

## Horizon Collaborate and Softphone Feature Comparison

Dated: 14/07/2022																		This is a full and transparent feature comparison list. We are working in an agile development manner to deliver the features in this list and others based on your feedback and market analysis. If you have a query about our product roadmap please contact <a href="mailto:collaboraterefresh@gamma.co.uk">collaboraterefresh@gamma.co.uk</a>
Feature Description	Collaborate				Collaborate refresh				Soft Clients				Soft Clients refresh				Description and workarounds	
	Desktop - Windows	Desktop - Mac	Mobile - Android	Mobile - iOS	Desktop - Windows	Desktop - Mac	Mobile - iOS	Mobile - Android	Desktop - Windows	Desktop - Mac	Mobile - iOS	Mobile - Android	Desktop - Windows	Desktop - Mac	Mobile - iOS	Mobile - Android		
<b>General End User Client Management</b>																		
Desktop Client Installation using MSI	✓	✓	N/A	N/A	X	X	N/A	N/A	✓	✓	N/A	N/A	X	X	N/A	N/A	At this time we do not have a bulk rollout (MSI) tool for the new client	
User Help "Learn More" Knowledgebase support	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Completely new in-application Knowledge base using a combination of videos, documents and step-by-step guides.	
Desktop Client Auto Version updates - User Accept & Auto Updates	X	X	N/A	N/A	✓	✓	N/A	N/A	X	X	N/A	N/A	✓	✓	✓	N/A	Once installed the new client on PC and Mac will provide in-app update notifications	
Mobile App Stores Version updates	N/A	N/A	✓	✓	N/A	N/A	✓	✓	N/A	N/A	✓	✓	N/A	N/A	✓	✓	Version update notification provision via the App stores	
<b>Accessibility</b>																		
Accessibility: Slim or Compact Mode [Desktop]	✓	✓	N/A	N/A	X	X	N/A	N/A	✓	✓	N/A	N/A	X	X	N/A	N/A		
<b>Sign-In [Username &amp; Password Authentication]</b>																		
Unhide Password	X	X	X	X	✓	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	NEW - Enables you to view your password	
Remember my Password	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Application remembers your password	
Forgot Password Reset link	X	X	X	X	✓	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	NEW - Simplifies the Password reset process. Password resets are sent to the email address associated with Horizon User ID.	
<b>User Preference Settings</b>																		
Localisation: Set Preferred Language	X	X	X	X	✓	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	NEW - English default *Spanish *French.	
Theme: Light & Dark Mode	X	X	X	X	✓	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	NEW - On Mobile this reflects the selected device display settings. On Desktop the user can choose the Mode manually	
<b>Manage My Profile</b>																		
Display User Initials against Contacts	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	The initials of contacts are used as their avatar.	
Display Avatars - Contact Pictures	✓	✓	✓	✓	X	X	X	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	At this time users are unable to add a picture to their avatar - user initials are displayed.	
Add, Change or Clear Avatar Pictures	✓	✓	X	X	X	X	X	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	At this time users are unable to add, change or remove pictures from their avatar - user initial are displayed.	
View my Contact Profile	✓	✓	✓	✓	X	X	X	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	At this time users are unable to view their own Horizon DDI/contact details within new client.	
<b>User Settings</b>																		
Audio: Select Ringtone Preferences	✓	✓	N/A	N/A	X	X	N/A	N/A	✓	✓	N/A	N/A	X	X	N/A	N/A	At this time the new client does not provide the option to customise ring tones.	
<b>Incoming Call Configuration Settings</b>																		
Display & Configure Call Forwarding rules	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Under Settings/Incoming calls there is the capability to set up/edit call forwarding using same 4 settings - Always, When busy, When no answer (including number of rings) and When Not Reachable. Same experience as original client.	
Toggle Call Forwarding (On/Off)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Under Settings/Incoming calls there are buttons to toggle Call Forwarding On/Off. Same experience as original client.	
Set Do Not Disturb (On/Off)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Under Settings/Incoming calls there is a button to toggle DND On/Off. When On this will trigger the PBX to block incoming calls. Now supported across Mobile	
Anonymous Call Rejection (On/Off)	✓	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	X	X	X	X	Control of these settings is not available in the new client today, however they can be activated/deactivated via the use of Feature access codes as detailed in the Horizon Features Guide available on the Academy Knowledge base	
Configure Twinning Locations	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Control of these setting is now available on all platforms	
Call Waiting (On/Off)	✓	✓	X	X	X	X	X	X	✓	✓	X	X	X	X	X	X	Control of these settings is not available in the new client today, however they can be activated/deactivated via the use of Feature access codes as detailed in the Horizon Features Guide available on the Academy Knowledge base	
Twining (On/Off)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Control of these setting is now available on all platforms	
Remote Office (On/Off)	✓	✓	X	X	X	X	X	X	✓	✓	X	X	X	X	X	X	At this time the ability to activate/deactivate Remote Office is unavailable in the new client.	
<b>Extensions &amp; 3rd Party Integrations</b>																		
Desktop Headset Integration - Hardware Manufacturer Extensions	✓	✓	N/A	N/A	X	X	N/A	N/A	✓	✓	N/A	N/A	X	X	N/A	N/A	At this time the ability to control calls from your headset (e.g. Answer or Hang Up call) is not available. NB. If you select Mute via your headset, this only mutes the headset not the application.	
Outlook Integration - Contacts Serach & Calendar Lookup	✓	X	N/A	N/A	X	X	N/A	N/A	✓	X	N/A	N/A	X	X	N/A	N/A	At this time the new client is not integrated with Outlook meaning it does not reflect the users presence from their Outlook calendar, or search Outlook contacts.	
<b>Contact Management (Directory Services)</b>																		
Search & Dial an Internal Corporate Directory Contact	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Users can search their internal corporate directory by name, DDI, extension [excluding mobile number]	
Search & Dial a Company Directory Contact	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Any contacts that have been added to the Company Common Directory will now be returned in search results. Same experience as original client.	
Search Outlook Contacts	✓	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	X	X	X	X	The ability to search Outlook Contacts is currently unsupported in the new client	
Search Non-Human Contacts [Hunt Groups, Rooms etc.]	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	The new client can search Hunt Group, Conference Room, Auto Attendant and Hot Desk.	
Show Colleagues Contact Details	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	The new client displays the name, telephone number and email address of colleagues	
Add & View my Personal [Private Contacts]	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Personal Contacts are now available.	
Organise Contacts: Select & Pin my Favorite Internal Contacts	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Users can select and pin their favourite internal contacts within the Chat menu and they are listed in the Calls menu under a Contacts tab	
Organise Contacts: Group My Contacts [Teams etc.]	✓	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	X	X	X	X	At this time the new client does not allow the grouping of contacts	
<b>See Who's Available (Presence)</b>																		
Show Availability of Searchable Contacts	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Presence is displayed in the Recent Chat History, Active Chat, Group Chat and Meeting Participants views	
Show Availability of Favourite Contacts (in favourites view)	✓	✓	✓	✓	X	X	X	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Favourites are not available in the Chat menu but favourite contacts the user chooses to save are in the Calls menu under the Contacts tab.	
<b>Broadcast My Availability (Presence)</b>																		
Programmatically Broadcast my Availability Status	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	User presence is automatically adjusted to reflect their availability e.g. Busy when on a call	
Manually Broadcast my Availability Status (Vanity)	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Users can manually adjust their presence e.g. selecting Away whilst at your desk	
Integrate with My Preferred Calendar (Outlook)	✓	X	X	X	X	X	X	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	At this time the new client is not integrated with Outlook so it does not reflect users presence from their Outlook calendar.	

<b>Show My Recent Communications History</b>																		
Show My Recent Voice Call History	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Users can see their recent incoming/outgoing, missed and rejected calls
Show My Recent Chat History	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Users can see their recent chats and group chats
Show My Recent Rooms History	X	X	X	X	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	NEW - Users can see the rooms they have recently joined so they can easily rejoin rooms where they have been working with colleagues.
<b>Mid Call Voice Features (Active Call)</b>																		
Accept another Call (Concurrent Calls)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	User has the ability to handle multiple calls
Launch Dialpad (inc. DTMF)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	External keyboard input not currently supported on desktop client. In-app keyboard must be used on both desktop and mobile apps
Transfer a Call (Attended/Supervised)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	The new client has instructions on the in-application Knowledge base
Blind transfer a call	✓	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	✓	X	X	X	X	At this time the blind transfer function is unsupported
Pull a Call (DT to Mobile, then Mobile to DT)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	This feature is available via the *11 Feature Access Code, but currently there is no Pull Call button in new client
Park a Call	✓	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	✓	X	X	X	X	Control of these settings is not available in the new client today, however they can be activated/deactivated via the use of Feature access codes as detailed in the Horizon Features Guide available on the Academy Knowledge base
Retrieve a Parked Call	✓	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	✓	X	X	X	X	Control of these settings is not available in the new client today, however they can be activated/deactivated via the use of Feature access codes as detailed in the Horizon Features Guide available on the Academy Knowledge base
N-Way/3 Party Conference	✓	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	✓	X	X	X	X	N-Way / 3-Party conference is not available at this time
Merge a Call	✓	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	✓	X	X	X	X	Merge a call function is not available at this time
Escalate Voice to Video Call	✓	✓	✓	✓	✓	✓	X	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	NB video calls are not currently supported in the mobile apps
<b>Personal Voicemail Service</b>																		
New Voicemail Notifications (Message Indicator)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Voicemail notifications now available on mobile apps
Visual Voicemail (Log)	✓	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	✓	X	X	X	X	Visual voicemail is currently unavailable on the new clients
Visual Voicemail (Playback)	✓	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	✓	X	X	X	X	Visual voicemail is currently unavailable on the new clients
<b>Record &amp; Playback a Voice Conversation</b>																		
Always On Voice Recording (background service)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Always On Voice Recording (Pause and Start button)	✓	✓	X	X	X	X	X	X	✓	✓	X	X	X	X	X	X	X	Control of these settings is not available in the new client today, however they can be activated/deactivated via the use of Feature access codes as detailed in the Horizon Features Guide available on the Academy Knowledge base
<b>Instant Messaging (Chat)</b>																		
Show Recent Chat History (persistent from point of entry)	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	The last 50 chats will be transferred to the new client.
Send/receive a message - One-to-One Chat	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Send/receive a message - Group Chat	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Drag additional Participants into Group Chats	✓	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	The ability to drag additional participants into an existing group chat is not available in the new client
Escalate Group Chat to Room Conference	✓	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	The ability to escalate a group chat into a Room conference is not available at this time
Delete Chat History	✓	✓	✓	✓	X	X	X	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	At this time users are unable to delete their chat history in the new client
Escalate Chat to Voice Call	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Users can escalate a chat to a voice call.
Escalate Chat to Video Call	✓	✓	✓	✓	✓	✓	✓	X	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Users can escalate a chat to a video call in the desktop client. NB video calls are not currently supported in the mobile apps
Send Emojis within Chat	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	NEW - the user can search for the right emoji from an extended selection in the new client.
Send Email to Chat Participant	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<b>Video Conference (Ad-Hoc)</b>																		
Start a Video Call (One-2-One)	✓	✓	✓	✓	✓	✓	✓	X	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	NB video calls are not currently supported in the mobile apps
Transfer a File	✓	✓	✓	✓	N/A	N/A	X	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	File transfer is not supported at this time.
<b>My Room Personal Conferencing</b>																		
Join Audio only conference	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Join Your Own Room (audio & video set before call starts)	X	X	N/A	N/A	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	NEW - Users can check their audio and video settings before starting a Room call
Generate new Guest Link	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
View list of participants	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
My Room: Chat Message participants	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
My Room: Video conferencing	✓	✓	✓	✓	✓	✓	✓	X	X	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	NB video calls are not currently supported in the mobile apps
Lock & Unlock Room: Manage access for participants to join your room	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Screen Share	✓	✓	✓	✓	N/A	N/A	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Video with Screen sharing Layout options	X	X	N/A	N/A	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	NEW - Picture within picture to help see the other participant if you choose
Screen Share without joining audio in room	✓	✓	✓	✓	X	X	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	This is not supported at this time.
Notification of participants joining room	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Host: Remove individual participant	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Host: Mute individual participant	✓	✓	N/A	N/A	X	X	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	This is not supported at this time.
Host: Mute all participants	✓	✓	N/A	N/A	X	X	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	This is not supported at this time.
Delete Room Chat	✓	✓	✓	✓	X	X	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	This is not supported at this time.
<b>Guest Participant Experience</b>																		
Join a Conference Room as a Guest Participant (Chrome)	✓	✓	✓	✓	✓	✓	✓	✓	✓	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<b>Interoperate with other Horizon Propositions</b>																		
Horizon Receptionist Console (thin client) Integration	✓	✓	N/A	N/A	✓	✓	✓	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓	Full integration into the Receptionist client and Call Centre thin client has been provided. Same experience as original integration.
Host Group call pickup	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Call Centre Queue Sign in/Out/Make Busy Codes	✓	✓	X	X	✓	✓	✓	✓	✓	X	X	✓	✓	✓	✓	✓	✓	Call centre queue sign in/out and status changes are now supported.
Horizon Integrator & CRM Integrator (Mondago)	✓	✓	N/A	N/A	✓	✓	✓	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓	Full integration into the Integrator client has been provided. Same experience as original integration.

**NOTES:**

There are new Network guidelines that need to be applied to the new Collaborate clients - please refer to the Horizon - Network Config Guidelines Document.

The yellow denotes features that are available but operate differently today

This is a full and transparent feature comparison list. We are working in an agile development manner to deliver the features in this list and others based on your feedback and market analysis. If you have a query about our product roadmap please contact [collaboraterefresh@gamma.co.uk](mailto:collaboraterefresh@gamma.co.uk)