

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.

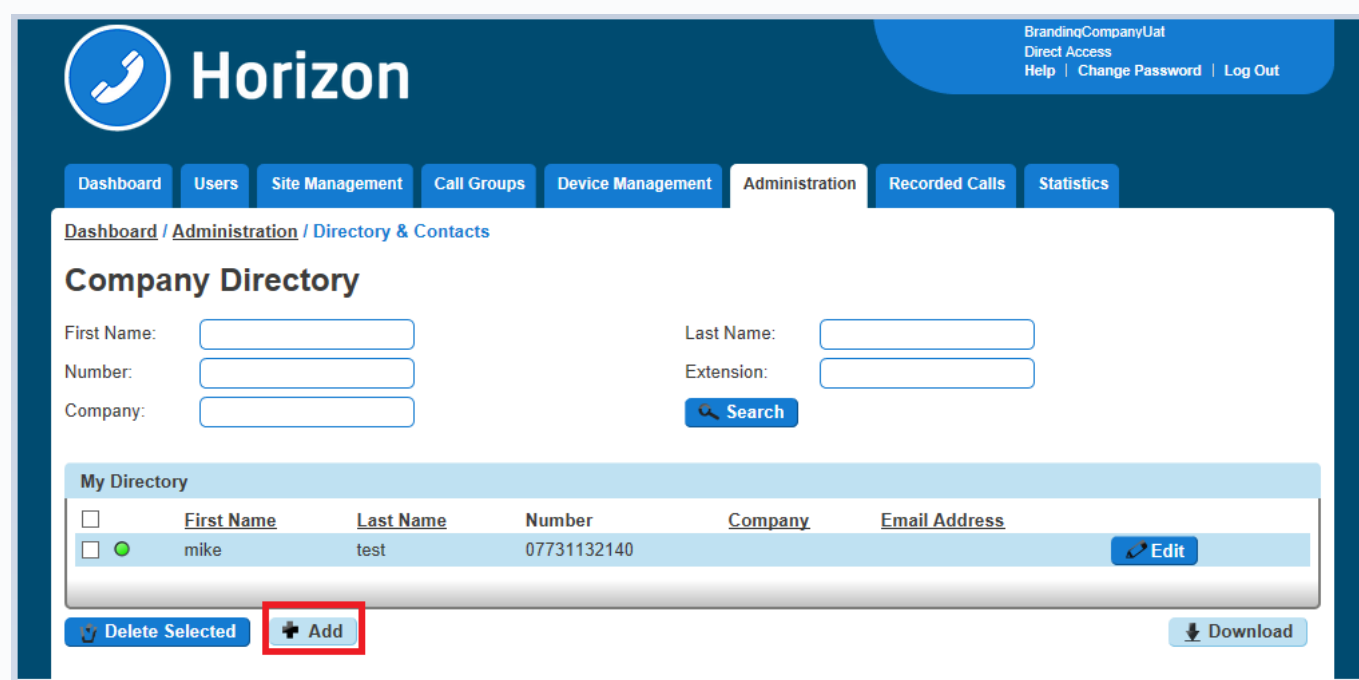
Step 2

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 shows the Horizon web interface. At the top, there's a header with the Horizon logo and a navigation bar with tabs: Dashboard, Users, Site Management, Call Groups, Device Management, Administration (selected), Recorded Calls, and Statistics. Below the navigation bar, there's a breadcrumb trail: Dashboard / Administration / Directory & Contacts. The main section is titled "Company Directory". It contains a form with fields for First Name, Last Name, Number, Extension, and Company, along with a Search button. Below the form is a table titled "My Directory" with columns: First Name, Last Name, Number, Company, and Email Address. The table has one row with the data: mike, test, 07731132140. There are checkboxes for selecting rows and an Edit button. At the bottom, there are buttons for "Delete Selected" and "Add" (highlighted with a red box), and a "Download" button.

Horizon

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Direct Access
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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

☐	First Name	Last Name	Number	Company	Email Address	Edit
☐	mike	test	07731132140			

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.



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Company Directory

First Name:

Last Name:

Number:

Extension:

Company:

 Search

My Directory

☐	First Name	Last Name	Number	Company	Email Address	
☒	mike	test	07731132140			 Edit

 Delete Selected

 Add

 Download

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.



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Add Contacts

Add Single Contact

First Name:

Last Name:

Number:

Extension:

Email:

Company:

 Add

Upload Multiple Contacts

File to Upload:

 Browse

 Download Template

 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”



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[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 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”.

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

+ 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

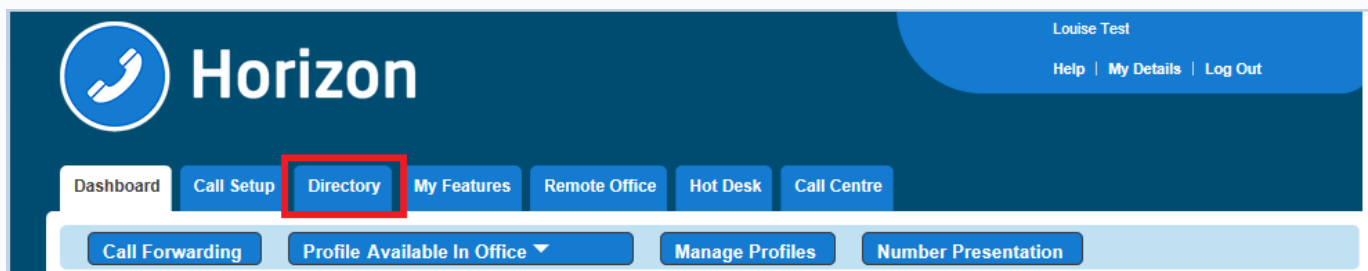
Add Single Contact to User Directory

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.

DashboardCall SetupDirectoryMy FeaturesRemote OfficeHot DeskCall Centre

Dashboard / Directory

Directory & Contacts

?

First Name:

Number:

Company:

Contact Type: All

Last Name:

Extension:

Department: All

Search

My Directory

☐	First Name	Last Name	Number	Company	Email Address	
☐	Bernice	Test	(4534)		bernice.gardiner@ga...	
☐	Dan	Test	01427807625 (1807)		daniel.edwards@gamm...	
☐	dgdfgdf		(4354)			
☐	Lindis	Test	(7376)		lindi.stevenson@gam...	
☐	Louise	Test	(1234)		louise.stringer@gam...	
☐	mike	test	07731132140			
☐	Mike	Test	(1796)		Michael.Playfoot@ga...	
☐	Mircea	Test	(3242)		jason.mcmahon@gamma...	
☐	Test		(8767)			

12PreviousNext

Delete Selected

+ Add

Download

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:

Contact

Number:

01616200000

Email:

gamma@gamma.co.uk

Last Name:

One

Extension:

0000

+ Add

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:	All
Contact Type:	All	Search	

My Directory

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

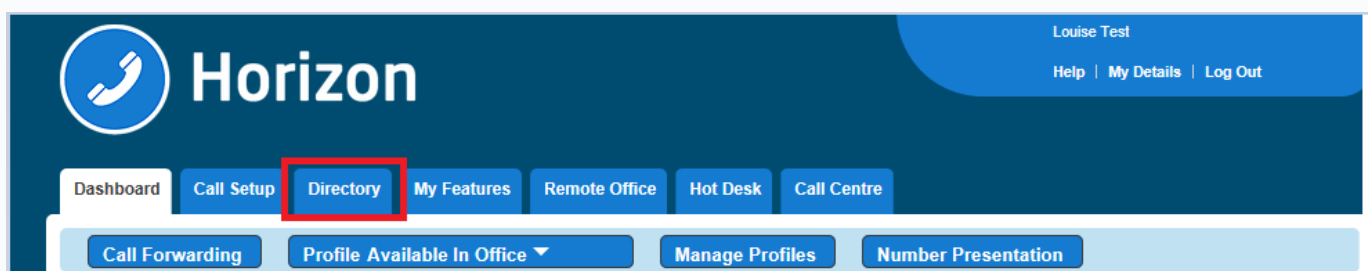
Add Multiple Contacts to User Directory

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.

DashboardCall SetupDirectoryMy FeaturesRemote OfficeHot DeskCall Centre

Dashboard / Directory

Directory & Contacts

?

First Name:

Number:

Company:

Contact Type: All

Last Name:

Extension:

Department: All

Search

My Directory

☐	First Name	Last Name	Number	Company	Email Address	
☐	Bernice	Test	(4534)		bernice.gardiner@ga...	
☐	Dan	Test	01427807625 (1807)		daniel.edwards@gamm...	
☐	dggdfgdf		(4354)			
☐	Lindis	Test	(7376)		lindi.stevenson@gam...	
☐	Louise	Test	(1234)		louise.stringer@gam...	
☐	mike	test	07731132140			
☐	Mike	Test	(1796)		Michael.Playfoot@ga...	
☐	Mircea	Test	(3242)		jason.mcmahon@gamma...	
☐	Test		(8767)			

12PreviousNext

Delete Selected

+ Add

Download

Step 4

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

Add Contacts

Add Single Contact

First Name:

Number:

Email:

Last Name:

Extension:

+ Add

Upload Multiple Contacts

File to Upload:

Browse

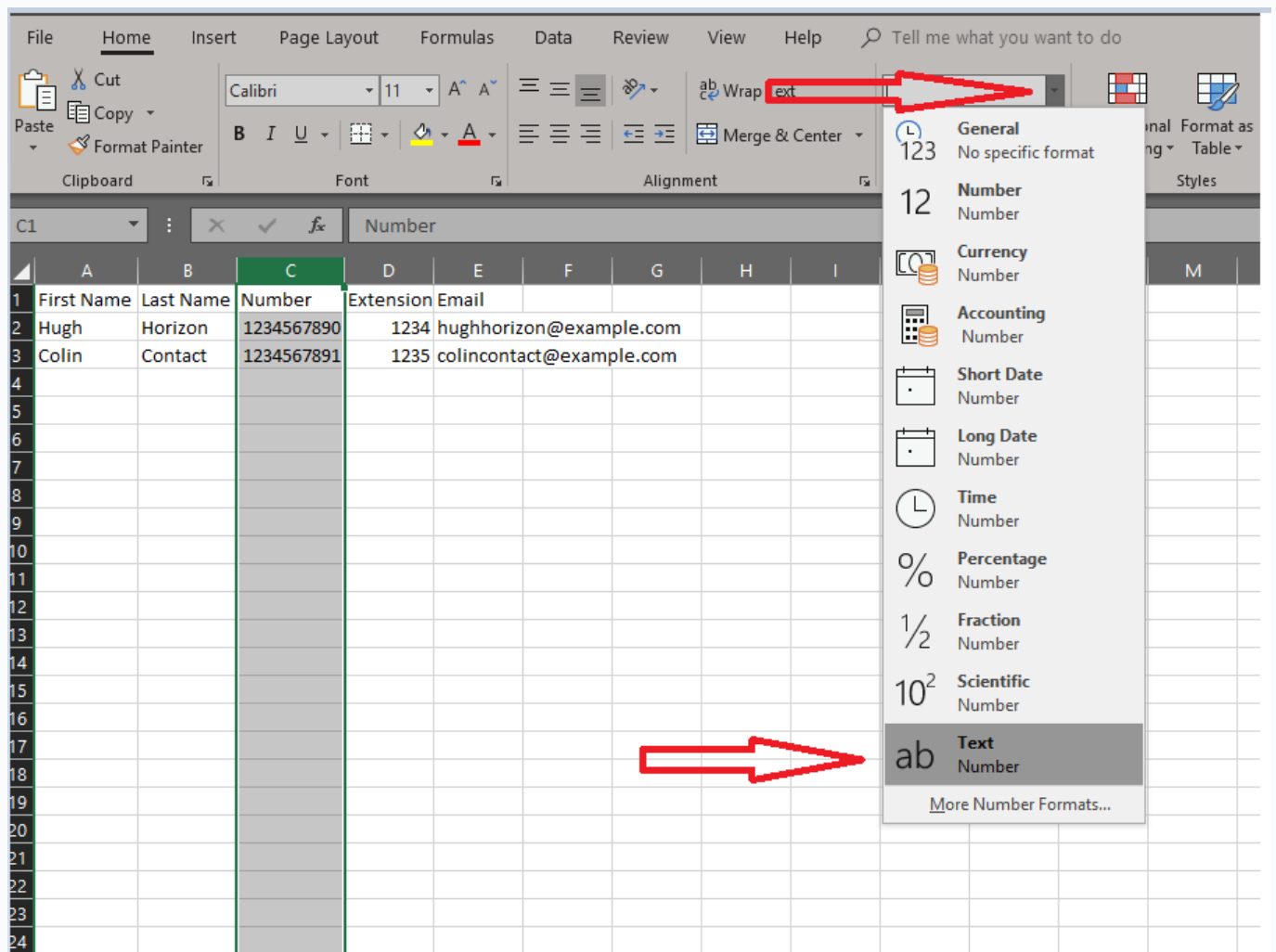
Download Template

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.



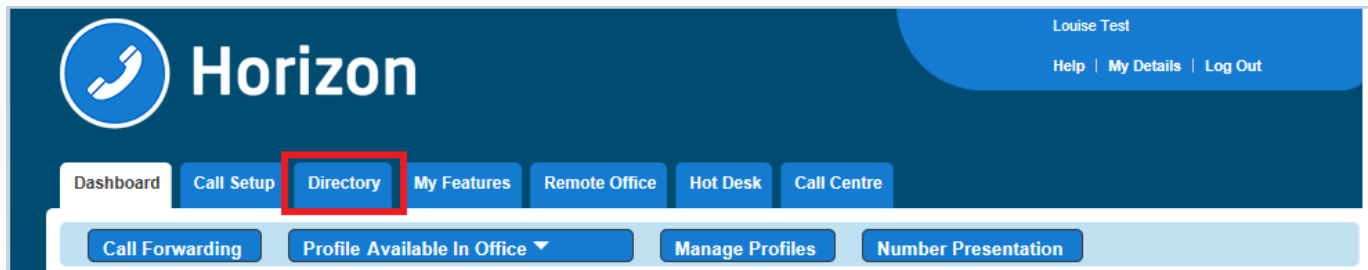
Delete Contact(s) from User Directory

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'.

