Horizon Call Centre

STL Business Communications Solutions

Boost productivity and transform customer experience

Easily manage, monitor and control call centres, from anywhere

Horizon Call Centre is a cloud-based service with an extensive range of inbound call centre capabilities that can be configured and managed via an easy-to-use web portal.

An extension to our Horizon hosted telephony platform, this add-on service enables businesses to easily manage their call centre environments, boost productivity of call centre agents and the overall efficiency of their call centre and help them deliver a first-rate service to their customers. The key features of Horizon Call Centre include:

Intelligent call distribution

Ensures calls are answered efficiently and get through to the right people.

Quickly escalate difficult customer queries

For those times when agents need support from more senior members of staff.

Quality caller experience

Easily monitor inbound call activity, with barge in and emergency escalation when needed.

Gain valuable insight

Access to historical and real-time data to help address training needs and identify potential gaps in resource during peak periods.

Enables flexible working

As Horizon is cloud-based, agents can be based anywhere. Users can also easily take calls for multiple departments from one device.

On-demand, scalable service

Customers only pay for what they need and can simply scale up or down when needed - ideal for growing businesses or those that experience seasonal peaks.

Which types of businesses is Horizon Call Centre aimed at?

Horizon Call Centre is ideal for any business that receives inbound calls; for example those with sales teams, help desks, accounts departments, receptionists or customer service representatives, right through to more formal inbound call centre environments.

Recognising the ideal Horizon Call Centre customer

Some of the businesses Horizon Call Centre is aimed at may not consider themselves to have a call centre. Do they place importance on:

- Inbound calls being dealt with efficiently?
- Delivering a first-rate service to their customers?
- Having control over how their calls are managed?
- Boosting productivity?

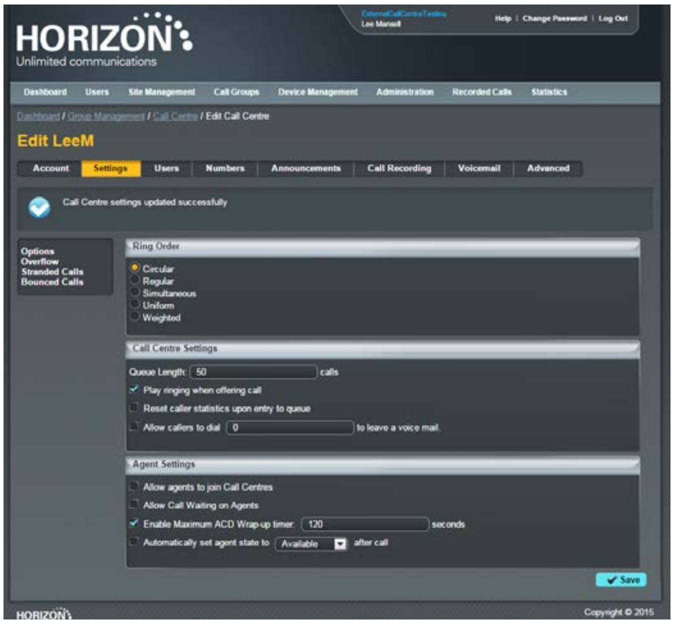
If they can answer yes to any of these questions then they're the ideal Horizon Call Centre customer.

How does it work?

Horizon Call Centre is simple to set-up and configure through our easy-to-use Horizon admin interface and includes lots of clever features including:

Call queues

To help manage expectations when it comes to call wait times and avoid customers hanging up before their call is answered, a message can be played which indicates an estimated wait time, with periodic updates as they move closer to the front of the queue. The messaging played during the queue can also be used for marketing purposes, for example to advertise a new service or promotion. Up to 50 calls can be queued at one time.


HORIZON
Unlimited communications
Lee Mansell
Help | Change Password | Log Out
Dashboard
Users
Site Management
Call Groups
Device Management
Administration
Recorded Calls
Statistics
Dashboard / Group Management / Call Centre / Edit Call Centre
Account
Settings
Users
Numbers
Announcements
Call Recording
Voicemail
Advanced
Options
Overflow
Stranded Calls
Bounced Calls
Save
HORIZON
Copyright © 2015

Edit LeeM

Call Centre settings updated successfully

Ring Order

- ● Circular
- ○ Regular
- ○ Simultaneous
- ○ Uniform
- ○ Weighted

Call Centre Settings

Queue Length: 50 calls

☑ Play ringing when offering call

☐ Reset caller statistics upon entry to queue

☐ Allow callers to dial 0 to leave a voice mail.

Agent Settings

☐ Allow agents to join Call Centres

☐ Allow Call Waiting on Agents

☑ Enable Maximum ACD Wrap-up timer: 120 seconds

☐ Automatically set agent state to Available after call

Call distribution

To ensure calls get answered efficiently, Horizon Call Centre lets your customers easily set-up how their incoming calls are distributed – including the flexibility to define which agents are allocated which types of calls, based on experience and how long it's been since their last call was completed. This can help ensure calls are assigned to the most suitable agents.

- **Regular call distribution**: Incoming calls hunt through agents in list order until an available agent is identified as available. For each call that comes in, it starts from the top of the agent list each time.

- **Circular call distribution**: Incoming calls hunt through agents in list order, taking into account who took the last call. For example, Agent A is at the top of the list but took the last call so the next call distribution hunt will start with Agent B. When the search reaches the end of the list, it loops back to the top and continues until it has tried all users.

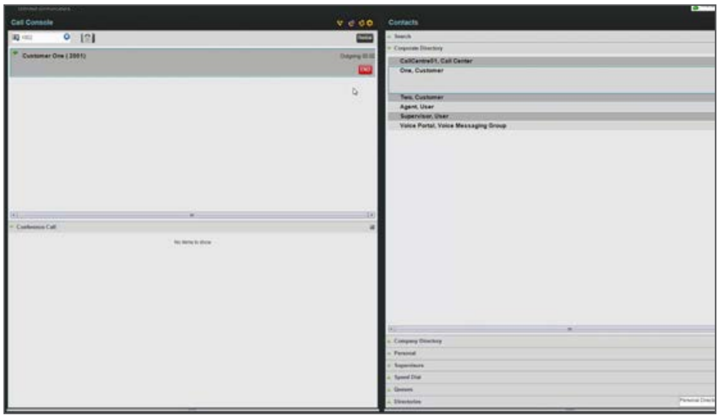
- **Uniform call distribution:** Incoming calls hunt through all agents, in order of who has been idle the longest.

- **Simultaneous call distribution**: Incoming calls alert all agents at the same time. The first agent to answer handles the call.

- **Weighted call distribution**: Incoming calls are routed through to idle agents based on their assigned percentage as set-up in the call centre profile. This feature supports an element of skills-based routing, as a higher percentage of calls can be routed to more highly skilled agents.

Agent features

Using an easy-to-use client, agents can answer calls, transfer calls, escalate calls to a supervisors when support is needed and start conference calls. They can also join multiple call centres; particularly useful when receiving calls for multiple departments at different times.


Call Console
Contacts
Customer One (2001)
Corporate Directory
CallCentre01, Call Center
One, Customer
Two, Customer
Agent, User
Supervisor, User
Voice Portal, Voice Messaging Group
Conference Call
Company Directory
Personal
Supervisors
Speed Dial
Queues
Directories

Agent Log In/Out: Agents log in at the beginning of their shift and log out when they are finished, either via their compatible handset, Agent Client, Akixi or Horizon interface.

Agent States: When logged in, agents are displayed as 'available', 'unavailable' or in 'wrap up':

- **Available**: Ready to take a call
- **Unavailable**: Not available to take a call
- **Wrap up**: Agent needs some time before the next call, for example to process an order or ask a question - the administrator sets the time limit.

How does it work?

Supervisor features

Monitoring agents, statuses and queues

Supervisors can monitor agents and call queues. They can re-order call queues so important customers can be prioritised when needed. Agent statuses can be monitored and changed by supervisors, giving greater control when dealing with periods of high call traffic.

Call Barging

Flexible supervision that lets supervisors start a conference between the caller, the agent and themselves, without an invite. This helps them spot potential problems before they become serious and identify training needs.

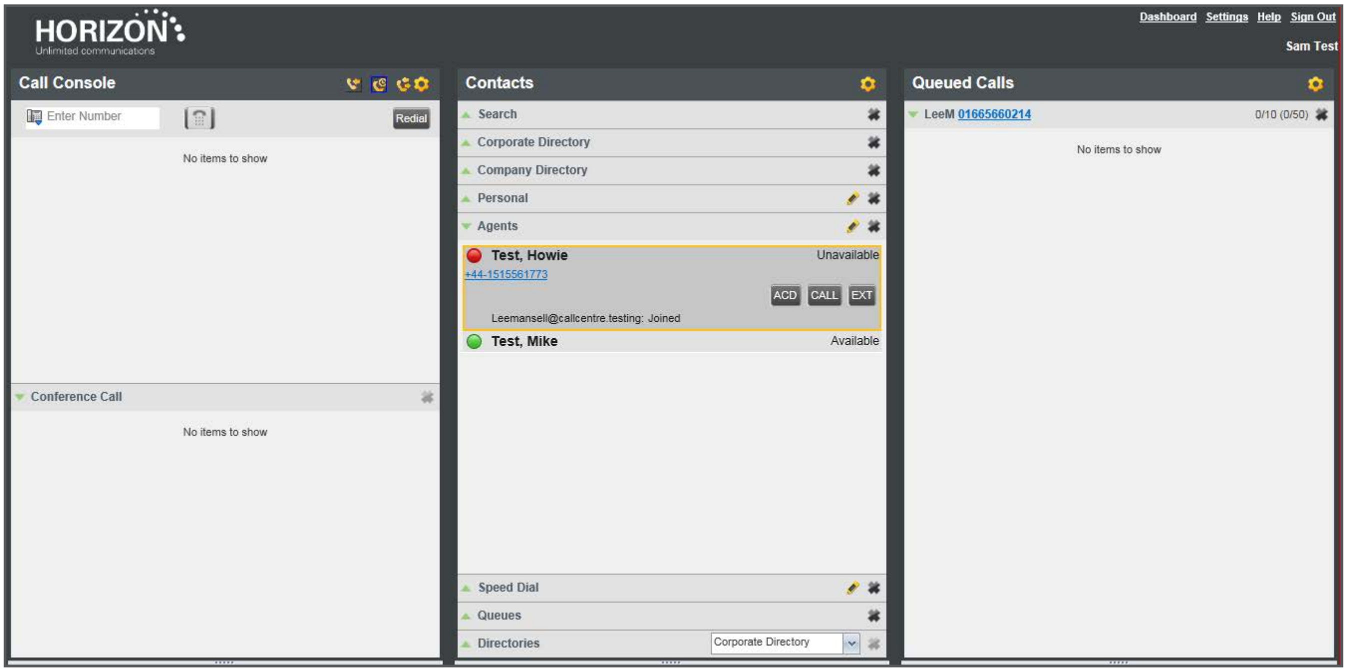
Unavailable codes

When agents are unavailable to take calls, a code can be selected to specify why they're not available, for example when they're at lunch or in training. This allows for more accurate reporting, while giving more of an insight into the agent's behaviour through the working day.

Escalations

Sometimes agents need a little extra help from a supervisor or team leader when dealing with certain customer queries. By being able to quickly escalate a call, the customer's issue can be resolved efficiently, leaving them satisfied and the agent free to move on to the next call.

- **Call Escalation**: An agent can choose to escalate the call to a supervisor or team leader. The call is placed on hold and the agent can consult privately with the supervisor before bringing them into the call.
- **Emergency Escalation**: Ideal for more urgent issues as it enables agents to bring the supervisor or team leader straight into the call without the initial consultation.


HORIZON
Unlimited communications
Dashboard Settings Help Sign Out
Sam Test
Call Console
Enter Number
Redial
No items to show
Conference Call
No items to show
Contacts
Search
Corporate Directory
Company Directory
Personal
Agents
Test, Howie
Unavailable
+44-1515561773
ACD
CALL
EXT
Leemansell@callcentre.testing: Joined
Test, Mike
Available
Speed Dial
Queues
Directories
Corporate Directory
Queued Calls
LeeM 01665660214
0/10 (0/50)
No items to show

Options

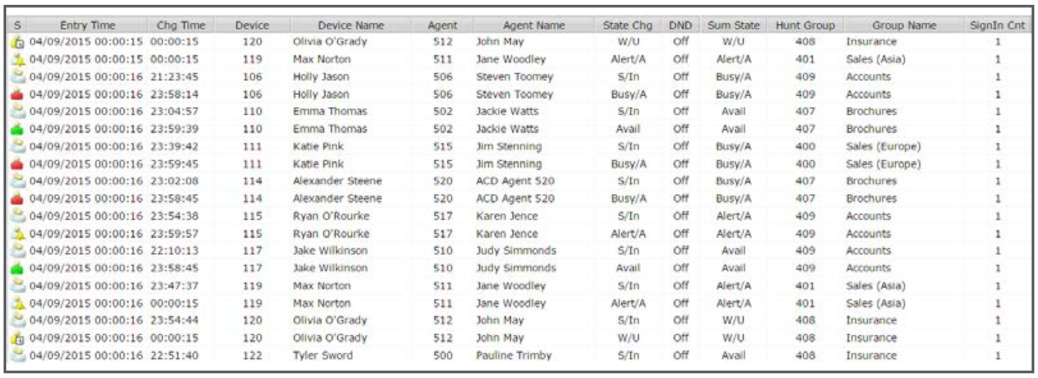
Akixi 2000

Provides features for advanced monitoring of agents and call control to help increase efficiency, all displayed via an intuitive dashboard. Akixi 2000 gives your customers access to one place to monitor agents and join calls where needed and makes it easy for agents to manage inbound call activity from their desktop.

Includes detailed reports with real-time statistics on:

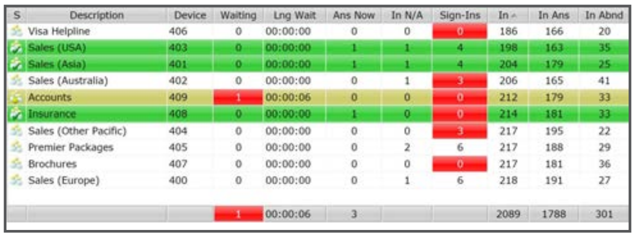
- Call traffic
- Agent activity
- Hunt group lists
- ACD agent list
- Agent statuses

ACD activity log



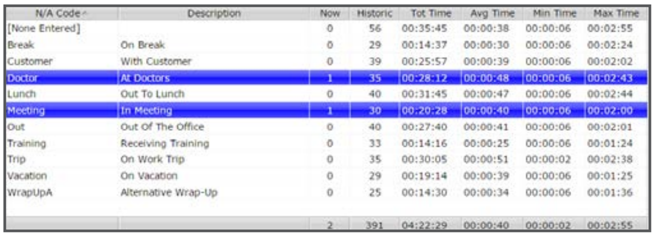
S	Entry Time	Chg Time	Device	Device Name	Agent	Agent Name	State Chg	DND	Sum State	Hunt Group	Group Name	SignIn Cnt
	04/09/2015 00:00:15	00:00:15	120	Olivia O'Grady	512	John May	W/U	Off	W/U	408	Insurance	1
	04/09/2015 00:00:15	00:00:15	119	Max Norton	511	Jane Woodley	Alert/A	Off	Alert/A	401	Sales (Asia)	1
	04/09/2015 00:00:16	21:23:45	106	Holly Jason	506	Steven Toomey	S/In	Off	Busy/A	409	Accounts	1
	04/09/2015 00:00:16	23:58:14	106	Holly Jason	506	Steven Toomey	Busy/A	Off	Busy/A	409	Accounts	1
	04/09/2015 00:00:16	23:04:57	110	Emma Thomas	502	Jackie Watts	S/In	Off	Avail	407	Brochures	1
	04/09/2015 00:00:16	23:59:39	110	Emma Thomas	502	Jackie Watts	Avail	Off	Avail	407	Brochures	1
	04/09/2015 00:00:16	23:39:42	111	Katie Pink	515	Jim Stenning	S/In	Off	Busy/A	400	Sales (Europe)	1
	04/09/2015 00:00:16	23:59:45	111	Katie Pink	515	Jim Stenning	Busy/A	Off	Busy/A	400	Sales (Europe)	1
	04/09/2015 00:00:16	23:02:08	114	Alexander Steene	520	ACD Agent 520	S/In	Off	Busy/A	407	Brochures	1
	04/09/2015 00:00:16	23:58:45	114	Alexander Steene	520	ACD Agent 520	Busy/A	Off	Busy/A	407	Brochures	1
	04/09/2015 00:00:16	23:54:38	115	Ryan O'Rourke	517	Karen Jence	S/In	Off	Alert/A	409	Accounts	1
	04/09/2015 00:00:16	23:59:57	115	Ryan O'Rourke	517	Karen Jence	Alert/A	Off	Alert/A	409	Accounts	1
	04/09/2015 00:00:16	22:10:13	117	Jake Wilkinson	510	Judy Simmonds	S/In	Off	Avail	409	Accounts	1
	04/09/2015 00:00:16	23:58:45	117	Jake Wilkinson	510	Judy Simmonds	Avail	Off	Avail	409	Accounts	1
	04/09/2015 00:00:16	23:47:37	119	Max Norton	511	Jane Woodley	S/In	Off	Alert/A	401	Sales (Asia)	1
	04/09/2015 00:00:16	00:00:15	119	Max Norton	511	Jane Woodley	Alert/A	Off	Alert/A	401	Sales (Asia)	1
	04/09/2015 00:00:16	23:54:44	120	Olivia O'Grady	512	John May	S/In	Off	W/U	408	Insurance	1
	04/09/2015 00:00:16	00:00:15	120	Olivia O'Grady	512	John May	W/U	Off	W/U	408	Insurance	1
	04/09/2015 00:00:16	22:51:40	122	Tyler Sword	500	Pauline Trimby	S/In	Off	Avail	408	Insurance	1

ACD hunt groups



S	Description	Device	Waiting	Lng Wait	Ans Now	In N/A	Sign-Ins	In	In Ans	In Abnd
	Visa Helpline	406	0	00:00:00	0	0	0	186	166	20
	Sales (USA)	403	0	00:00:00	1	1	4	198	163	35
	Sales (Asia)	401	0	00:00:00	1	1	4	204	179	25
	Sales (Australia)	402	0	00:00:00	0	1	3	206	165	41
	Accounts	409	1	00:00:06	0	0	0	212	179	33
	Insurance	408	0	00:00:00	1	0	0	214	181	33
	Sales (Other Pacific)	404	0	00:00:00	0	0	3	217	195	22
	Premier Packages	405	0	00:00:00	0	2	6	217	188	29
	Brochures	407	0	00:00:00	0	0	0	217	181	36
	Sales (Europe)	400	0	00:00:00	0	1	6	218	191	27
			1	00:00:06	3			2089	1788	301

Agent statuses

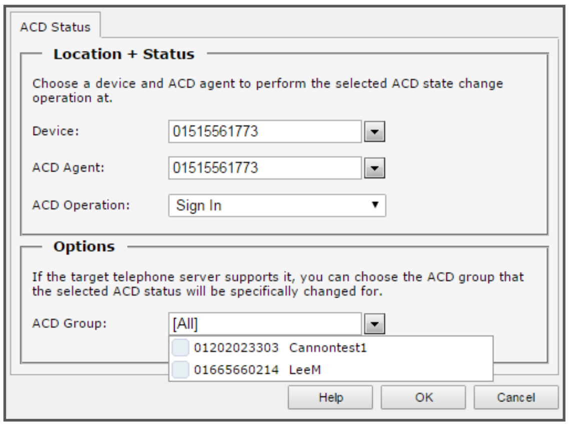


N/A Code	Description	Now	Historic	Tot Time	Avg Time	Min Time	Max Time
[None Entered]		0	56	00:35:45	00:00:38	00:00:06	00:02:55
Break	On Break	0	29	00:14:37	00:00:30	00:00:06	00:02:24
Customer	With Customer	0	39	00:25:57	00:00:39	00:00:06	00:02:02
Doctor	At Doctors	1	35	00:28:12	00:00:48	00:00:06	00:02:43
Lunch	Out To Lunch	0	40	00:31:45	00:00:47	00:00:06	00:02:44
Meeting	In Meeting	1	30	00:20:28	00:00:40	00:00:06	00:02:00
Out	Out Of The Office	0	40	00:27:40	00:00:41	00:00:06	00:02:01
Training	Receiving Training	0	33	00:14:16	00:00:25	00:00:06	00:01:24
Trip	On Work Trip	0	35	00:30:05	00:00:51	00:00:02	00:02:38
Vacation	On Vacation	0	29	00:19:14	00:00:39	00:00:06	00:01:25
WrapUpA	Alternative Wrap-Up	0	25	00:14:30	00:00:34	00:00:06	00:01:36
		2	391	04:22:29	00:00:40	00:00:02	00:02:55

Akixi Presence

Akixi Presence provides a cost-effective way of monitoring the status of agents with call control options.

As agents can be part of more than one call centre, Akixi Presence can be used to manually join multiple call centres.



ACD Status

Location + Status

Choose a device and ACD agent to perform the selected ACD state change operation at.

Device: 01515561773

ACD Agent: 01515561773

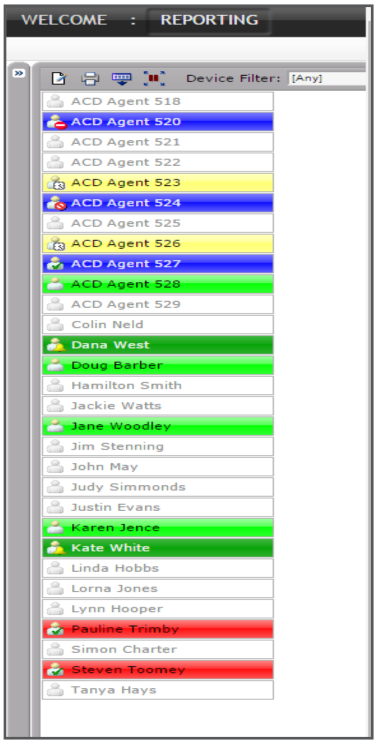
ACD Operation: Sign In

Options

If the target telephone server supports it, you can choose the ACD group that the selected ACD status will be specifically changed for.

ACD Group: [All]

☐ 01202023303 Cannontest1
☐ 01665660214 LeeM



ACD Agent 518
ACD Agent 520
ACD Agent 521
ACD Agent 522
ACD Agent 523
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ACD Agent 525
ACD Agent 526
ACD Agent 527
ACD Agent 528
ACD Agent 529
Colin Neld
Dana West
Doug Barber
Hamilton Smith
Jackie Watts
Jane Woodley
Jim Stenning
John May
Judy Simmonds
Justin Evans
Karen Jence
Kate White
Linda Hobbs
Lorna Jones
Lynn Hooper
Pauline Trimby
Simon Charter
Steven Toomey
Tanya Hays

Compatible handsets

Polycom VVX 310

Polycom VVX 410

Polycom VVX 500

Polycom VVX 600

Cisco 504

Gamma
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