

Voice Portal

The Company Voice Portal provides an interactive voice response (IVR) application that can be called by any user, from any phone. The IVR allows the user to manage their services and voice mailbox, as well as change their passcode if needed.

For this feature to work a site DDI needs to be setup under the Site Management pages.

To set up the Company Voice Portal you simply need to assign it to a site, and select a free number, whilst giving it an extension if required for easier internal access.

Setup a Company Voice Portal

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

Select "Administration" and then "Voice Portal" and then select the site that you want the Voice Portal to be against (The voice portal will be created on a company level, and it will be available for all users across all of the sites within the company).

Step 4

Select the number you want to have for the Company Voice Portal. Then enter the extension number you want for the Company Voice Portal and click save.

The screenshot shows the Horizon web interface. At the top left is the Horizon logo. The top right corner contains links for Branding, Company Out, Direct Access, Help, Change Password, and Log Out. Below the logo is a navigation menu with tabs for Dashboard, Users, Site Management, Call Groups, Device Management, Administration, Recorded Calls, and Statistics. The main content area is titled 'Company Voice Portal' and includes a breadcrumb trail: Dashboard / Administration / Voice Portal. There are three main sections: 1. Information: A text box stating 'The voice portal will be created on a company level, and it will be available for all users across all of the sites within the company.' 2. Find a Fixed Number: A search box with 'Search...' and a list of three radio button options: 01427807376 (selected), 01427807623, and 01427807624. 3. Extension: A text box labeled 'Extension:' with the value '5435' entered. The interface also features 'HOW?' and 'WH?T' icons.

Managing a Company via the Voice Portal

Option 1 - Voicemail

1 - Messages

This plays all new or saved messages

2 - Change the busy greeting

Within this option you can:

- Record a new Busy greeting - allows you to record a fully personalised message without any additional messaging.
- Play the saved message - lets you listen back to the current saved message.
- Implement the system default - to reset the message to the system default with your personalised name greeting. To manage your name greeting, use Option 3 on the voice portal.
- Please note the personalised name greeting is a maximum of 10 seconds

3 - Change the No Answer greeting

Within this option you can:

- Record a new No Answer greeting - allows you to record a fully personalised message without any additional messaging.
- Play the saved message - lets you listen back to the current saved message.
- Implement the system default - to reset the message to the system default with your personalised name greeting. To manage your name greeting, use Option 3 on the voice portal.
- Please note the greeting maximum is 120 seconds (2minutes)

4 - Record and Send Messages

This enables you to record a message and forward it to another user's mailbox. To do this, follow the in-call instructions to record your message, type the extension and send.

5 - Delete all messages

Allows you to delete all stored messages in your mailbox.

Option 2 - Voicemail Express

To use this option, you need to set up an [Availability Profile](#) - e.g. Available, Unavailable, Busy - in the Horizon Portal. Once set up, you have the option to implement each profile, whether you're in the office or on the move, by selecting the corresponding option.

Changes made in Voicemail Express will also appear in the Horizon portal.

Option 3 - Recording your name greeting

This lets you record or adjust your mailbox name greeting, as well as being the name used on the system's default voicemail greeting.

Option 4 - Call Forwarding

This can also be set up and managed through the Horizon portal, where you will also have the ability to define, activate, and de-activate call forwarding on your user account. See [Call Forwarding](#) for more details.

Option 5 - Changing your Passcode

You can change your passcode using the voice portal or via the Horizon portal.