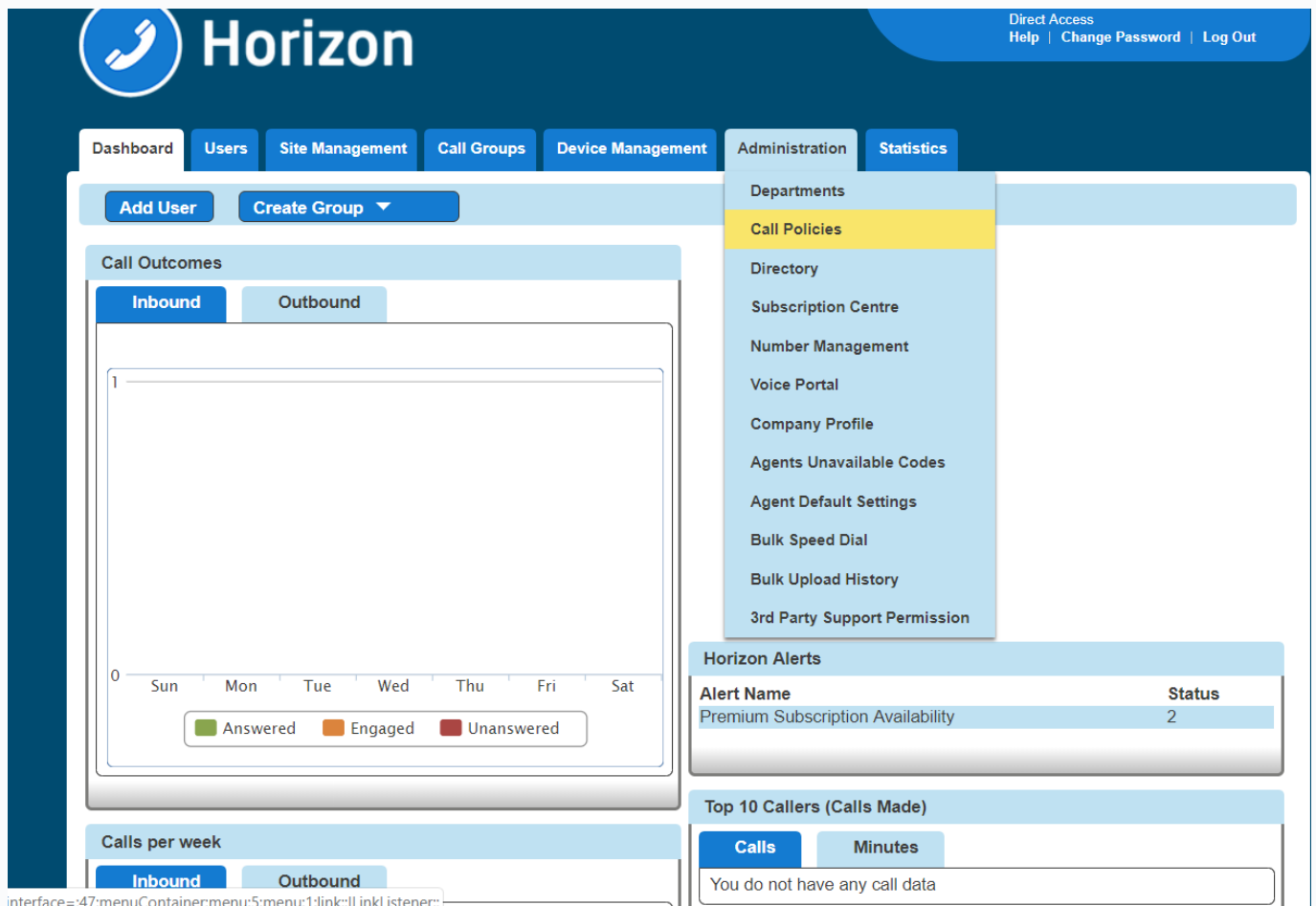


Site-to-Site Presentation Policy

We have introduced the option to present a user's extension details when a site-to-site call is made within the same Company. Previously the user's full DDI was presented.

By default, from the 14th February 2018 onwards, all new companies are provisioned to present the user's extension details on a site-to-site call within a company.

To enable or disable the service, head to the Administration tab of the Horizon GUI and select Call Policies from the drop-down menu.



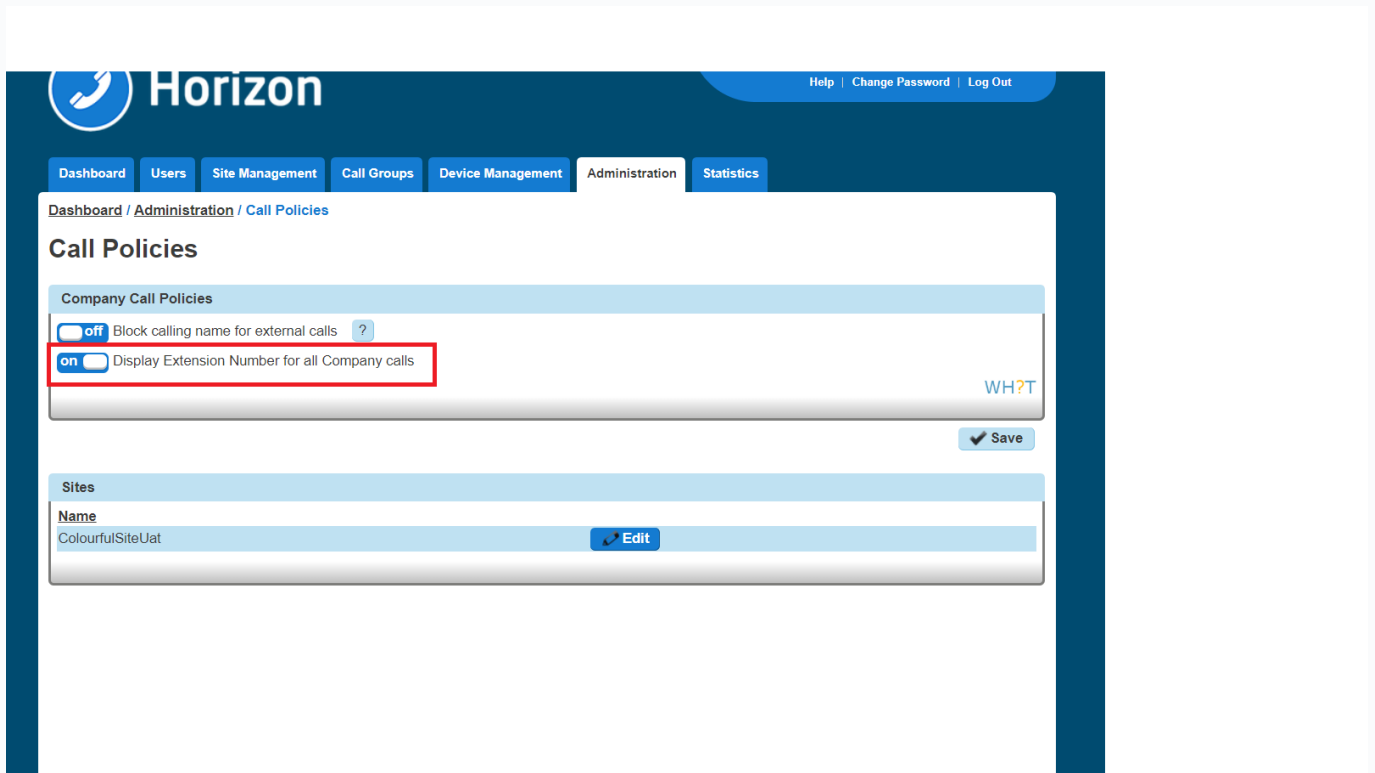
The screenshot shows the Horizon GUI interface. At the top, there is a navigation bar with the Horizon logo and the text "Horizon". To the right of the logo, there are links for "Direct Access", "Help", "Change Password", and "Log Out". Below the navigation bar, there are several tabs: "Dashboard", "Users", "Site Management", "Call Groups", "Device Management", "Administration", and "Statistics". The "Administration" tab is selected, and a dropdown menu is open, showing a list of options: "Departments", "Call Policies", "Directory", "Subscription Centre", "Number Management", "Voice Portal", "Company Profile", "Agents Unavailable Codes", "Agent Default Settings", "Bulk Speed Dial", "Bulk Upload History", and "3rd Party Support Permission". The "Call Policies" option is highlighted in yellow. Below the navigation bar, there are two buttons: "Add User" and "Create Group". The main content area is divided into several sections. The "Call Outcomes" section has two tabs: "Inbound" and "Outbound". The "Inbound" tab is selected, and there is a line graph showing call outcomes over a week. The graph has a y-axis from 0 to 1 and an x-axis with days of the week: Sun, Mon, Tue, Wed, Thu, Fri, Sat. A legend below the graph shows three categories: "Answered" (green square), "Engaged" (orange square), and "Unanswered" (red square). The "Calls per week" section has two tabs: "Inbound" and "Outbound". The "Inbound" tab is selected, and there is a line graph showing call data over a week. The "Horizon Alerts" section has a table with the following data:

Alert Name	Status
Premium Subscription Availability	2

The "Top 10 Callers (Calls Made)" section has two tabs: "Calls" and "Minutes". The "Calls" tab is selected, and there is a message: "You do not have any call data".

interface=-47:menuContainer:menu:5:menu:1:link::LinkListener::

In the Call Policies page simply toggle the "Display Extension Number for all Company calls" toggle switch to on to enable or off to disable.

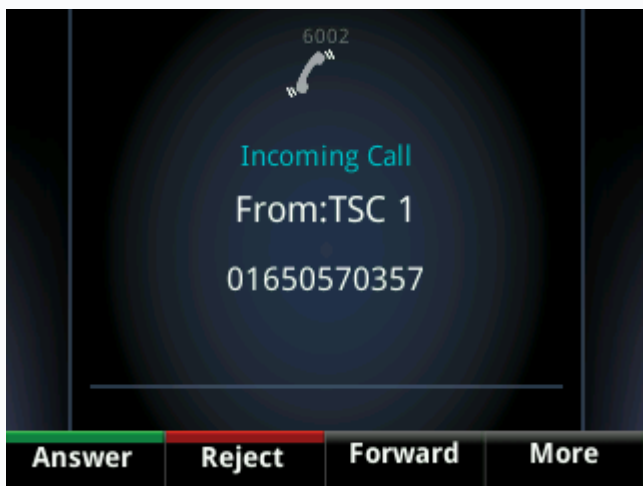


The setting is also available at the site level and is only applied to the caller.

In the use case where a company has three sites (A, B and C), if site A has it enabled, users on any other site will see the extension number when called by any user of site A.

If site C has it disabled and site A and B have it enabled then a site C user calling a site A or B user will present their full DDI

When the option is set to off, a site-to-site call will display the user's full DDI number as per the following image.



When the option is set to on that same call, the extension number is presented as per the below image.

6002



Incoming Call

From:TSC 1

6040

Answer

Reject

Forward

More