to Voicemail Forward call to...
Available Out of Office	Send to voicemail	Forward call to...	Send me an email at...
Busy	Send all calls to voicemail...	But forward the following numbers to...	Send me an email at...
Unavailable	Send all calls to voicemail...	But forward the following numbers to...	Have voicemail take the call using: No answer greeting Unavailable greeting

If a user elects to use Availability Profiles then this takes precedence over all other service settings associated with processing incoming calls. A user can have either one or no profile activated at any one time.

Give Permission to a User to use Availability Profiles

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and login to the company that you want by using the “Actions” button and selecting “Login to Horizon”.

Step 3

Click the “Users” option and then select “List Users” so you can search for the user that you want to set up Availability Profiles for.

Locate the user and click the “Edit” button.

Step 4

Click the “Permissions” tab and select “This user can use Profile” to On or Off.

Edit Bernice Test

Profile

Personal Details

DDI

Services

Call Setup

Permissions

Phone

Barring

Call Centre

Access and Permissions

This User can enable Call Forwarding

off

This User can use Advanced Call Setup

off

This User can use CLI presentation

off

This User can use Profiles

off

This User can use Remote Office

off

Device Customisation Permissions

This User can customise their linekeys

on

WH?T

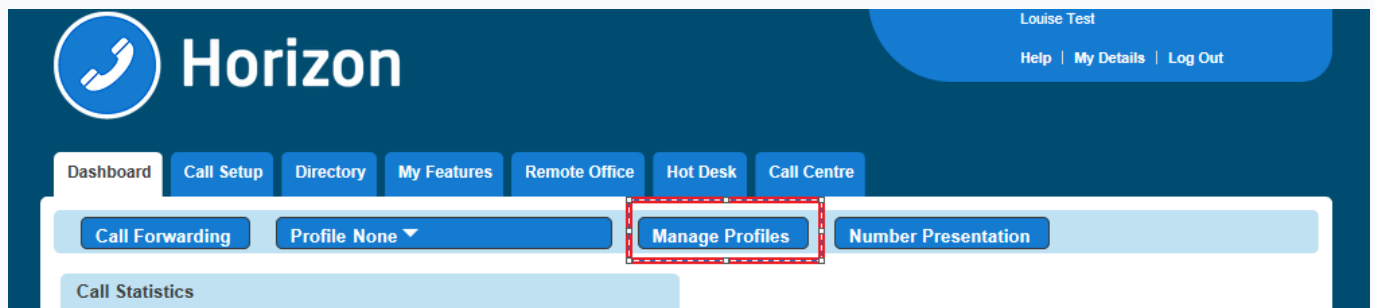
✓ Save

Setup and Edit Availability Profiles as a User

Step 1

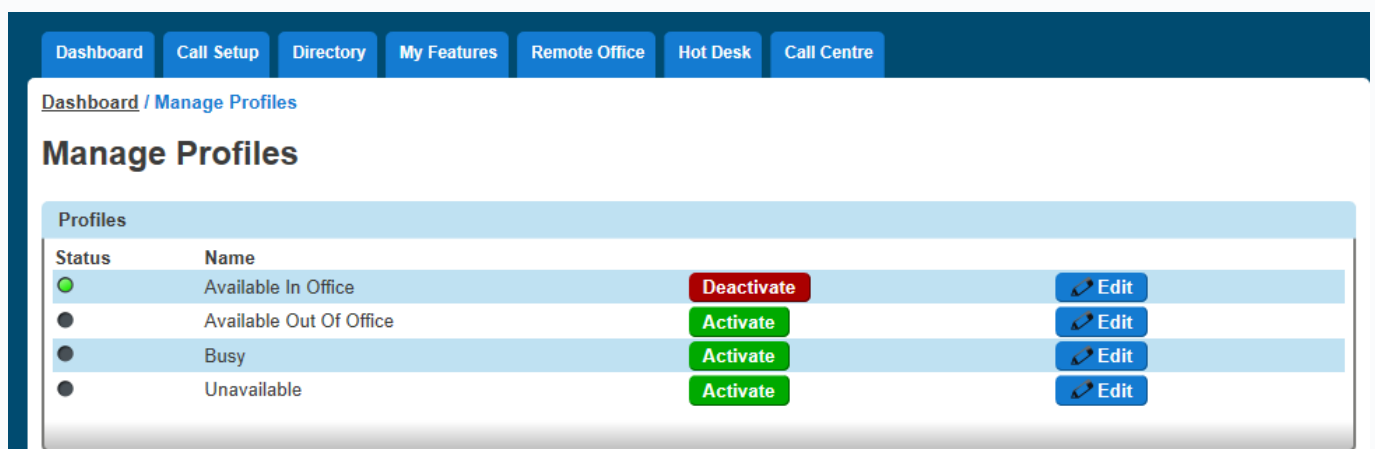
Log into the Horizon Web Portal as a Horizon User and click on “Manage Profiles”

If you cannot see the “Manage Profiles” button then you need to be granted this access by the Company Administrator



Step 2

Select the profile that you want to edit by clicking the corresponding “Edit” button.



Activate Availability Profiles as a User

To activate an availability profile as a user you just have to select the profile you want from the Horizon Dashboard.



Dashboard

Call Setup

Directory

My Features

Remote Office

Hot Desk

Call Centre

Call Forwarding

Profile Available In Office ▼

Manage Profiles

Number Presentation

None

Available In Office

Available Out Of Office

Busy

Unavailable

Call Statistics