

Horizon Contact

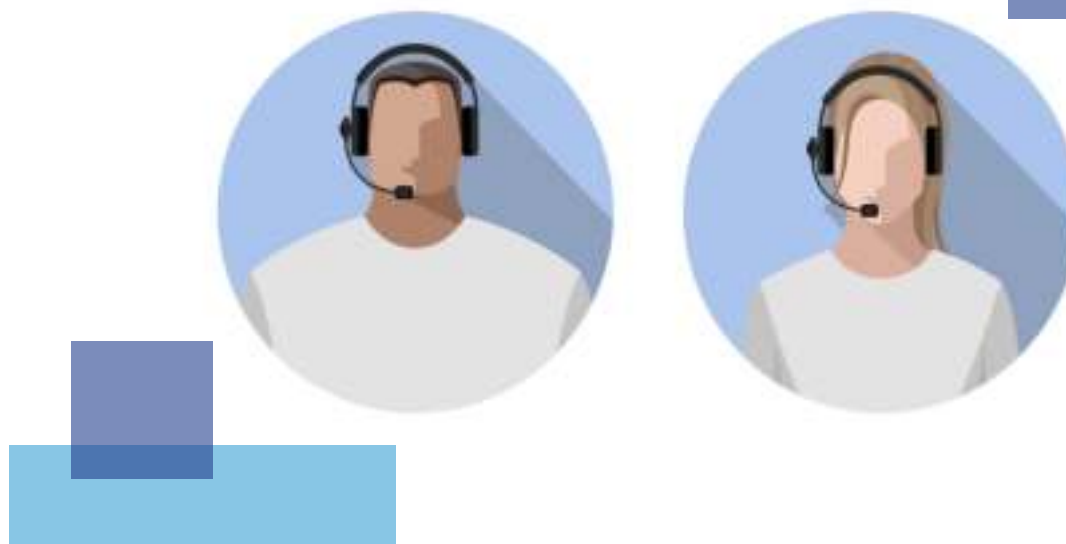
7 Steps to Success

Best practice guide for getting the most out of your Horizon Contact solution.

Introduction: Onboarding

Onboarding a new product can be an exciting but daunting time. We want to make this process as easy as possible for you.

Gamma's easy to follow 7-step plan can help to ensure that you are ready and fully prepared to sell, deploy and support Horizon Contact.





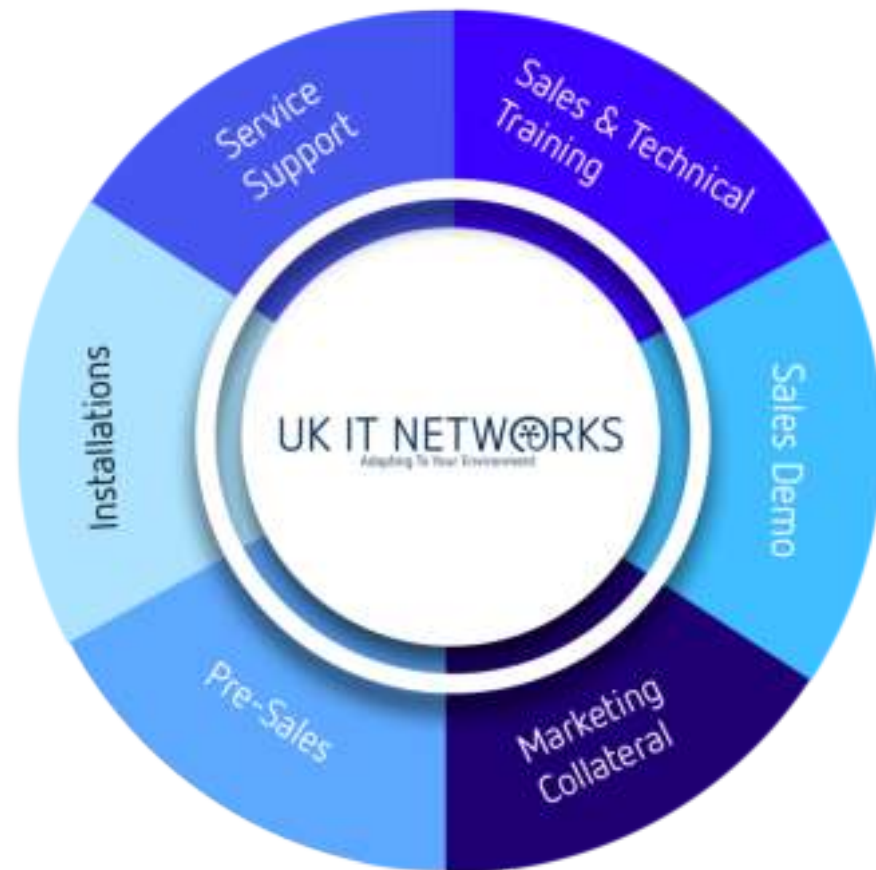
Utilise our Professional Services

Once you've completed the steps in this guide, you'll be well on your way to some successful Horizon Contact relationships with your customers.

We are here at every stage to help support both you and your customers through the whole process.

In order to maximise your opportunities, contact us today for help with any of our professional services...

- Sales demos
- Sales and technical training
- Service support
- Pre-sales
- Installations
- Collateral



Why UK IT Networks?

Quickly configured alongside your Horizon deployment and designed to work seamlessly with Horizon, employees can work collectively on the same telephony platform and as part of the same company directory.

This provides a true end to end solution that makes it easy to manage, control and administer whilst delivering exceptional customer service.

The same features and tools are accessible by everyone, everywhere - your employees will only need a reliable internet connection and a browser.



Why UK IT Networks?

Horizon Contact - 7 Steps to Success

Horizon Contact has a built-in Customer Relationship Management (CRM) database that may be used to keep track of customers' interactions. Additionally, Horizon Contact can integrate with an increasing number of top CRM vendors.

An inclusive and comprehensive call analytics tool across all channels enables both real-time information for wallboard creation, and reporting for workforce management decisions and UX analysis improvements.

Compliant call recording to MiFID II standards includes a choice of retention options, web-based playback, management and control, complete with audit logs, permission based access and all fully encrypted with secure storage. That's perfect for employee training and dispute resolution.

Horizon Contact is developed, managed and supported by our dedicated in-house team of experts here in the UK.

Ready to make the move to a cloud contact centre? Contact our Sales team today and we'll help you choose the right solution for your business.

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