

CLI Presentation

The Number Presentation functionality allows you to present a different CLI for outbound calls. You should refer to the Service Description for the full terms and conditions of CLI Presentation.

For a user to be able to use CLI Presentation, the Administrator needs to switch on the “Override Site Call Policy” option. Use the Override Site Call Policy guide on how to do this.

You can quickly check what CLI Presentation rules a user has set up by using the Horizon Health Check

Override Site Call Policy

The Site Call Policy would normally dictate what numbers are presented. Horizon allows a user to present a different number to what the site defines.

An Administrator can set up the Override Site Call Policy option.

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 override the site call policy for.

Locate the user and click the “Edit” button.

Step 4

Select “DDI” and then you can select the “Override Site Call Policy” option.

The Administrator can also set the CLI to present whilst on this screen by entering the telephone number that they would like to present in the “Phone Number” text box in the Number Presentation table.

Dashboard / User Management / Edit User

Edit Dan Test

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

Find a Fixed Number
Current number: 01427807625 Change Remove WH?T

Extension
Extension: ?

Presentation Name
Currently presenting: Dan Test
 Same as user details
 Other:
First Name: Last Name: WH?T

Caller ID Number Presented
 on Override site call policy
 off Privacy on transfer and/or forwarding WH?T

Presentation Number

Currently Presenting: 01427807625

Change user's presentation number to:

Withhold user's number:

off

Site DDI (01427807376)

User's DDI (01427807625)

Other (UK):

Other (Int):

WH?T

Save