

Directory

Horizon provides two types of directories; one that is updated by the company administrator and one by end users. The below table explains the differences, who is responsible for updating/maintaining and which user devices the directory additions will be available from.

Directory Type	Who Updates	Overview	Available To
Company Directory	Company Administrator	The Company Directory is a list of all the users within the Horizon Company. You can also add contacts that are not part of the Horizon Company to appear in the Company Directory	All users within a Company
User Directory	Horizon User	The user directory allows the user to add contacts unique to them	Individual User only

Add New User to Company Directory

To add a new user to the Company Directory you just need to add a new user to the Horizon Company. For full information on this please see the Horizon Provisioning and In Life Changes Guide on the Knowledgebase.

Add/Remove External Contact(s) to the Company Directory

Step 1

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

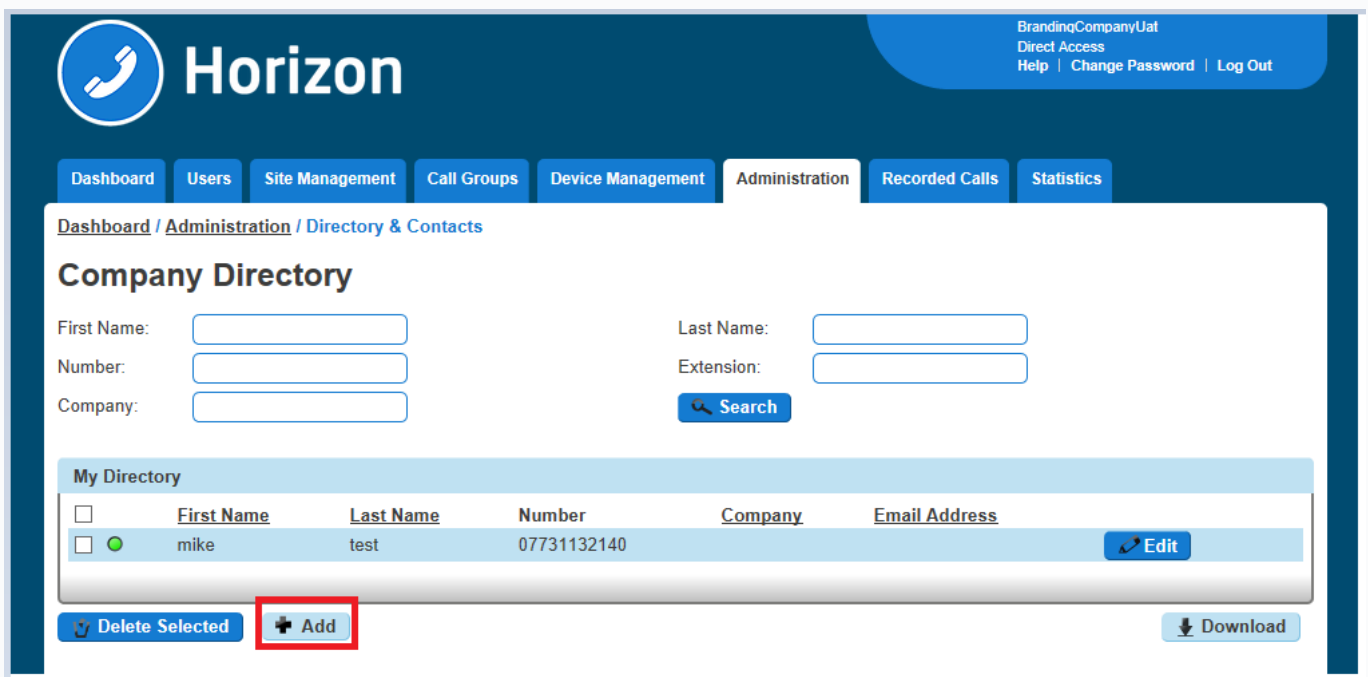
Step 2

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 “Administration” option and then select “Directory”.

Within the Company Directory, you can add a new contact by clicking “Add” and go to Step 4 of this guide.



The screenshot displays the Horizon web interface. At the top, there is a navigation bar with the Horizon logo and user information: "BrandingCompanyUat", "Direct Access", "Help", "Change Password", and "Log Out". Below this is a secondary navigation menu with buttons for "Dashboard", "Users", "Site Management", "Call Groups", "Device Management", "Administration" (which is highlighted), "Recorded Calls", and "Statistics".

The main content area is titled "Company Directory" and includes a breadcrumb trail: "Dashboard / Administration / Directory & Contacts". Below the title are search fields for "First Name", "Last Name", "Number", "Extension", and "Company", along with a "Search" button. A "My Directory" section contains a table with the following data:

<input type="checkbox"/>	First Name	Last Name	Number	Company	Email Address	<input type="button" value="Edit"/>
<input type="checkbox"/>	mike	test	07731132140			

At the bottom of the directory section, there are three buttons: "Delete Selected", "Add" (highlighted with a red box), and "Download".

If you want to delete contact(s) then select the contacts that you wish to delete and click the “Delete Selected” button. Confirm that you want to delete these items from the directory.

Horizon

BrandingCompanyUat
Direct Access
Help | Change Password | Log Out

Dashboard Users Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / Administration / Directory & Contacts

Company Directory

First Name: Last Name:
Number: Extension:
Company:

My Directory

<input type="checkbox"/>	First Name	Last Name	Number	Company	Email Address	<input type="button" value="Edit"/>
<input checked="" type="checkbox"/>	mike	test	07731132140			

Step 4

Enter the details of the contact you want to appear in the directory. Remember that you don't need to add users of the Horizon Company in here as they should automatically appear in the Company Directory during the Add New User to Company Directory guide.

Horizon

BrandingCompanyUat
Direct Access
Help | Change Password | Log Out

Dashboard Users Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / Administration / Directory & Contacts / Add Contacts

Add Contacts

Add Single Contact

First Name: Last Name:
Number: Extension:
Email: Company:

Upload Multiple Contacts

File to Upload:

Add Multiple External Contacts to the Company Directory

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 "Administration" option and then select "Directory".

Within the Company Directory you should click "Add" and then "Download Template"



Add Contacts

Add Single Contact

First Name:	<input type="text"/>	Last Name:	<input type="text"/>
Number:	<input type="text"/>	Extension:	<input type="text"/>
Email:	<input type="text"/>	Company:	<input type="text"/>

+ Add

Upload Multiple Contacts

File to Upload:

Upload

Step 4

This will download a CSV file with a couple of examples for you to follow. Delete the examples and enter the following details:

- First Name (maximum 15 characters, no spaces)
- Last Name (maximum 15 characters, no spaces)
- Telephone Number (format of the cell should be "Text", number should have a leading "0")
- Extension Number (match the extension number length that your Horizon Company has set up)
- Email Address
- Company (maximum 15 characters)

Step 5

Save the file, remembering to keep it as a CSV file, and then in the Horizon Portal click “Browse”, locate the file and then click “Upload”.

BrandingCompanyUat
Direct Access
Help | Change Password | Log Out

Dashboard Users Site Management Call Groups Device Management Administration Recorded Calls Statistics

Dashboard / Administration / Directory & Contacts / Add Contacts

Add Contacts

Add Single Contact

First Name: Last Name:
Number: Extension:
Email: Company:

[+ Add](#)

Upload Multiple Contacts

File to Upload: [Browse](#) [Download Template](#)

[Upload](#)

Step 6

Check the contacts in the “Confirm Contacts Upload” table and then click Confirm once you’re happy with the results.


If you need to make a change you will need to enter these back in the CSV file and re-upload.

Add Contacts

Add Single Contact

First Name:	<input type="text"/>	Last Name:	<input type="text"/>
Number:	<input type="text"/>	Extension:	<input type="text"/>
Email:	<input type="text"/>	Company:	<input type="text"/>

+ Add

 Please confirm you wish to import this information

Confirm Contacts Upload

First Name	Last Name	Phone Number	Extension	Email	Company
Hugh	Horizon	1234567890	1234	hughhorizon@hughknew.com	HughKnew
Colin	Contact	1234567891	1235	colincontact@colinscoffee.com	ColinsCoffee

✓ Confirm

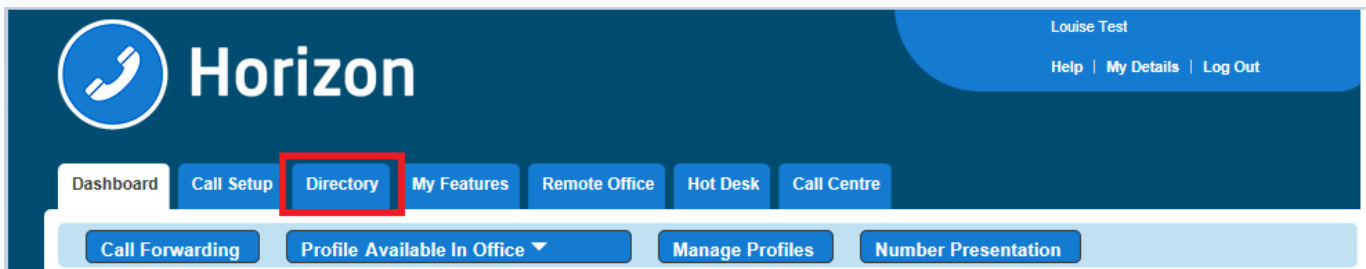
Add Single Contact to User Directory

Step 1

Log into the Horizon Portal and log in as a user.

Step 2

From the menu bar select 'Directory'.



Step 3

Click on the blue '+ Add' button at the bottom.

Dashboard / Directory

Directory & Contacts

First Name: Last Name:
Number: Extension:
Company: Department:
Contact Type:

<input type="checkbox"/>	First Name	Last Name	Number	Company	Email Address
<input type="checkbox"/>	Bernice	Test	(4534)		✉ bernice.gardiner@ga...
<input type="checkbox"/>	Dan	Test	01427807625 (1807)		✉ daniel.edwards@gamm... <input type="button" value="Phone"/>
<input type="checkbox"/>	dggdfgdf		(4354)		
<input type="checkbox"/>	Lindis	Test	(7376)		✉ lindi.stevenson@gam...
<input type="checkbox"/>	Louise	Test	(1234)		✉ louise.stringer@gam...
<input type="checkbox"/>	mike	test	07731132140		<input type="button" value="Phone"/>
<input type="checkbox"/>	Mike	Test	(1796)		✉ Michael.Playfoot@ga...
<input type="checkbox"/>	Mircea	Test	(3242)		✉ jason.mcmahon@gamma...
<input type="checkbox"/>	Test		(8767)		

1 2 Previous Next

Step 4

Enter the contact details in the relevant fields and click the blue '+ Add' button at the bottom right

Add Contacts

Add Single Contact

First Name: Last Name:
Number: Extension:
Email:

Step 5

You'll then see confirmation that the contact has been added. This will now appear in the users directory on the Horizon Portal.

Directory & Contacts



Contact added successfully

First Name: Last Name:
Number: Extension:
Company: Department:
Contact Type:

My Directory

<input type="checkbox"/>	<u>First Name</u>	<u>Last Name</u>	<u>Number</u>	<u>Company</u>	<u>Email Address</u>		
<input type="checkbox"/>	Bernice	Test	(4534)		✉ bernice.gardiner@ga...		
<input type="checkbox"/>	Contact	One	01616200000 (0000)		✉ gamma@gamma.co.uk		<input type="button" value="Edit"/>
<input type="checkbox"/>	Dan	Test	01427807625 (1807)		✉ daniel.edwards@gamm...		

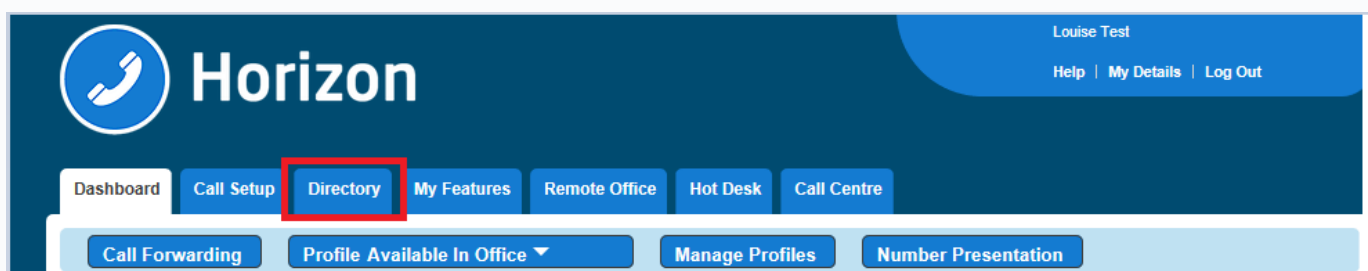
Add Multiple Contacts to User Directory

Step 1

Log into the Horizon Portal and log in as a user.

Step 2

From the menu bar select Directory.



Step 3

Click on the blue '+ Add' button at the bottom.

Dashboard / Directory

Directory & Contacts

First Name: Last Name:
Number: Extension:
Company: Department:
Contact Type:

My Directory

<input type="checkbox"/>	First Name	Last Name	Number	Company	Email Address
<input type="checkbox"/>	Bernice	Test	(4534)		✉ bernice.gardiner@ga...
<input type="checkbox"/>	Dan	Test	01427807625 (1807)		✉ daniel.edwards@gamm... <input type="button" value="Phone"/>
<input type="checkbox"/>	dggdfgdf		(4354)		
<input type="checkbox"/>	Lindis	Test	(7376)		✉ lindi.stevenson@gam...
<input type="checkbox"/>	Louise	Test	(1234)		✉ louise.stringer@gam...
<input type="checkbox"/>	mike	test	07731132140		<input type="button" value="Phone"/>
<input type="checkbox"/>	Mike	Test	(1796)		✉ Michael.Playfoot@ga...
<input type="checkbox"/>	Mircea	Test	(3242)		✉ jason.mcmahon@gamma...
<input type="checkbox"/>	Test		(8767)		

1 2 Previous Next

Step 4

Click on the blue 'Download Template' button within the 'Upload Multiple Contacts' section

Add Contacts

Add Single Contact

First Name: Last Name:
Number: Extension:
Email:

Upload Multiple Contacts

File to Upload:

Step 5

Highlight the column with the telephone numbers and select 'Format' - this should be changed to 'Text' which will allow the leading 0 to be retained when entered.

Note: The number in column C is what will be added to Horizon, if the 0 is missing then this is what will be uploaded.

	A	B	C	D	E	F	G	H	I
1	First Name	Last Name	Number	Extension	Email				
2	Hugh	Horizon	1234567890	1234	hughhorizon@example.com				
3	Colin	Contact	1234567891	1235	colincontact@example.com				
4									
5									
6									
7									
8									
9									
10									
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16									
17									
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20									
21									
22									
23									
24									

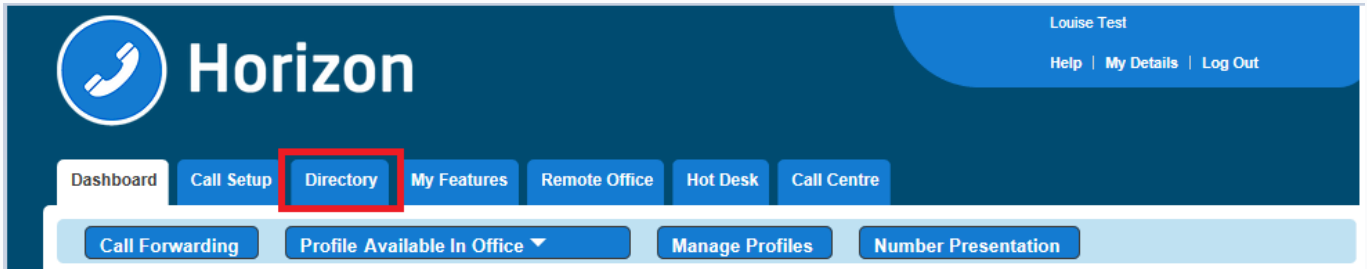
Delete Contact(s) from User Directory

Step 1

Log into the Horizon Portal and log in as a user.

Step 2

From the menu bar select Directory.



Step 3

Mark the contacts you'd like to delete with a tick and click 'Delete Selected'.

The screenshot shows the 'Directory & Contacts' page. It features search filters for First Name, Last Name, Number, Extension, Company, Department, and Contact Type. A 'Search' button is located below the filters. The 'My Directory' section contains a table of contacts with columns for First Name, Last Name, Number, Company, and Email Address. The second row, 'Contact One', is selected with a checkmark. A red arrow points to the 'Delete Selected' button at the bottom left. Another red arrow points to the '1 2' pagination indicator. The 'Edit' button for the selected contact is also visible.

	First Name	Last Name	Number	Company	Email Address		
<input type="checkbox"/>	Bernice	Test	(4534)		✉ bernice.gardiner@ga...		
<input checked="" type="checkbox"/>	Contact	One	01616200000 (0000)		✉ gamma@gamma.co.uk	📞	Edit
<input type="checkbox"/>	Dan	Test	01427807625 (1807)		✉ daniel.edwards@gamm...	📞	
<input type="checkbox"/>	dggdfgdf		(4354)				
<input type="checkbox"/>	Lindis	Test	(7376)		✉ lindi.stevenson@gam...		
<input type="checkbox"/>	Louise	Test	(1234)		✉ louise.stringer@gam...		
<input type="checkbox"/>	mike	test	07731132140			📞	
<input type="checkbox"/>	Mike	Test	(1796)		✉ Michael.Playfoot@ga...		
<input type="checkbox"/>	Mircea	Test	(3242)		✉ jason.mcmahon@gamma...		