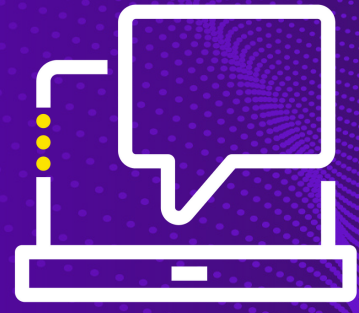


Horizon Contact

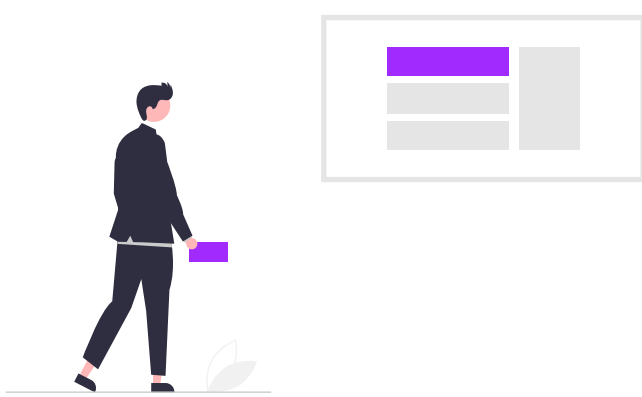


Quick Setup Guide

Step 1

Check your agents

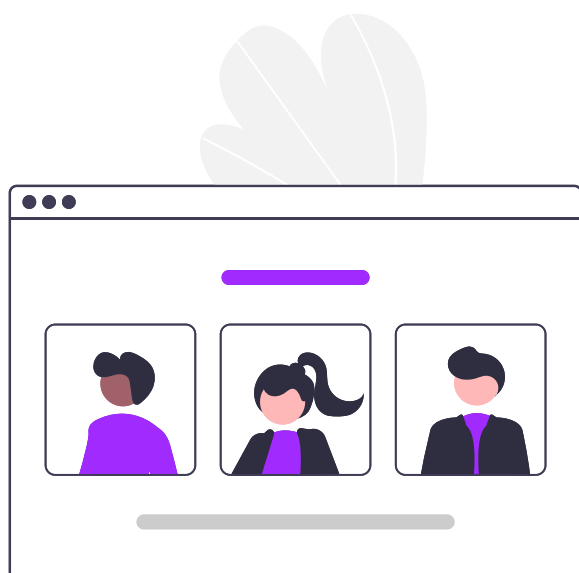
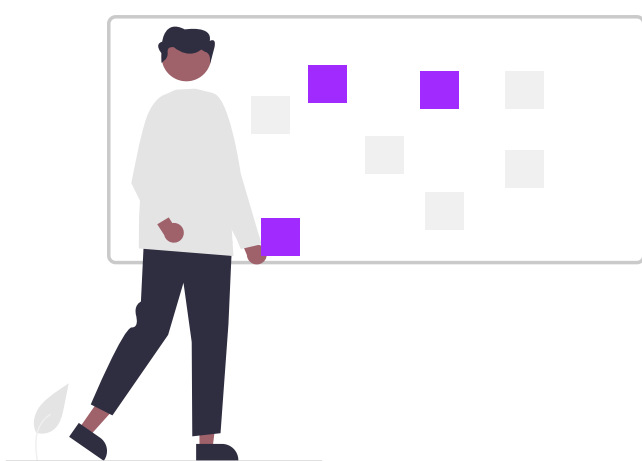
Horizon Contact agents are created in your Horizon company. Once logged in to Horizon Contact administration portal, ensure the agents are visible in the 'Users' section.



Step 3

Add agents to your groups

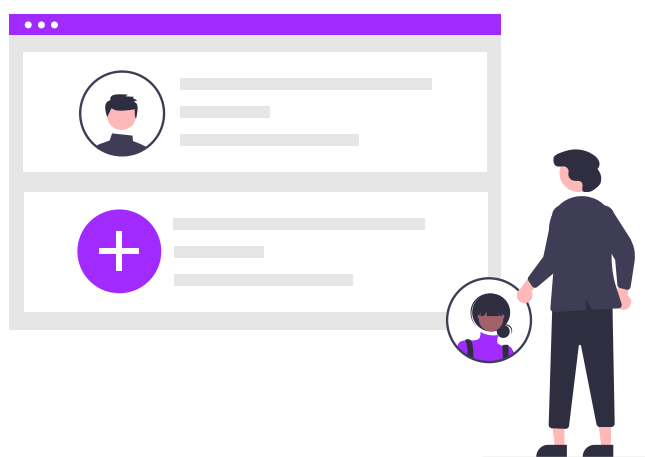
In the 'Groups' section assign the agents to the groups you've created. Agents can sit in multiple groups and can be assigned a skill level to help ensure they answer contacts first.



Step 2

Create your groups

In the 'Groups' section you can create the groups your agents will sit in, for example sales, complaints or customer support.

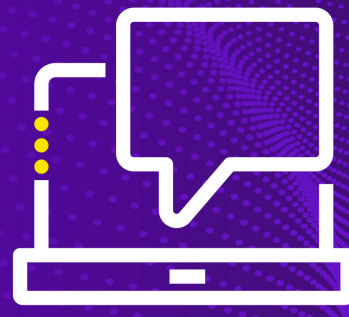


Step 4

Create the call queues

Create the various call queues you need in the 'Call Queue' section. Call queues are answered by the groups you've made previously. You might want to think about whether calls will overflow to other groups and whether certain callers can jump a queue.

Horizon Contact

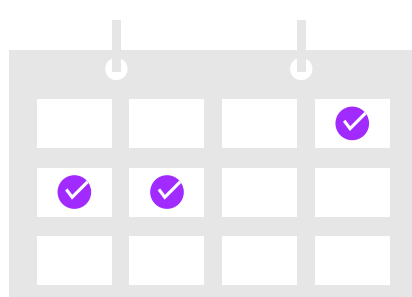
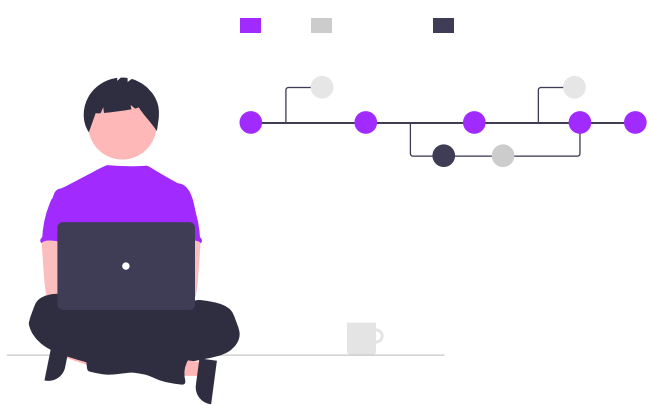


Quick Setup Guide

Step 5

Create the schedules

Use the 'Time Ranges' (opening/closed hours) and the 'Holiday Lists' sections to determine when the business is available. Don't forget bank holidays!



Step 6

Build the call flows

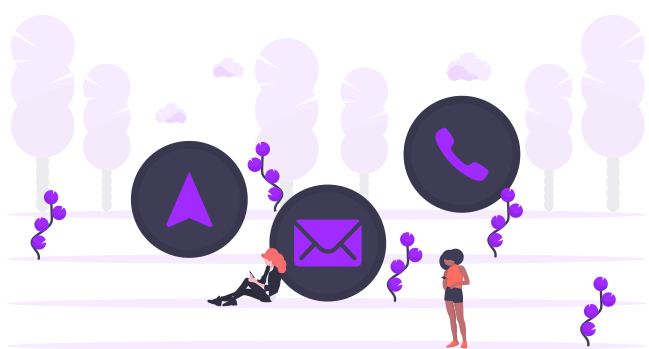
Use the 'Call Flows' section to control how the schedule, queues and agents are linked. Use the GUI to build the call flow out of a variety of nodes, tailoring it to your business needs.



Step 7

Assign a service number

Assign a service number to your call flow via the 'Service Numbers' section. This will be the customer facing number they will dial to contact the business. Don't forget to activate your call flow.



Step 8

Test, test, test!

Ensure the customer experiences the correct call behaviour by testing your Horizon Contact setup thoroughly.