

Horizon Contact

Cloud-hosted contact
centre solution





Meeting your customers' needs – first time, every time

When your customers call your business, they want to be warmly welcomed by a knowledgeable agent who will understand their needs and will be able to deal with their query straight away.

We know delivering excellent service takes good people, but don't forget that technology can give your business a helping hand, so you stand out from the competition for all the right reasons.

Introducing Horizon Contact. This cloud-hosted contact centre solution gives you the tools you need at your fingertips to create excellent and engaging interactions with your existing and new customers, so they keep coming back for more!

Want to know more?

Easy to use, quick to deploy and affordable, Horizon Contact integrates with existing or new Horizon cloud-hosted phone systems and its unified communications app, Collaborate. With a Contact licence, any Horizon user can become an agent to boost your customer service with informed calls, emails and webchat interactions.

As a cloud-hosted solution, your agents can be equally efficient whether they are in the office or working from home and use a handset or a softphone. Your small to medium business can enjoy flexible call handling while your customers will appreciate response they get when they contact you.

By using dynamic skills-based routing and interactive voice recognition (IVR) self-service options, your customers can reach the most appropriate agent for their query, so they get the very best customer care. Visibility of your shared corporate directory and everyone's presence information means your staff can transfer calls with ease too.

We don't just reach for the phone these days!

We use a whole range of contact methods in our lives away from work, so why shouldn't we do the same when contacting businesses? The businesses that realise this are already offering a better service to their customers.

This is why Horizon Contact offers an omnichannel approach to the contact centre. While incoming and outgoing calls are still key, Horizon Contact will enable agents to handle emails and webchat too... maybe all at the same time!

Benefits of Horizon Contact



Quick deployment

There is no need for expensive hardware deployment or maintenance. As a cloud-hosted solution, Horizon Contact can be quickly and securely configured alongside or in addition to your Horizon phone system.

Horizon Contact can also grow with your business to up to 500 seats with the simple addition of extra licences, so even if you start off small, your call centre can scale with you to ensure you keep delivering excellent customer service.



Access anytime, anywhere

Horizon Contact is cloud hosted and built for workforces that are not always office based. If call centre agents have access to a web browser, they can deliver first-class customer service anytime, anywhere whether they use a traditional handset or laptop and a headset

This means businesses can attract better staff with more flexible working conditions and the very latest technology. This flexibility also gives businesses the opportunity to extend their working hours to accommodate your customers' needs so your agents can respond to interactions in the evening or at weekends.



CRM integration

By integrating Horizon Contact with your CRM, agent interactions become more personal, meaningful and efficient. Agents can quickly find customer details and automatically view their interaction history when they call in or can click-to-dial on their CRM details for an outgoing call.

Horizon Contact currently integrates with both Salesforce and Microsoft Dynamics with more top CRMs coming soon.



Management insight and control

Cloud contact centre solutions rely on being able to monitor the performance of their agents. Horizon Contact gives supervisors real-time data for both queues and the agents they manage to ensure your business gets their interactions right the first time and every time. Live statistics on wallboards can also inform agents of their performance.

Supervisors can create multiple reports that can be viewed within the Horizon contact portal on calls, web chat and emails to ensure customer queries are being dealt with as quickly as possible. These reports can be scheduled and delivered to managers at predetermined times.



Guaranteed service availability

No-one wants to experience poor voice quality or, worse, a dropped call when speaking to a customer. Contact's infrastructure architecture delivers at least 99.99% uptime. Built across four data centres it ensures the loss of a single site will not impact your service to your customers.



Clear and concise interface

Whether you are an agent or a supervisor, you will have clear visibility of all relevant interaction views. Live statistics on wallboards inspire staff productivity and healthy competition.

Supervisors can control of all their agents and queues via a comprehensive reporting tool on their desktop. Administrators can customise their contact centre features and functionality using the same interface.





Horizon Contact features

Calling

Integrated with the Horizon cloud-hosted phone system, your agents will enjoy seamless and secure incoming and outgoing calls with excellent voice quality and easy transfers.

Email

Horizon Contact can be connected to email servers so customers can email your business rather than call you. Emails can be assigned to different queues to be replied to by the most appropriate agent and to share the workload.

Webchat

Webchat is the go-to communication choice for busy customers who do not want to wait in a call queue or do not want to compose a formal email. Webchat conversations can be served between calls to increase agent productivity, or they can work on multiple chats at the same time.

Skills-based routing

Call can be directed to the best agent available according to their expertise. This means your customers speak to the right person the first time, which leave them far more satisfied with your service rather than being transferred to a different agent.

Queue management

Queues are inevitable, but Horizon Contact can help you manage them using the features available to you to ensure your customers feel like your service is one worth waiting for! You can also create VIP queues to help you prioritise certain interactions.

Call-back

If your customers are unable to queue to speak to one of your agents, Horizon Contact can inform them of their place in the queue and their estimated waiting time before offering them a call-back. Selected time slots can also be offered so your customers know their call matters to your business and to give them the flexibility to choose when they are contacted.

Call recording

You can choose to record inbound, outbound or internal calls to hone your agents' skills via real-life training examples while also using recordings to check details of conversations and to resolve any disputes. Call recordings are stored in a secure, encrypted environment and meet GDPR compliance requirements. You choose how long you store your calls for.

Reporting

The comprehensive reporting tool built into Horizon Contact enables multiple different reports to be created and viewed via the interface. They can also be scheduled and exported to a third-party reporting tool or to managers' email addresses to assist with staff planning and training requirements with the ultimate aim of ensuring your customer service is the very best it can be.

Live data and wallboards

Visibility of live statistics on queues, agent availability and interaction numbers should encourage your agents to improve their performance to meet business goals but to also makes themselves feel good. This means your customers will benefit too!

Types of user licences

Horizon Contact offers three types of user licences:

- **Administrator** – Manage the back-end functionality, such as queues and interaction flow design, but users cannot receive calls or manage agents.
- **Agent** – Enable agents to view all the queues that they have been given access to views, set their status and indicate if they are available to handle new inbound requests.
- **Supervisor** - Has full agent functionality but can also manage all agent users.

Features	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		●



Summary

Horizon Contact will help your business improve its customer service as you continue to grow. Your inbound and outbound calls, web chat and email are combined for a truly seamless experience. Complex routing is simplified so you can deliver first-class care from informed and motivated agents.



Get in touch

Let's connect. Let's grow

0330 024 2003

sales@focusgroup.co.uk

focusgroup.co.uk/telecoms

