



Horizon Contact

The Cloud Contact Centre for Horizon



CRITERION
SYSTEMS

Taking Care of Communication

Horizon Contact

Simplifying customer engagement

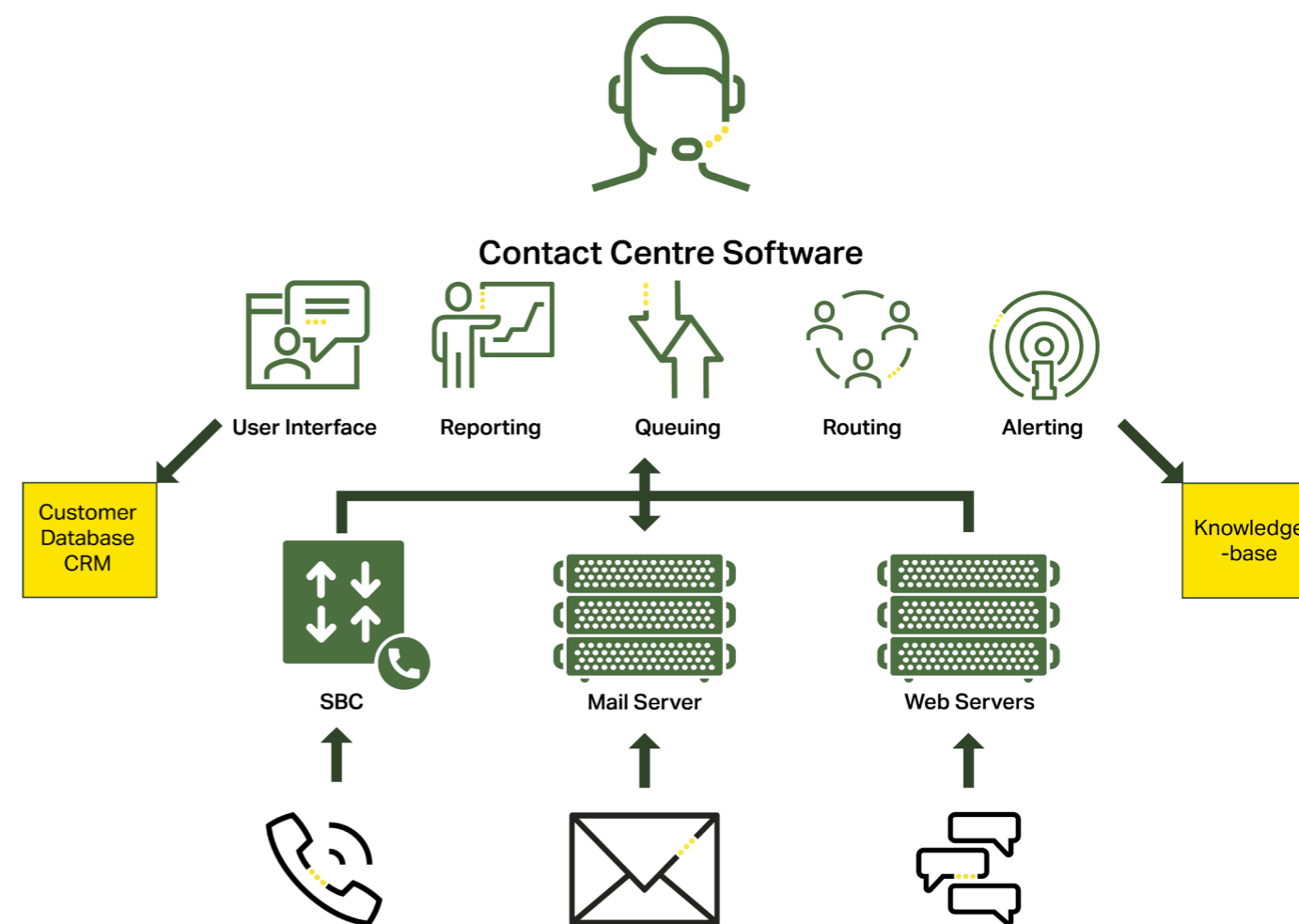
Horizon Contact is an integrated business communication and customer contact solution that simplifies multi-channel customer interaction, perfect for organisations who want to make it easier for customers to engage with them.

Unlike most Contact Centre solutions, Horizon Contact provides an easy to use, self-service feature set, for small to medium businesses, at a price point they can afford.

Cloud-based Contact Centre solution

Horizon Contact is a cloud-based contact centre solution designed specifically to work in conjunction with Horizon and Collaborate, providing a conjoined experience and shared feature set for front and back office contact centre agents. Users exist within the Horizon platform and can be easily enabled as Horizon Contact agents within the Horizon portal.

Offering a rich customer contact experience for voice email and webchat interactions, Horizon Contact is compatible with a broad range of handsets and supports WebRTC to enable the use of soft phones. This allows an agent to work from anywhere on any device, with only the need to access a supported browser.



Building a better experience hub

The screenshot displays the Gamma Horizon Contact interface, which is a comprehensive call center management system. The interface is divided into several key sections, each highlighted with a yellow callout box:

- Omnichannel Menu:** Located in the top left, it provides quick access to various communication channels like email, chat, and voice.
- Current call information:** The central area shows details for the active call, including the caller's name, phone number, and service queue.
- Agent status and presence:** Located at the top right, it displays the agent's current status and availability.
- Call controls:** A set of buttons on the right side of the call information panel that allow the agent to manage the call, such as ending, transferring, or consulting.
- Agent scripts appear here:** A section below the call information containing a list of scripts and a form for entering customer details like name, car registration, and contact number.
- CRM Contact info:** A section on the right side of the interface that displays customer information from the CRM system, including the customer's name and contact details.
- Other Agent's status:** A small status indicator in the bottom left corner showing the status of other agents in the queue.

Improved customer service

Getting it right first time

Horizon Contact provides a consistent quality Omnichannel solution. The interface gives agents a master view of customer communication across all channels, so they can ensure a seamless experience. Horizon Contact supports inbound and outbound voice channels, web chat and email, enabling a highly personalised customer experience.

With easy to create complex interaction flows, dynamic skills based routing and IVR self-service options, Horizon Contact allows you to connect your customers to the most appropriate person faster, improving first contact resolution and delivering an enhanced level of customer care.

The shared phonebook and presence information between agents and back office staff, allows agents to transfer calls with full consult functionality. All interaction history is stored within the included CRM and available to the agent when connected to a recognised customer.



Advantages of Horizon Contact

Transforming customer relationships



Management Insight and Control

Horizon Contact comes complete with a comprehensive reporting tool that enables multiple reports to be created across all channels which can be viewed within the Horizon Contact portal. Reports can also be scheduled and delivered to managers as and when they need them.



Quick, secure and scalable deployment

With Horizon Contact, there are no financing costs, no major hardware to purchase and no software to roll out. Horizon Contact is scalable from 2 – 500 seats, licences can be added at any time as and when your business grows and are available on 30-day contracts for managing peak demand.

Quickly configured alongside your Horizon deployment and designed to work seamlessly with Horizon, agents and back office staff can work collectively on the same telephony platform and as part of the same company directory, allowing you to share presence information and to deliver exceptional customer service.



Guaranteed Service Availability

It has never been so important to communicate with your customers digitally and without interruption, Gamma has built an architecture that will deliver at least a 99.99% uptime SLA. Built across four Gamma data centres, the distributed architecture means loss of any single site won't impact the ability to service customers.



Access anytime, anywhere

Horizon Contact is cloud-based and as such Agents can log into any device and work anytime, anywhere. Compatible with all Gamma handsets, but agents can also work with just a laptop and a headset, because Horizon Contact uses WebRTC to deliver the same experience wherever your teams have internet access.

Supervisors get a real time view of all agent activity and contact centre managers can see wallboards tailored to their needs via a web browser. Changes can be made to an IVR within a matter of minutes, ensuring that both voice and email channels can remain live and customer queries can always be taken. Supervisors are also able to continue to monitor performance and retain all reporting functionality.



CRM integration

Horizon Contact's integrated CRM solution allows you to record customer interactions by channel and combine this data with all associated outcomes within a single consolidated database.

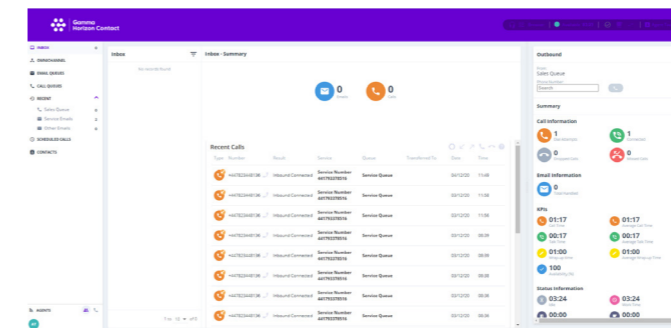
CRM integration allows the contact centre agent not only to quickly find a contact's information and contact history, but will automatically display a caller's details during an inbound call and allows agents to initiate an outbound call by using the 'click to dial' functionality directly from the CRM. Currently integration is offered with both Salesforce and Microsoft Dynamics. Other top CRM's will be coming soon.



Simple to use interface

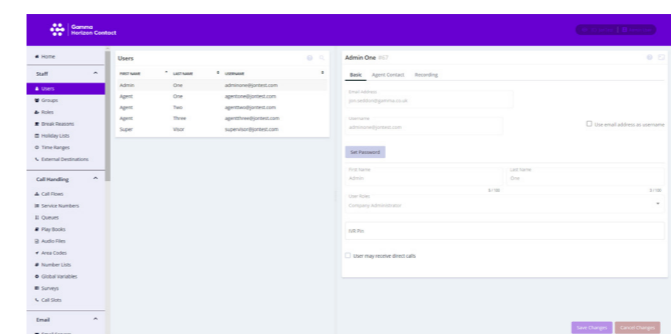
Clear, concise and consistent

Agent Interface



Agents can view all the queues that they have been given access to view. Agents can take calls via a Horizon handset or via a softphone using the Horizon Contact portal.

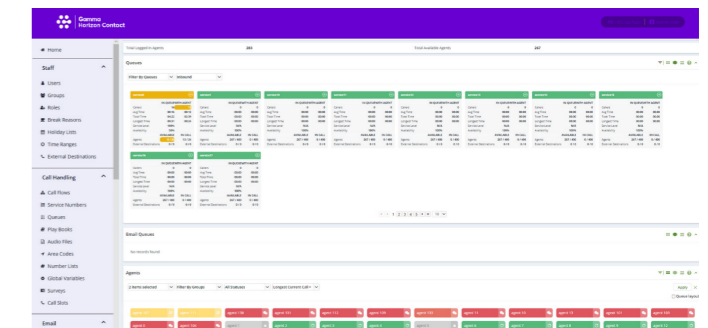
Admin Interface



Horizon Contact is managed using its own web interface, which provides information and management control to authenticated operations users.

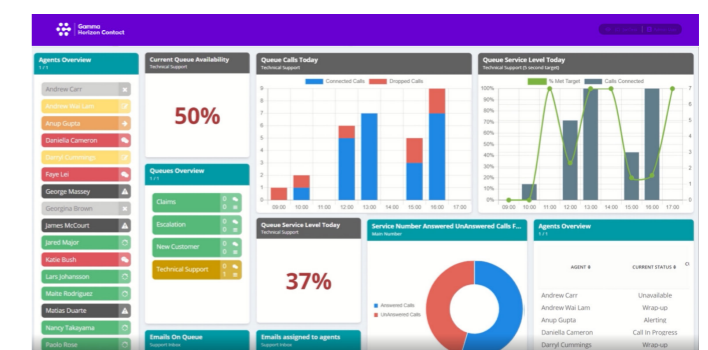
The Administrator Portal part of the interface allows users who are logged in at the Administrator level to customise their Contact Centre features and functionality.

Supervisor Interface



The Supervisor user has full agent functionality but can manage all agent users. Within the Horizon Contact Portal, the Supervisor's main screen shows live data for both the queues and the agents that they manage.

Wallboard



When an agent has classified an interaction, the classifications are logged and analysed by the Contact Centre for display via the wallboard and for inclusion in regular reports.

Smart ways of working with Omnichannel



Voice Channel

Horizon Contact provides a comprehensive set of voice features to enable agents to make and receive calls and manage the current and historical communication with customers.



Advanced Queue Management

Customer interactions can be queued and managed within the contact centre environment. Calls / emails can be prioritised into VIP queues to improve first contact resolution.



Call Back

We understand that customers aren't always in a position to wait in a queue to speak to an agent. Horizon Contact can be configured to assess a caller's position in the queue, announce the estimated wait time and offer the caller the option of a call back if the wait time is too long. Selected time slots can also be offered to provide a more flexible call back option.



Call Recording

With Horizon Contact, you can choose if you want to record inbound, outbound or internal calls for customer service, training or audit purposes. Callers can also be provided with the choice to opt out of their calls being recorded, however Agents can still select to record their part of the call.



Skills-based Routing

This allows to you automatically route calls to the most qualified agent, thereby improving levels of customer experience and first call resolution.



Email Channel

Horizon Contact can be connected to email servers to send and receive emails using the POP3, SMTP and IMAP protocols. This allows customers to use existing email services, such as Gmail or Microsoft 365 and multiple email addresses can be configured, which can then be assigned to different queues.



Wallboards and Live Data

Wallboards can easily be constructed to show powerful live data from the minute an agent starts to handle a call, email or web chat. The dashboards present information relating to service numbers, queues, and live status events such as the availability of Agents, which is fundamental for Supervisors to review performance and in addition change the status of Agents if they are no longer available.



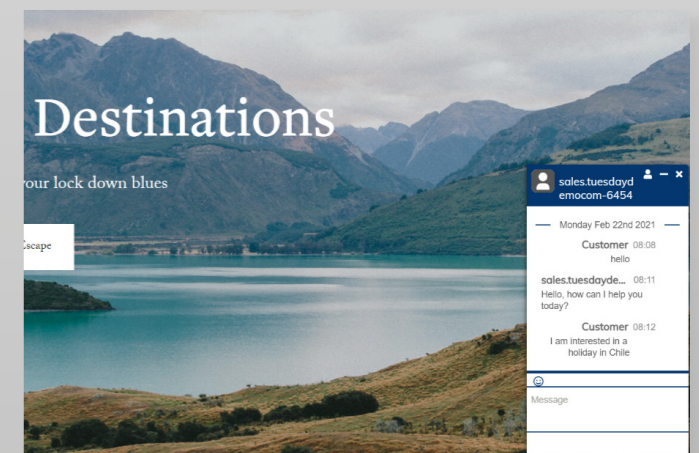
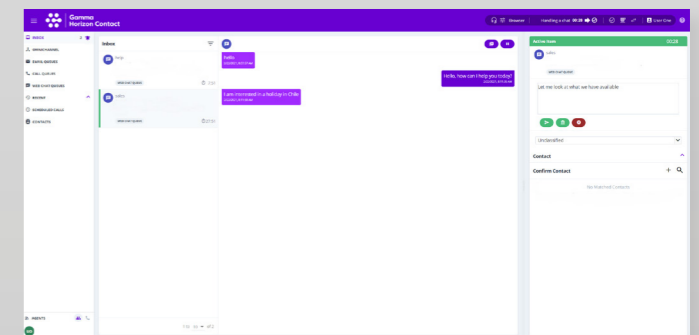
Management Reporting

There is a comprehensive reporting tool built into Horizon Contact that enables multiple different reports to be created and viewed with the Horizon Contact Portal. Reports can be scheduled and exported either to a third-party reporting tool or to manager's email addresses.



Webchat

Webchat is the fastest growing communication channel and using simple tools, you can embed code into your website that will connect your potential sales leads directly to the most skilled agent. Webchat conversations can be served between calls to ensure high agent productivity or agents can work on multiple chats at the same time.



Agent vs Supervisor Matrix

With Horizon Contact, there are three types of user licences:

Administrator - Administrator licences can be applied to any Horizon user. They can manage back end functionality, such as queues and interaction flow design, but cannot receive calls or manage agents.

Agent - Agents can view all the queues that they have been given access to view. They can also set their status and indicate if they are available to handle new inbound requests.

Supervisor - The Supervisor user has full Agent functionality but can also manage all agent users.

To understand more on the features for both Agent and Supervisor please see below:

Feature	Agent	Supervisor
Make / receive voice calls	●	●
Send / receive emails	●	●
Record own calls	●	●
View own statistics	●	●
View queue information	●	●
Change own availability	●	●
WebRTC or handset	●	●
See Horizon user presence	●	●
Use native CRM / knowledgebase	●	●
Offer call back	●	●
Listen in to agent		●
Coach agent		●
Take over agent call		●
See agents' stats		●
Record agent calls		●
Review agent call recordings		●
View historical reports		●



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