

# Horizon with Webex - Provisioning Guide

## Introduction and Purpose

## What is Horizon with Webex?

Horizon with Webex is the next generation of Unified Communications as a Service solution offered within your Horizon solution; combining the award winning Webex application with Gamma's trusted Horizon telephony capabilities to deliver a cohesive user experience with a consistent user interface across desktop, mobile and tablet devices. Horizon with Webex provides voice, video, presence, messaging, audio & video conferencing services and collaborative tools.

## How do I set up Horizon with Webex for my customers?

Horizon with Webex is enabled through the Gamma Portal and Horizon GUI. This can be installed as part of a New Company Order, and added in-life to an existing Company.

## Prerequisites

- **Gamma Portal Account:** Ensure you have a Gamma Portal account and the necessary permissions to order Horizon. If you lack these permissions, please speak to your account manager.
- **Horizon GUI Access:** You must be a Horizon Company Administrator.

## Ordering Webex Bolt-Ons through the Gamma Portal:

### 1. **Navigate to Provisioning & Service Management:**

- Go to 'Provisioning & Service Management' > 'Hosted' > 'Horizon' > 'Horizon Manage Company'.

### 2. **Search for Horizon Company:**

- Locate the Horizon Company you wish to add Horizon with Webex to.

### 3. Manage Bolt-ons:

- Select 'Actions' > 'Manage Bolt-ons'

The screenshot shows the 'Manage Horizon' interface in the Gamma Portal. At the top, there is a navigation bar with the Gamma Portal logo and various menu items like 'Provisioning & Service Management', 'Number Porting', 'Reporting', 'Billing', 'Help & Support', 'Admin', and 'Internal'. On the right, there are links for 'Notifications', 'Test User', 'Contact Us', 'Help', 'Site Map', 'Settings', and 'Logout'.

The main content area is titled 'Manage Horizon' and includes a sub-header: 'Use this screen to manage sites, subscriptions and users. Controls to do this can be found in the actions column.' Below this, there are input fields for 'AccountID' (with a dropdown menu), 'Company Name', 'Records Per Page' (set to 200), and 'Max Results Returned' (set to 5000). There is also a 'Search' button and a 'Download' button.

The table below shows a list of records. The first row is highlighted, and its 'Actions' column dropdown menu is open, showing the following options:

Company Name	Reseller ID	Domain	Main Site	Contact Name	Contact Email	Actions
Test Company	XXXX	test.domain	Test Site	Test User	test.user@gamma.co.uk	<ul style="list-style-type: none"><li>Manage Company</li><li>Manage Administrators</li><li><b>Manage Bolt-ons</b></li><li>Add Subscriptions</li><li>Manage Numbers</li><li>Manage Devices</li><li>Manage Sites</li><li>Login to Horizon</li><li>Health Check</li><li>Cease Company</li></ul>

### 4. Subscription Summary:

- On the 'Subscription Summary' page, click 'Add More Bolt-ons':

**Gamma Portal** | Notifications | Test User

Provisioning & Service Management | Number Porting | Reporting | Billing | Help & Support | Admin | Internal | Contact Us | Help | Site Map | Settings | Logout

## Manage Bolt-ons

Company Name: Test Company | Site Access: Third Party  
Company age: 0 Years, 5 Months, 15 Days

### Service Pack Summary

Name	Available	In Use
There are no results for this request		

### Bolt-ons Summary

Name	Available	In Use
Horizon with Webex - Basic	8	2
Horizon with Webex - Standard	10	0
Horizon with Webex - Premium	1	9
Call Queue Group User	5	0
Integrator	5	0
Receptionist	5	0
Call Recording - Business 3 Months	5	0
Call Centre Agent Client	5	0
Call Centre Agent	5	0
Horizon with Webex - Smartphone	10	0
Call Queue Group	5	0
Hunt Group	5	0
InstantConferenceGroup	5	0
Voice Mail	15	5
Auto Attendant	5	0
Call Centre Group	5	0

← Back | Remove Existing Bolt-ons | Add More Bolt-ons

### 5. Select Bolt-ons:

- Choose the quantity of desired Bolt-ons:
  - Horizon with Webex - Smartphone
  - Horizon with Webex - Basic
  - Horizon with Webex - Standard
  - Horizon with Webex - Premium

Please refer to the [Horizon with Webex Feature Matrix](#) for further details on subscription tiers.

**Gamma Portal**  
Provisioning & Service Management | Number Porting | Reporting | Billing | Help & Support | Admin | Internal

Notifications | Test User | Contact Us | Help | Site Map | Settings | Logout

## Add Bolt-ons

Company Name: Test Company | Site Access: Third Party  
Company age: 0 Years, 5 Months, 10 Days

**Info**  
**Add Bolt-ons**  
Chargeable Bolt-ons are chargeable additions to your Horizon Company. These are set at Company level and you can add Bolt-ons at any time.  
Inclusive Bolt-ons are free of charge additions to your Horizon Company. These are set at Company level and you can add these bolt-ons at any time.  
Click on the blue "help" button for full details on each bolt-on. More information on these services are available on the Gamma Academy in the Horizon Features guide.

**Service Pack** Help

Name	Currently Available	Currently In use	Quantity To Add
Virtual Power Pack	0	0	0

**Chargeable Bolt-ons** Help

Name	Currently Available	Currently In use	Quantity To Add
Connect	0	0	0
Horizon with Webex - Softphone	10	0	4 ✓
Horizon with Webex - Basic	8	2	2 ✓
Horizon with Webex - Standard	10	0	3 ✓
Horizon with Webex - Premium	1	9	1 ✓
Call Queue Group User	5	0	0
Integrator CRM	0	0	0
Integrator EMS	0	0	0
Call Recording - Business 3 Months	5	0	0

## 6. Submit Order:

- Press 'Submit'

# Confirmation

Once these steps are completed, you will receive a confirmation message with your order reference number. If you do not receive this, please contact the Service Desk.

# Configuring Horizon with Webex for a user in the Horizon GUI

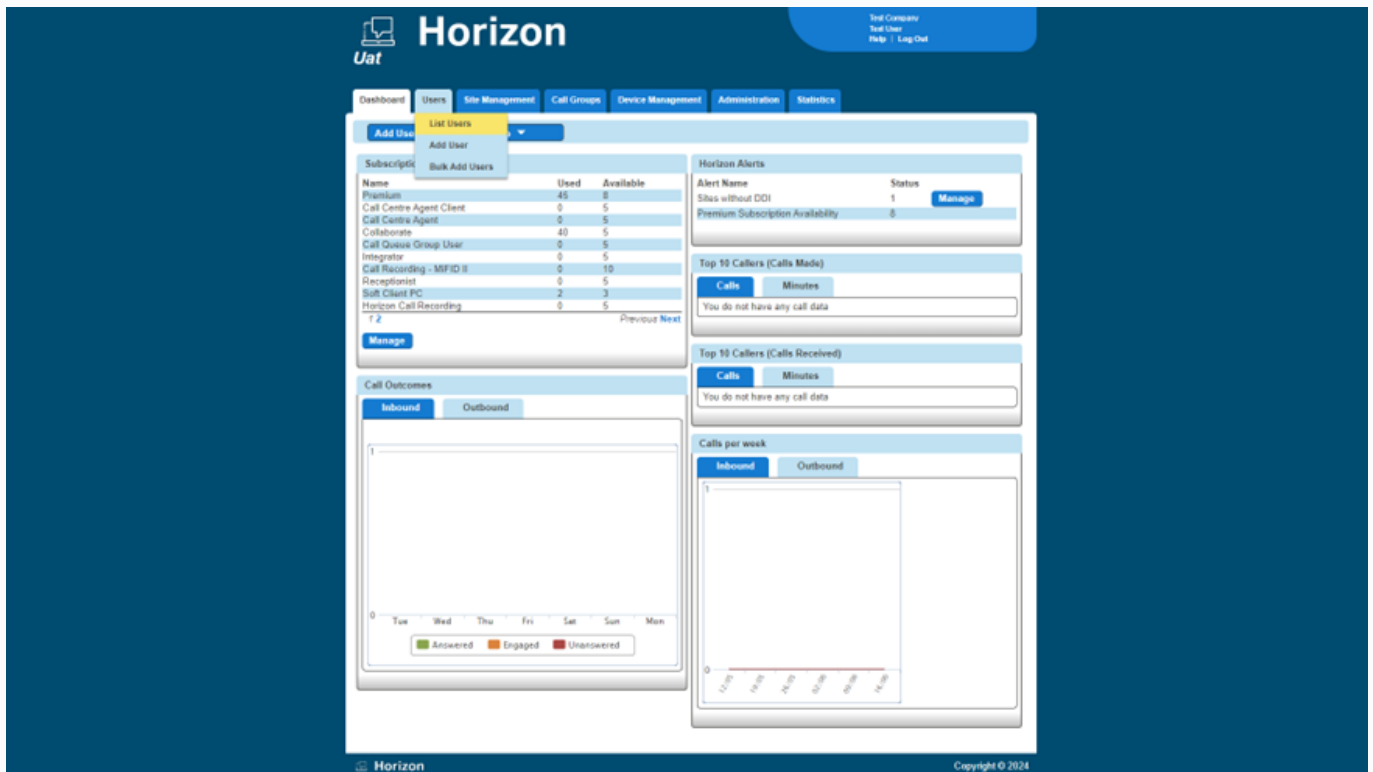
# Notes

- Ensure you have the correct Bolt-ons before proceeding.
- You can log in to the Horizon GUI as a Company Administrator by visiting <https://www.unlimitedhorizon.co.uk/> or via SSO through the Gamma Portal ('Login to Horizon').
- Horizon with Webex can only be provisioned onto an existing user. For new users, create the

user first and then follow the instructions below.

## 1. List Users:

- Highlight 'Users' and select 'List Users'

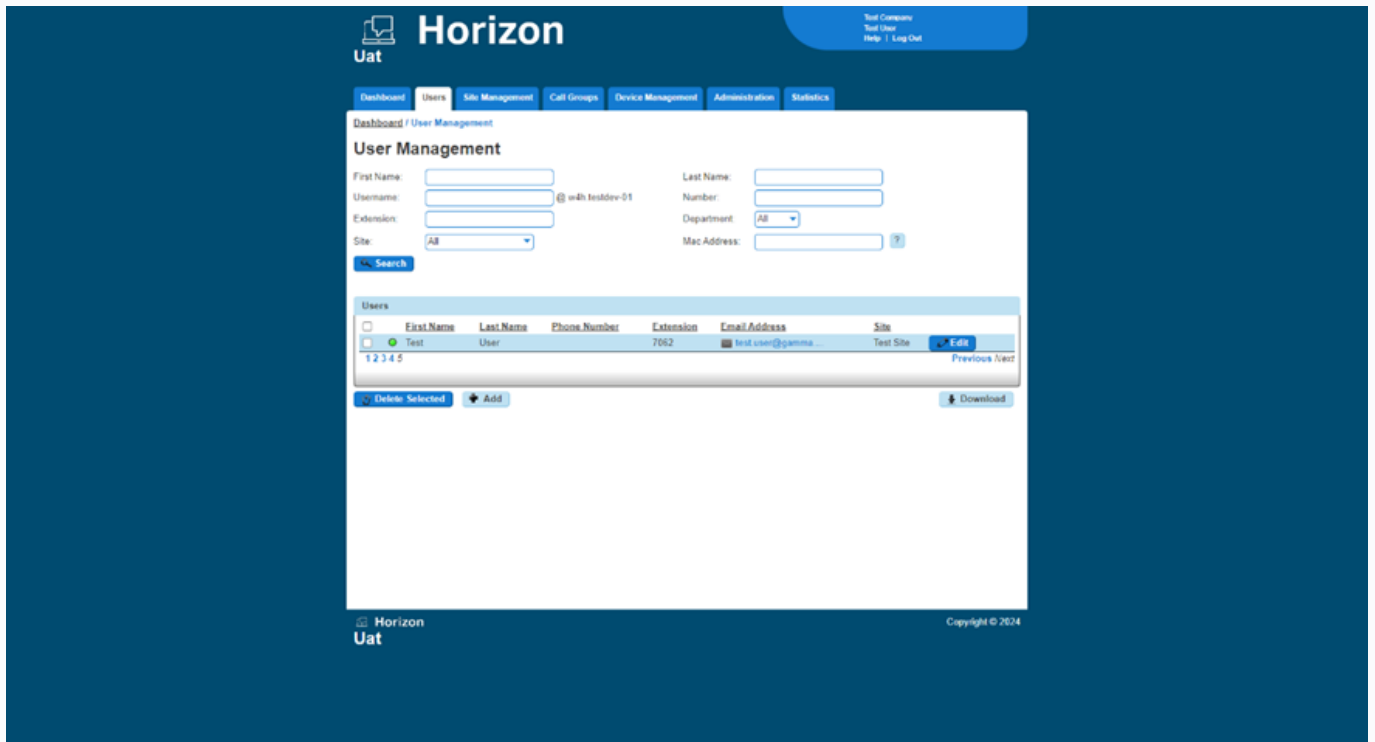


The screenshot displays the Horizon user management interface. The 'Users' menu is highlighted, and the 'List Users' option is selected. The main content area shows a table of users with columns for Name, Used, and Available. The 'Call Outcomes' section is set to 'Inbound' and shows a bar chart for the week of Tuesday to Monday. The 'Calls per week' section is set to 'Outbound' and shows a bar chart for the week of Tuesday to Monday. The interface includes a navigation bar at the top with options like Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. The bottom of the page shows the Horizon logo and copyright information for 2024.

Subscriptio	Name	Used	Available
Premium	Call Centre Agent Client	45	8
Call Centre Agent	Call Centre Agent	0	5
Collaborate	Collaborate	40	5
Call Queue Group User	Call Queue Group User	0	5
Integrator	Integrator	0	5
Call Recording - MFI D II	Call Recording - MFI D II	0	10
Receptionist	Receptionist	0	5
Soft Client PC	Soft Client PC	2	3
Horizon Call Recording	Horizon Call Recording	0	5

## 2. Edit User:

- Find the user you wish to add Horizon with Webex to and select 'Edit'.

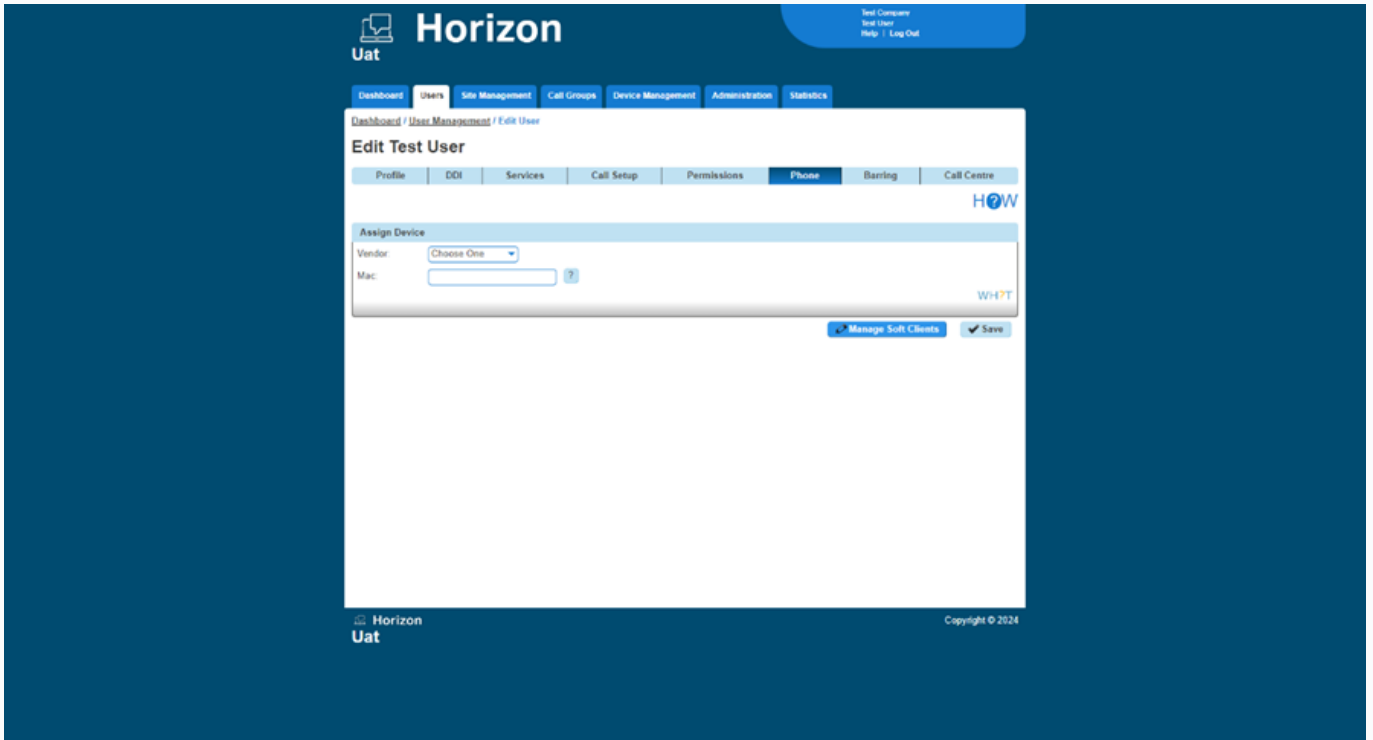


### 3. Phone Tab:

- Select the 'Phone' tab.

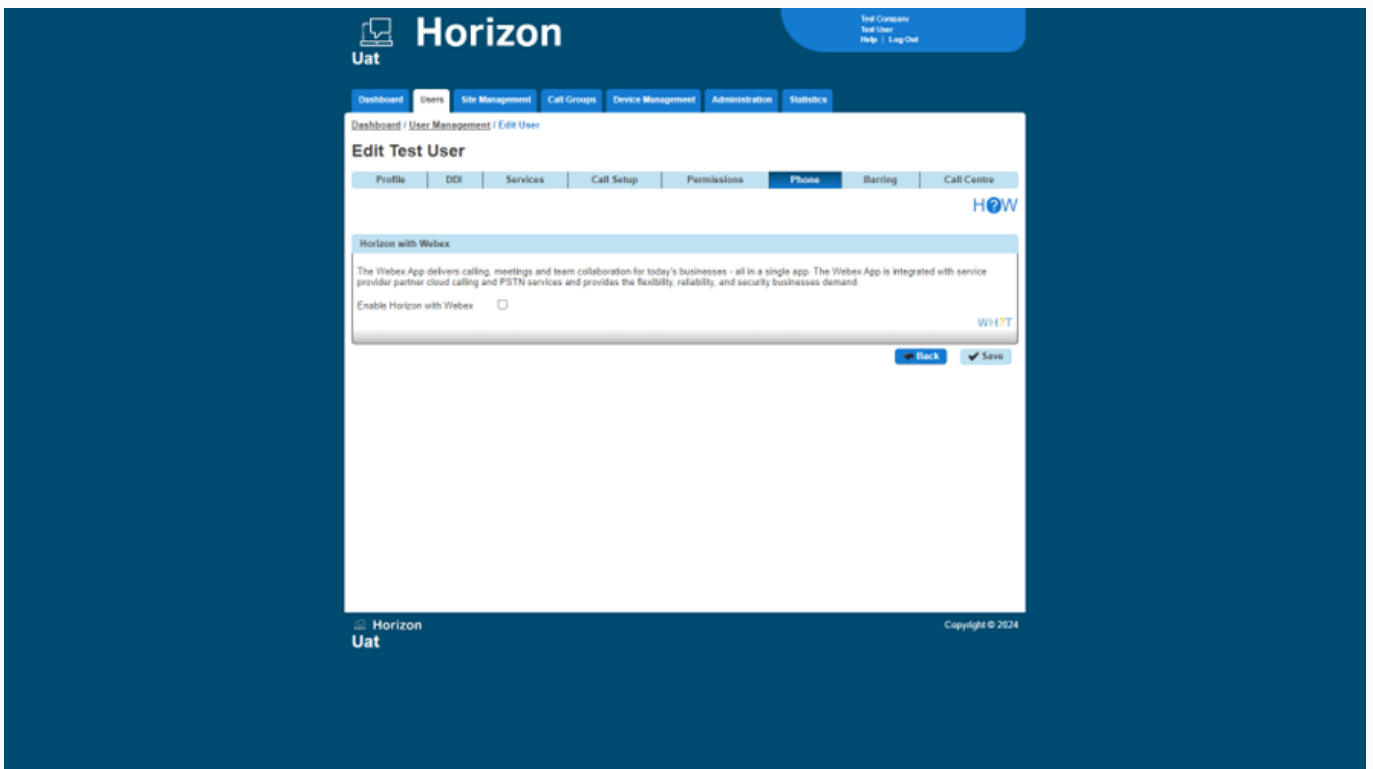
### 4. Manage Soft Clients:

- Select 'Manage Soft Clients'.



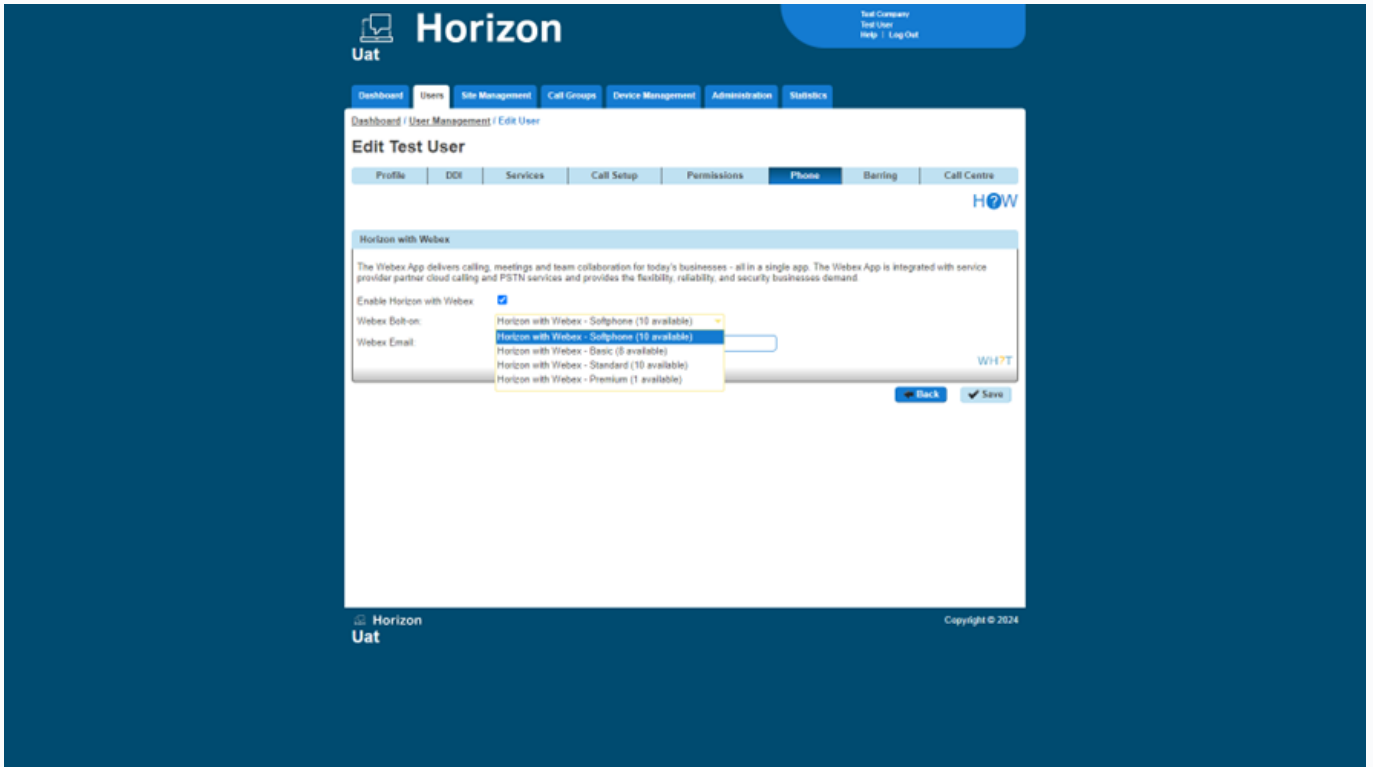
5. **Enable Horizon with Webex:**

- Select 'Enable Horizon with Webex'.



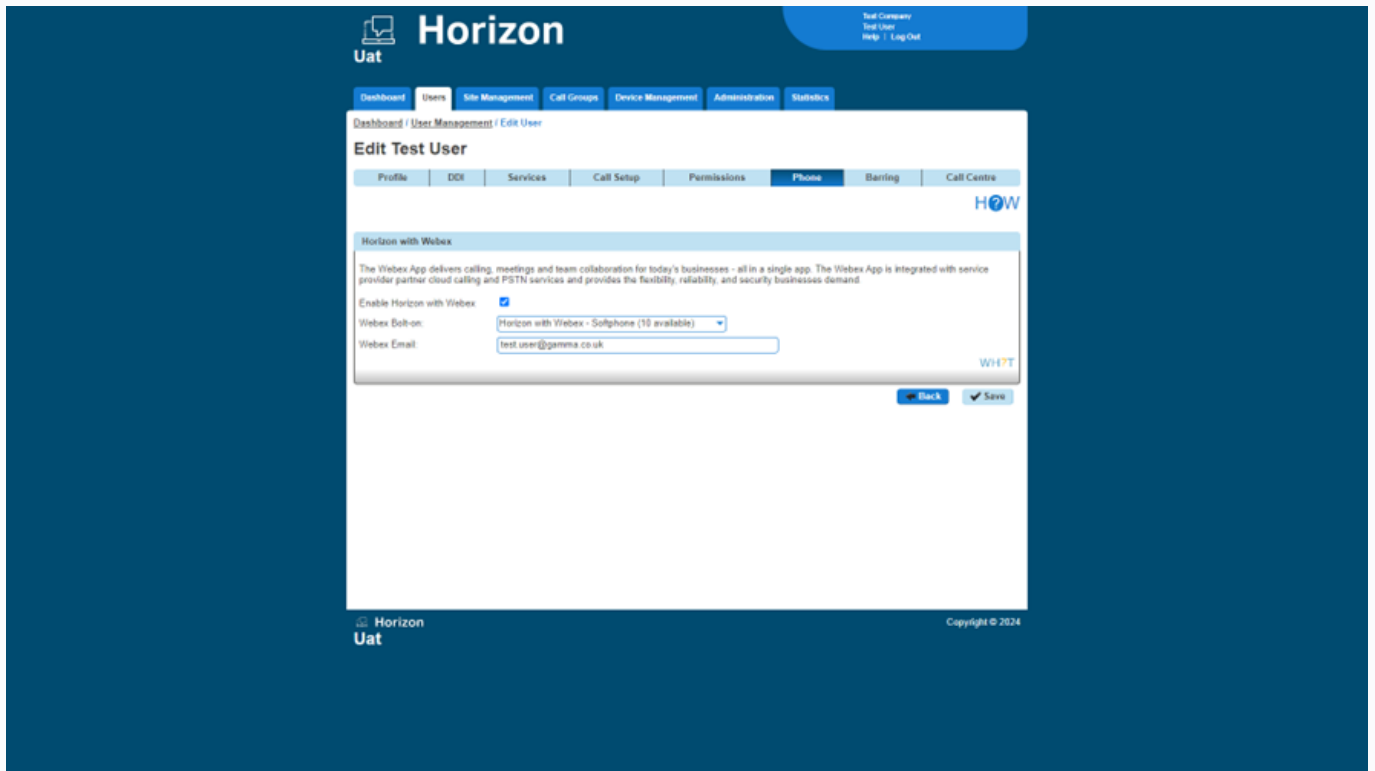
## 6. Select Webex Bolt-on:

- Choose the relevant Webex Bolt-on.



## 7. Webex Email:

- Enter the 'Webex Email' and submit.



## Confirmation

Once submitted successfully, an email will be sent to the End User with details to download Webex and set their password. This initial password will expire 7 days from creation.

If you encounter any issues or require further assistance, please contact the Service Desk.