

Horizon

Integrator National Directories Add-in Guide



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Introduction

National Directories Eniro, Infobel & Search.ch Add-in Guide

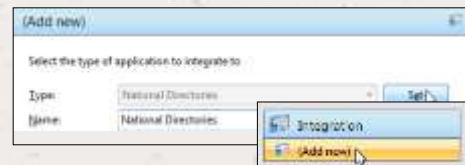
This document will guide you through configuration and basic use of Horizon Integrator's National Directories Add-in. It is expected that you are already familiar with the Address Book, Call History and Preview window, and the basic concepts of integration and screen popping using the Add-in. See the full user guide for these topics.

Integrator must also be installed already with the initial configuration completed. If this is not the case, please see the full user guide or consult your Horizon administrator.



Configuration

Right-click Integrator's tray icon in the system tray menu and then left-click the 'Configuration' option from the menu that pops up. In the 'Integration' area, click the '(Add new)' button, select 'National Directories' from the 'Type' dropdown box and then click the 'Set' button.



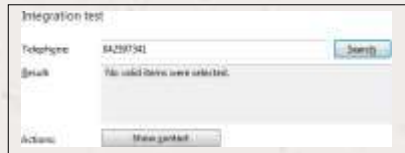
Select the directory you wish to use from the 'Provider' dropdown menu. Then, type the standard ISO two-digit code for the language you want to use into the 'Language' text box. For example, to use English, type "EN".



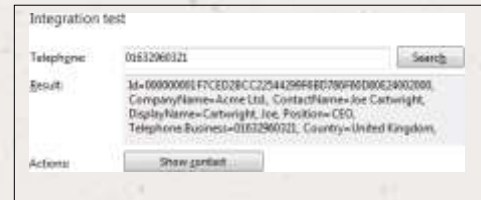
Click the 'Save' button to store the information you've entered and apply the configuration.

Testing

To test if the configuration worked, enter a phone number from your Outlook account into the 'Telephone' box in the 'Integration test' area and click the 'Search' button. The results will be displayed after a few seconds.



The screenshot shows the 'Integration test' form with the 'Telephone' field containing '842907941'. The 'Search' button is highlighted. The 'Result' section displays the message 'No valid items were selected.' The 'Actions' section has a 'Show details' button.



The screenshot shows the 'Integration test' form with the 'Telephone' field containing '01632960321'. The 'Search' button is highlighted. The 'Result' section displays a list of contact information: 'Id=000000001F7CED38C22544296F80790F0D00624902001, CompanyName=Acree Ltd., ContactName=Joe Cartwright, DisplayName=Cartwright, Joe, Position=CEO, TelephoneBusiness=01632960321, Country=United Kingdom'. The 'Actions' section has a 'Show details' button.

If the test does not work, go to the 'Log' page of configuration and turn on logging, then do the test again and see if there are any errors in the log.

Dialling configuration

To enable dialling directly from the directory you have selected, go to the 'Dialling' configuration screen in Integrator and make sure that the 'Web page dialling' tick box is ticked. This option, when activated, automatically identifies telephone numbers shown on web pages and converts them to hyperlinks you can click to dial the number.

Functionality

When you have the National Directories Add-in configured and running in Integrator, you can use its built-in Address Book to look up telephone numbers in the directory you have selected.

Any results that are found in your selected directory are shown as if they were contacts in a CRM application and you can interact with them as if they were too. For example, you can click on the telephone number to dial the number directly from the Address Book. Also, when you click on the name, the business or person's directory entry is displayed.

