

HORIZON

Horizon is a complete communications service for business that provides an extensive range of fixed and mobile telephony capabilities via an easy-to-use web portal. The service allows you, the administrator, to easily manage your environment whilst enabling your employees to maximise their productivity.

HOW DOES IT WORK?

Easy to use interface

Horizon provides a broad range of call handling features that are accessed via the web. The dashboard gives you convenient access to information such as your call history, voicemail and recorded calls. Personalised settings are quick and easy to define, ensuring your calls are handled effectively.

Call recording

Record inbound or outbound calls for compliance, customer service or audit purposes. This optional feature allows secure online access to file storage and retrieval of call details. You can set Horizon to record some calls, all calls or record calls on demand.

Administrator interface

Horizon provides IT managers with a powerful administrative management capability while giving employees freedom to control calls quickly and effectively. Set up is quick and easy and you can choose to pass down control to the user or you can retain control of the individual user features.

Auto attendant

You can use Auto Attendant to provide callers with call routing options for different areas of the business or create announcements to inform callers of details such as opening hours and website address when the office is closed.

WHAT ARE THE BENEFITS?

- Features you can easily control with an extensive range of call handling and management features, all operated through an easy-to-use web interface.
- Empower your staff with 'one number anywhere' – Integrate your fixed and mobile capabilities so that you never miss a call.

- An on-demand service with no hidden costs – As Horizon is hosted on your behalf; you only pay for what you need on a simple per seat basis, there is no major hardware investment.
- Lower call costs – All the cost benefits of IP Telephony including free site-to-site calls (even across international boundaries) and cheaper call rates. With our mobile services, you benefit from incredibly competitive rates for calls between your fixed and mobile devices.
- Enables flexible working – Hot-desking, home working, and extending the service to mobile devices.
- Number choice – You can keep your existing numbers or get new numbers. Extend your business reach and use any local area number no matter where you are located.
- A business continuity solution – Unexpected events such as snow, floods or strikes won't disrupt your business: Because Horizon sits in the "cloud".

