

# HORIZON

A SIP/VoIP hosted IPeX (internet protocol exchange)  
telephone system

A complete communications service for your business over a secure dedicated  
IP voice network operating at 64kbps per channel.

# What is Horizon?

- Complete hosted communications service for your business
- Manage your phone calls easily and effectively
- Extensive range of fixed and mobile capabilities you control via an easy-to-use web portal
- Easily manage your environment
- Employees maximise their productivity
- Reliable and proven service



# Easily control your fixed/mobile telephony



- Never miss a call, wherever you are
- Free site-to-site calls and cheaper call rates
- Flexible working for better efficiency
- Improves customer contact experience
- Retain existing Phone No's or get new ones
- Extend your business reach
- Built-in business continuity
- No maintenance costs



# The Horizon solution



Premium handsets plus desktop and mobile clients for high standards of phone interoperability

Easy-to-use web interface providing feature control and valuable user information

We can easily and quickly transfer existing phone numbers onto the Horizon platform on our own reliable and secure IP network

Broadsoft's call controller platform supports millions of business users worldwide and sits at the heart of Horizon providing a broad feature set and a rich user experience in unified communications

# How does it work?

- Easy to use interface
- Wide range of call handling features accessed via web
- Dashboard for convenient access to information:
  - Call history
  - Voicemail
  - Recorded calls
- Jargon-free and easy-to-use for quick, personalised set-up



# Administrator Interface

- Provides IT managers with a powerful administrative management capability
- Allows employees to control calls quickly and effectively
- Quick and easy set-up
- Retain control or pass control to the user





# Call Recording

- ➡ Record inbound or outbound calls for compliance, customer service or auditing
- ➡ Optional secure online access to file storage and retrieval of call details
- ➡ Record all calls, some calls, or on demand
- ➡ Pause and Resume calls

**HORIZON**  
Unlimited communications

Dashboard / Users / Site Management / Call Groups / Device Management / Administration / **Recorded Calls** / Statistics

Dashboard / Recorded Calls / Search Recorded Calls

### Recorded Call Search

Username:  Start Date/Time:  15 : 48

Number:  End Date/Time:  15 : 40

Calling/Called Number:

Items Per Page:

Call Date/Time	Last Name	Number	Site	Duration (secs)	Call Direction	Calling Number
2016-07-28 11:44:34.0	Marsell	01616670804	ManchesterMalthouse4	139	Inbound	07930096884
2016-07-27 14:09:57.0	Marsell	01616670804	ManchesterMalthouse4	171	Inbound	03332403303
2016-07-26 13:31:59.0	Marsell	01616670804	ManchesterMalthouse4	257	Inbound	07764970768
2016-07-26 10:00:26.0	Marsell	01616670804	ManchesterMalthouse4	301	Inbound	07436101352
2016-07-20 17:15:29.0	Marsell	01616670804	ManchesterMalthouse4	138	Inbound	07436101352
2016-07-20 10:00:13.0	Marsell	01616670804	ManchesterMalthouse4	31	Inbound	07824439797
2016-07-20 09:59:27.0	Marsell	01616670804	ManchesterMalthouse4	20	Inbound	07824439797
2016-07-18 16:00:40.0	Marsell	01616670804	ManchesterMalthouse4	64	Inbound	01293653066
2016-07-18 15:44:57.0	Marsell	01616670804	ManchesterMalthouse4	90	Inbound	01293653066
2016-07-18 11:45:41.0	Marsell	01616670804	ManchesterMalthouse4	159	Inbound	03333403328

1 2 3 4 Previous Next

Call Recording Storage

This is not the current storage used by call recordings, it is the peak storage usage within the billing period. 28.24 GB.

HORIZON Copyright © 2016

# Auto Attendant

- ➔ Provide callers with call routing options for different areas of the business
- ➔ Create announcements to inform callers of key details
- ➔ Different outgoing messages and call routing options for when you are Closed

The screenshot displays the HORIZON Unlimited communications web interface. The top navigation bar includes links for Dashboard, Users, Site Management, Call Groups, Device Management, Administration, Recorded Calls, and Statistics. The main content area is titled "Auto Attendant" and features a search bar and a table of auto attendants. The table has columns for Name, Site, Phone Number, Department, and Active status. Each row includes a checkbox, a "Deactivate" button, and an "Edit" button. The "Active" column shows green checkmarks for most entries and a red "X" for the "HR" entry. The "HR" entry has an "Activate" button instead of a "Deactivate" button. The bottom of the page includes a "Delete Selected" button, an "Add" button, and a copyright notice for 2014.

Name	Site	Phone Number	Department	Active	Deactivate	Edit
CPS_IDA On Hold	GlasgowOffice	01444221180 (7721)	Gamma Support	✓	Deactivate	Edit
Daryl Pile AA	NewburyOffice2	01444228210 (7020)	Sales Newbury	✓	Deactivate	Edit
Finance	NewburyOffice	01444220070 (7000)	Finance	✓	Deactivate	Edit
Front Desk	GlasgowOffice	01444228997 (7009)	Gamma Support	✓	Deactivate	Edit
Gamma Porting OOH	GlasgowOffice	01444221173 (7781)	Gamma Support	✓	Deactivate	Edit
Gamma Service Problems	ManchesterMalthouse	01444224221 (7782)	Gamma Support	✓	Deactivate	Edit
Gamma Support Closed	GlasgowOffice	01444221174 (7787)	Gamma Support	✓	Deactivate	Edit
Gamma Support Open	GlasgowOffice	01444228998 (7781)	Gamma Support	✓	Deactivate	Edit
Gamma Support Special	GlasgowOffice	01444221178 (7784)	Gamma Support	✓	Deactivate	Edit
HR	NewburyOffice	(7001)	HR	✗	Activate	Edit



# Your choice of handsets

- Use with handsets from a choice of manufacturers
- Can be connected through an easy-to-use desktop client
- Expansion units and conference phones available



# Better team working



- **Ad hoc Conference** – convenient collaboration with your team
- **Hunt Groups** – distributing calls across your team
- **Call Transfer** – to any internal or external number
- Common or customisable settings for sites, groups and departments
- **Call Park** – hold call, pick up on another phone
- **Call Pick-up** – answer a group member's phone
- **Instant Group Call** – efficient collaboration



# Improve your company image

- ➔ **Call Waiting** – ensures you're ready to take the next call
- ➔ **Music on Hold** – promote your messages
- ➔ **Diversion Inhibitor** – avoid calls being passed on and on
- ➔ **Auto Attendant** – menu options for call routing
- ➔ **Enhance Your Brand** – upload your company logo and specific adverts
- ➔ **CLI Flexibility** – present any outgoing phone number you have permission to call on behalf of







# Work Efficiently

- **Last Number Redial** – for convenient repeat dialling
- **Click to Dial** – easily make a call through user interface or client
- **Account Codes** – assign calls to cost centres
- **Presence or Pre-set Availability Profiles** – manage incoming calls
- **Anonymous Call Rejection or Selective Call Rejection** – no more unwanted calls



# Work Efficiently

- **Auto Callback** – stay productive
- **Busy Lamp Keys**  
– call your colleagues when they're free
- **Do Not Disturb** – show you are unavailable
- **Company Directory** – available from the handset  
and up to 100 speed dials for your favourite numbers
- **Call Recording**  
– for audit trails, compliance or training purposes





# Mobile and Flexible Working



- **Call Forwarding**
  - manage incoming calls effectively
- **Home Worker** – take profiles and settings home
- **Voicemail** – play a message from your desktop, save it or forward a copy to your entire team
- **One Number Anywhere and Sequential Ringing** – never miss a call
- **Call Notify by Email** – keep track of important calls
- **Hot-Desking** – use your number and preferences on any enabled phone in your company
- **Remote Office** – use your number and profile anywhere

# Soft Clients options

The power of Horizon on your desktop or Android device

- Horizon Desktop Client
  - Connect your office phone to your preferred business device
  - Seamlessly control your user account from anywhere via a wi-fi, 3G or 4G connection
  - Reduce cost of entry to hosted solution
  - Minimise costs on the move or other location
- Presence and Instant Messaging
  - Keep communicating with your colleagues
  - iPhone and Android Smartphone app
  - Make and receive calls on a mobile device



# The benefits of Horizon Soft Clients

- ➡ Reduce cost of entry to IP hosted service
- ➡ Reduce telephony costs on the move or in temporary access points such as hotels & customer premises
- ➡ Remain on the company's phone system while you work from home
- ➡ Monitor your favourite contacts' presence status
- ➡ Send an Instant Message for immediate response
- ➡ Connect customers using other messaging services to build new customer support route
- ➡ Directly control your user account to implement Call Forwarding, Do Not Disturb or other call features



# Horizon Integrator options

Powerful control of Horizon without portal login

- Interaction with key programs such as Outlook and Lync
- Integrator CRM compatible with top CRM packages including Salesforce and Microsoft Dynamics
- Call Preview from Outlook
- Click to Dial from Outlook and web pages
- Desktop Control – instant access from desktop to Call History, Call Forward, Presence and other features
- Allows you to be more productive and efficient



# Horizon Call Queuing option

Present a professional image to your customers

- Manage incoming calls effectively and deliver them to groups, as soon as users become available
- Low cost call management and provides constant information and choices to your callers so you don't lose valuable incoming calls
- Customised messaging so caller kept informed
- Breakout allows caller to break out and leave message
- Queue up to 25 calls
- Simultaneous Hunt Group – instantly deliver call to all available contacts



# Horizon Call Centre

Easily manage, monitor and control call centres from anywhere.

- Agents can log in & out, allowing multiple agent states. Allows agent behaviour to be reported and calls to be routed effectively
- Supervisors can monitor and alter agent status and call queues. Gives greater control during busy call periods
- Callers can receive position in queue or estimated wait
- Queue up to 50 calls
- Choice of Call Distribution Types
- Works with handsets, PC Client, Akixi or Bespoke Clients





# Horizon Management Reporting option

How many calls are you getting and who is handling them?

- Akixi provides a data feed for your Horizon service
  - export the statistics you need to manage your business
- Instantly see what needs to be changed to improve customer service
- Monitor time to answer and manage calls efficiently
- Analyse internal call patterns
- See abandoned calls and have ability to return call
- Optimise resources – deploy operators effectively



# Additional benefits of using Akixi

- No server on site – enables multi-site monitoring and supports business continuity
- Real-time wall board stats
- Accessible from any internet-enabled device
- Push reporting and alarms
- Cradle-to-grave reporting
- Track after-hours calls
- Abandoned call recovery
- Activity and extension activity monitoring

Waiting Now	Longest Waiting	Answered Now	Inbound Calls
<b>2</b>	<b>00:00:04</b>	<b>9</b>	<b>704</b>
Inbound Answered	Inbound Abandoned	Avg Answer Time	Service Level
<b>602</b>	<b>102</b>	<b>00:00:23</b>	<b>16.8%</b>
Outbound Calls	Outbound Answered	Total Talk Time	Avg Talk Time
<b>121</b>	<b>104</b>	<b>04:07:32</b>	<b>00:01:40</b>
Sign-In Count	In Wrap-Up	Time On Duty (Total)	Avg Wrap-Up Time
<b>13</b>	<b>4</b>	<b>03:56:33</b>	<b>00:00:18</b>

# Receptionist Console option

Manage incoming calls and routing to single/multiple sites

- Low-cost way to manage your key call routing and monitoring contacts or sites when phone not an option
- Every call is answered or redirected as required
- Access and monitor up to 800 directory contacts
- Manipulate caller priorities in call queues
- Set up and manage multiple conference calls – connect key contacts and resources to deal with incoming queries in most effective way
- Multiple receptionists managing single/multiple numbers





# Summary

Horizon – a complete business communications service

- Save money and work smarter with fixed and mobile integration
- Ideal for home and flexible working
- Future-proof – get new features immediately
- One supplier end-to-end to make your life easier
- Multiple site deployment – only one system to buy
- Highly reliable and scalable with support wrap
- Full range of handsets and options to suit your business



# THANK YOU

Datatel Networks Ltd

Tel: 01983 216500

[www.datatel-networks.com/connectivity](http://www.datatel-networks.com/connectivity)

