

Call Pickup

A Call Pickup Group allows you to answer any phone ringing within the defined call pickup group. If part of a group, then the user will be able to pick up the call by dialling *98 which will connect that call to them. Please note that if there are multiple calls ringing within a group the call which has been ringing the longest will be picked up first.

Each user is only able to be in one call pickup group and these can be created through the “Call Pickup” button.

There is also “Directed Pickup”, which is the Horizon Shortcode *97 followed by the extension number. For example, *973354 will direct call pickup on extension 3354. A user does not need to be in a Call Pickup group for Directed Pickup. The “Pick Up” button on a handset also follows this format.

Setup Call Pickup Group

Call Pickup is set up by the Company Administrator

Before you start to set up your Call Pickup Group, you need to make sure that you have Call Pickup Group Add-on to do this. This is done by completing the following actions:

1. Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.
2. Select your account and locate the company that you want to set up a Call Page Group for.
3. Using the “Actions” drop-down select “Manage Bolt ons”.
4. From here you can see what bolt-ons you have and how many are currently in use. If you need to add any more Call Pickup add-ons, scroll to the bottom of the page and click “Add More Bolt ons” and then you can add as many bolt-ons as you need by adding against “CallPickUp”.

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 “Call Groups” option and then select “Call Pickup”. On the Call Pickup page click “Add”.

Step 4

On the Create Call Pickup page, you will be able to enter the Name of the Call Pickup Group and the Site that you want the Call Pickup Group to be assigned to.

You can also assign the users that you want to be assigned to the Call Pickup Group by selecting them and clicking the “Add Selected” button.

Once you’ve selected all the users you click the “Created” button.

The screenshot shows a web interface for creating a call pickup group. The top section, titled "Create Call Pickup", has a "Name:" field with the value "Test" and a "Site:" dropdown menu with "ColourfulSiteUat" selected. The bottom right of this section has a "WH?T" logo. The middle section, titled "Select Users", features a search bar with "Search..." text. Below the search bar is a list of users with checkboxes: "Mike Test", "Lindis Test", and "Dan Test". To the right of this list is a list of selected users: "Louise Test", "Bernice Test", and "Mircea Test", each with a blue bar and a red 'X' icon. Below the search bar and user lists is a blue button with a plus sign and the text "Add Selected". The bottom right of the interface has a "Cancel" button and a "Create" button, which is highlighted with a red border. A "WH?T" logo is also present in the bottom right of the "Select Users" section.

Add/Remove users from an existing Call Pickup Group

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 “Call Groups” option and then select “Call Pickup”. On the Call Pickup page click “Edit” next to the Call Pickup group that you wish to add or remove the user(s) from.

Dashboard / Group Management / Call Pickup

Call Pickup

Your new call pickup group has been created successfully, you have 1 CallPickUp subscriptions remaining

Name: Site:

<input type="checkbox"/> Name	Site	
<input type="checkbox"/> Test	ColourfulSiteUat	<input type="button" value="Edit"/>

Step 4

To add users select them in the left table and click "Add Selected".

To remove users, click the white "x" next to the user name in the right table. Click "Save".

Edit Test

Edit Call Pickup

Name: Site:

WH?T

Select Users

Search...

<input type="checkbox"/> Mircea Test	Louise Test <input type="button" value="x"/>
<input type="checkbox"/> Mike Test	Bernice Test <input type="button" value="x"/>
<input type="checkbox"/> Lindis Test	
<input type="checkbox"/> Dan Test	

Delete Call Pickup Group

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 “Call Groups” option and then select “Call Pickup”.

On the Call Pickup page select the group(s) that you wish to delete and click the “Delete” button. You will then be presented with a confirmation box asking if you’re sure that you want to delete the Call Pickup Group. Clicking “Confirm” will delete the group.