

Inbound for Horizon Business Process Guide

Document Purpose

This document is intended to be used as a guide for adding Inbound to a Horizon solution with the objective of delivering additional business continuity options for a Horizon Company.

For additional information about using Inbound with Horizon please see the Inbound and Horizon Working Together document.

Best Practice

Gamma recommends using Inbound with Horizon to add business continuity options, you should consider Inbound for the most part as a number routing tool to get calls into Horizon during normal operation or away from Horizon during business continuity scenarios.

We do not recommend trying to replace or overlap the Horizon configuration with Inbound for the day to day call routing requirement. Rather, try to keep the call routing decisions on Horizon using a minimum routing set up within Inbound. So, in most cases we recommend:

For the business as usual plan, a straight translation from Inbound to Horizon.

For the business continuity plan again straight forward where feasible, but of course you can add any features such as; Announcements, an IVR or some time of day management, as required. To ensure you are providing a seamless service to the caller when in continuity mode.

If you have a more complex set up requirement or you require assistance with the desired end to end solution, please contact the Gamma Pre-Sales team.

For further information on the Inbound service, the Inbound features and how to use them, please

visit the support pages on the Gamma portal or contact your Account Manager.

Process Steps

The following instructions provide a step by step guide on how to move an incoming number from Horizon to Inbound with the minimum of disruption to a live service.

1. Add the replacement number to the Horizon company
2. Assign the number to the relevant customer site
3. Edit the relevant Call Group to assign the replacement number (you do not need to do anything further in Horizon with the number you will be migrating).
4. For self-serve product migrations (the services must be on the same partner account), they would need to go to Gamma Portal > Provisioning & Service Management > Gamma Migrations > Product to Product Migrations. You will need the following information:

Current Horizon Company Name

A Name/Ref for the new Inbound company (if you have a pre existing Inbound account, you can select that instead).

The product options required for a new account (Point/Patch Pro, and any optional features).

Email address for the initial account admin

Number to be migrated

Termination Number to point to when migrated. This will be the new number you added to the Horizon account - As part of the migration process a call plan will automatically be created for you, with a translation to the supplied termination number.

NB If you do not enter a Termination Number then as soon as the migration completes you must go onto Inbound and create a call plan for the migrating number(s), otherwise you will not have any service.

You can only enter 1 termination number for number per Product Migration Request, that means if you have differing termination numbers for multiple Horizon numbers then individual migration requests will need to be submitted.

1.

The Product Migration request will present you with two options

A) - Submit now. The request will be usually be processed within 1 hour (if submitted within working hours).

B) - To request an OOH request, future date or special handling, use the 'Non-Standard' option (charges will apply).

1. Once the migration is complete you can then log into the Inbound account and build any additional or specific business as usual and business continuity call plans required.