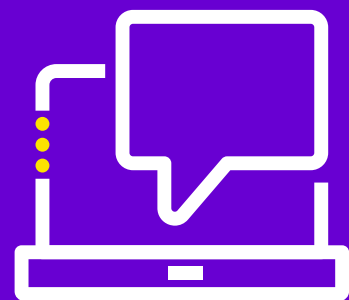


Horizon Collaborate for The Channel

A Unified Comms platform to help your customers become more agile, and help you generate new business





Horizon Collaborate

for The Channel

In today's digital-first world, businesses need to be more agile than ever before and able to respond to customers quickly by ensuring employees are equipped to handle a constant flow of queries across multiple channels.

Horizon Collaborate addresses all these needs, designed for companies looking to increase productivity, improve collaborative team working and accelerate business decision making to better serve customers.

Gamma owns all aspects of its network and products, meaning we can provide an end to end solution, which we manage and support. This network ownership allows us to provide meaningful, industry leading SLAs and commit to unparalleled uptime.



Horizon Collaborate provides your customers with instant messaging, presence, voice, video, desktop and application sharing, and document sharing.

Driven through a set of end user applications for Windows, Mac, Android and iOS, it enables users to access business communications and collaboration services from their favourite devices - wherever they are.

Fully integrated with the award-winning Horizon hosted PBX service, Horizon Collaborate supports and builds on all the features and functionality of our best in class IP telephony service for a true unified communications experience.



Greater Functionality

Replace multiple communications products with a single UC package to drive down IT costs and increase functionality



Employee Productivity

Transform how quickly and efficiently information is shared, satisfying customers' demands more quickly as well as increasing employee productivity



Improved Experiences

Improve employee experience and engagement by giving them access to a range of multi-channel communications via our single application, available from anywhere on a huge range of devices



Instant Communications

Provide communication tools that permit users to find the right person in an instant, enhancing decision making and efficiency



Next Generation

Cater for millennials and Gen-Z who are set to become the largest generation in your workforce and expect technology to be fast, accessible and on-demand

Horizon Collaborate Features

Making life easy for your customers



Multimedia

Leverage media services such as instant messaging, voice, video, desktop/application sharing and more.



Presence

Horizon Collaborate shows an always-on personal status that helps define the best way to communicate with colleagues.



Home Worker

Lets you take your profiles and settings to your home office.



Any Device, Anywhere

Access business communications and collaboration services from any device, anywhere, Windows, Mac, Android and iOS.



Video Calling

Create a stronger, more personal collaborative experience using visual communication from mobile or desktop app.



'My Room' collaboration space

Deploy 'My Room' feature, an instant, fully-managed multi-party collaboration space for voice, video and sharing.



Never miss a call

Never miss a call with One Number Anywhere and Sequential Ringing.



Flexible Working

Staff can work flexibly such as hot-desking or remote working, boosting employee satisfaction and productivity.



Enhanced Voicemail

From visual voicemail on your app and softphone, to voicemail to email solutions, your voicemail can be accessed anywhere.



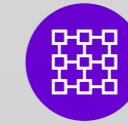
Call Notify

Keep track of important calls and missed call alerts, with call notify by email.



Remote Office

Use your number and profile on any phone, anywhere.



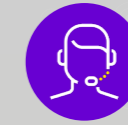
Hot Desking

Use your number and preferences on any enabled phone in your company or simply work from home.



Call Recording

Use Call Recording for audit trails, compliance or for training purposes.



PBX Service

Enjoy full integration with our award-winning Horizon Hosted PBX service to benefit from a truly unified comms experience.



Management Reporting Tools

Optional real-time reporting and wallboards for office and mobile devices keeps you informed how calls are handled.

Why choose Gamma?

UK No.1 in Hosted telephony *

End to end solution: we own the voice, data and mobile cores

24/7 UK-based support team

Continuous investment and improvements in our products

Consistently rated highly by our customers

ROI tools to demonstrate efficiency, productivity, environmental and commercial savings from a UC solution

Easy customer experience

The screenshot shows the Gamma interface with several key features highlighted by yellow boxes and labels:

- Availability, Presence, Status:** Points to the status indicator (green) and location (Southampton office) for Andy Smith.
- My Room Conferencing:** Points to the 'My Room (Owner)' tab and the 'Join Room' button.
- Contact list:** Points to the list of contacts including Rob Jones, Eliza Elliott, Helen Coates, and James Scott.
- Call History:** Points to the 'Favorites (5)' section.
- Chat History:** Points to the chat history for Rob Jones.
- Dialpad:** Points to the 'Notifications' section.
- Settings - Options and Preferences:** Points to the 'Accessibility' section.
- Live Chat:** Points to the 'Type your message here...' input field.

Network and Security

Gamma has its own stable and secure data and voice network. Your customers can benefit from proven, resilient communications services backed up by strong uptime rates and exceptional quality of service, giving them the peace of mind that their communications are safe.

They'll also be free from the burden of legacy technology and the ongoing costs associated with an onsite PBX.

Gamma has achieved ISO 9001, 14001, 22301 and 27001. These accreditations show a commitment of quality to our customers and partners as well as demonstrating our dedication to business continuity and security.

* under 500 seats

Horizon Collaborate for Education

The education industry is one of the single biggest employers in the UK.

There are currently 32,770 schools in the UK employing 506,400 full-time teachers (not including a further 440,000 working in higher education). The ability for teachers to communicate effectively both internally and externally, between themselves, with the students they're teaching, as well as with parents is paramount to an effective education.

Most teaching jobs are not confined to normal hours, so the ability to communicate regardless of location or in the event of a business continuity situation is of paramount importance to educational establishments.

Horizon Collaborate provides a simple, easy to use solution to many of the communications challenges faced by today's schools, colleges and universities.

Challenges and Resolutions

High volume of calls received

Challenges

- Predominantly to report illness or absence
- Limited staff availability resulting in long wait times

Resolutions

- **Auto Attendants** - Callers can be automatically transferred to a person or group without the intervention of an operator or receptionist. Alternatively callers can press 1 to report a child as sick or absent
- **Voicemail to Email** - route voicemails to the relevant staff member or department automatically via email

Handling regular queries

Challenges

- Communicating school events, opening times, term timetables consumes valuable staff time

Resolutions

- Pre-call announcements and queuing in the cloud. Give callers regular updates with in-queue announcements for frequent enquiries and key information, or even tailor specific information before putting a caller through to an extension

Short term school closure

Challenges

- Staff unable to attend due to adverse weather conditions, health emergencies and other unforeseen issues
- Call volumes overwhelm remaining staff

Resolutions

- **Information messages** - automatically advise callers of the unforeseen closure
- Alternative, separate information line that can be updated and changed remotely

Long term school closure

Challenges

- Pandemic, flooding, fire

Resolutions

- Virtual classrooms with Collaborate audio, video and web conferencing, Instant messaging, presence and screen/document sharing



- Only the host needs Collaborate installed on their laptop
- Up to 50 students can listen in, or 15 video callers

Additional highlights

Bullying and wellbeing

We can supply of separate numbers to allow for bullying or other wellbeing issues to be reported anonymously.

Call Recording

- Record conversations with parents
- Sensitive conversations from wellbeing officers can be recorded for documentation
- Record on demand facility available
- Used in dispute resolution

Authentication codes

Education staff have dedicated authentication codes that can be input to a handset before making a call, preventing students making calls other than in emergency situations.

Paging

Emergency announcements and fire alarms can be instigated through Horizon.

Janet Network

Gamma has direct interconnect and full accreditation to the Janet Telephony Purchasing Service Framework for education



Capita SIMS Integration

- Monitor behaviour, progress and AM PM attendance
- View your classes
- Compile statutory returns electronically
- Hold staff data centrally
- Bulletin panel
- Click to dial



Collaborate for Healthcare

The healthcare sector is one of largest employers in the UK with well in excess of 2,000,000 people working across many sectors - allied health (physiotherapy, radiography and occupational therapy), ambulance services, complementary therapies, dentistry, health informatics, health promotion, healthcare administration and management, healthcare science (clinical engineering, biomedical science and pathology), medical equipment sales, medicine (doctors, surgeons and GPs), medical research, midwifery, nursing, nutrition and diet, optometry and opticians, pharmacy and psychological therapies.

Hundreds of billions of pounds a year are invested in making the UK health system a world leader. The NHS alone treats over a million patients every 36 hours. With so many people needing to communicate and in such a critical sector, a reliable communication platform really can be the difference between life and death.

Horizon Collaborate provides a simple, easy to use solution to many of the communications challenges faced by today's healthcare professionals.

Challenges and Resolutions

Busy reception agents

Challenges

- Consultative direct transfer of calls
- Limited staff availability to cover calls results in long wait times and frustrated callers
- Patients calling for test results, to book appointments and to speak to doctors

Resolutions

- **Auto Attendants** - callers can be automatically transferred to a person or group without the intervention of an operator or receptionist. Alternatively callers can press 1 to request a callback
- **Voicemail to Email** - route voicemails to the relevant staff member or department automatically via email
- **DDI numbers** - patients can call the person they wish to talk to directly

Surgery needs to close

Challenges

- Poor weather, flooding, pandemic or other mitigating circumstances lead to closure of practice

Resolutions

- **Information messages** - can be given automatically to callers to advise them of the unforeseen closures. Alternatively, a separate information line can be supplied that can be updated and changed remotely
- Using Collaborate, doctors can easily continue to work from home. Instant messaging and Outlook integrations make it easy to continue to communicate with colleagues
- **Video appointments** can be set up remotely with only the practice employees needing Collaborate installed on their PCs
- **Video calls** can include up to 15 participants, so for example if a Triage nurse was speaking to a patient and needed a second opinion they could drag and drop an available (presence) doctor/physio into their Collaborate room
- Calls can easily be pulled from phone to laptop and vice versa making it easy for someone at the practice to continue fielding calls or taking appointments on the move



Additional highlights

Call Reporting

It can be important to know how long people are waiting to be spoken to, when busy periods are and if everyone has received a callback.

Collaborate's real time call reporting can provide a wallboard for the surgery/medical centre to understand statistics such as calls waiting, SLAs and totals, to deliver improved call handling time and customer service levels



EMIS integration

- Click to dial from patient directory
- Personalise care - see who's calling
- Provide customised voicemail
- Automatically track patient contact
- Connect multiple practices seamlessly
- Have more control via web portal
- Save money - pay per user, per month
- Avoid downtime - DR features built-in

Call Recording

- Capture what has been said on each call
- Gives doctors the opportunity to hear symptoms that have been given to a receptionist
- Used in dispute resolution
- Can be stored against patient records in a CRM system

Collaborate for Legal

The UK legal sector's network of experienced legal professionals trusted legal frameworks and specialist services are recognised across the globe for their exceptional quality and wide-ranging expertise. From drafting contracts and corporate governance, to mergers and acquisitions and dispute resolution, the UK has the talent, infrastructure and global expertise to support business regardless of location.

With legal practitioners constantly on the move, and working across a number of cases in a number of places, having a reliable and collaborative phone system that allows for mobile working, easy conferencing and business continuity should an office need to shut, can help the UK legal system to continue to be world leading.

Horizon Collaborate provides a simple, easy to use solution to many of the communications challenges faced by today's legal professionals.

Challenges and Resolutions

Busy reception agents

Challenges

- Consultative direct transfer of calls
- Limited staff availability to cover calls results in long wait times and frustrated callers

Resolutions

- **Auto Attendants** - callers can be automatically transferred to a person or group without the intervention of an operator or receptionist. Alternatively callers can press 1 to request a callback
- **Voicemail to Email** - route voicemails to the relevant staff member or department automatically via email
- **DDI numbers** - customers can call the person they wish to talk to directly

Handling regular queries

Challenges

- Frequency of new business queries and ability to transfer calls to the correct department

Resolutions

- Queue callers in the cloud and give them regular updates with in-queue announcements for frequent enquiries
- Provide callers with key information such as times of opening and mailing addresses

Customer contact is out of the office

Challenges

- Staff not be available due to travelling or home working

Resolutions

- Horizon supplies DDI numbers for each user
- Voicemail to email so staff can manage calls on the move
- Manager / assistant features

Working from alternative locations

Challenges

- Staff need flexibility to work from wherever they are - office, home, or travelling between

Resolutions

- Collaborate works across desktop and mobile devices allowing you to work from anywhere
- Work number rings through wherever you are, and outbound office CLI's from anywhere

- Remote logging and management tools and live statistical reporting
- Centralised billing for calls

Office needs to close

Challenges

- Poor weather, flooding, pandemic or other mitigating circumstances lead to closure of office

Resolutions

- Information messages - can be given automatically to callers to advise them of the unforeseen closures. Alternatively, a separate information line can be supplied that can be updated and changed remotely
- Using Collaborate, employees can easily continue to work from home. Instant messaging and Outlook integrations make it easy to continue to communicate with colleagues
- Collaborate MyRoom is a fully-managed space for voice, video, desktop and document sharing
- Hold virtual meetings with 50 participants and up to 15 video callers
- Video appointments can be set up remotely with only the practice employees needing Collaborate installed
- Calls can easily be pulled from phone to laptop and vice versa making it easy for someone at the office to continue fielding calls or taking appointments on the move

Additional highlights

Call Reporting

It can be important to know how long people are waiting to be spoken to; when busy periods are and if everyone has received a callback. Collaborate's real time call reporting can provide a wallboard for the practitioner to understand calls waiting, SLAs and totals. This can deliver improved call handling time and customer service levels.



Call Recording

- Capture what has been said on each call
- Recording can be stored against customer's file in a CRM system
- Easy to use in a dispute resolution

Collaborate for Construction

Construction is a very diverse industry that includes activities ranging from mining, quarrying and forestry to the construction of infrastructure and buildings, the manufacture and supply of products, as well as maintenance, operation and disposal.

Approximately a quarter of construction output is public sector and three-quarters is private sector.

With so many people employed, having the tools to communicate effectively, both from a central location and when working remotely or on site can help keep people informed, speed up the decision making process, and allow for business continuity should any unexpected events occur.

Horizon Collaborate provides a simple, easy to use solution to many of the communications challenges faced by today's construction industry professionals.



Challenges and Resolutions

Busy reception agents

Challenges

- Consultative direct transfer of calls
- Limited staff availability to cover calls - long wait times and frustrated callers.

Resolutions

- **Auto Attendants** - callers can be automatically transferred to a person or group without the intervention of an operator or receptionist. Alternatively callers can press 1 to request a callback
- **Voicemail to Email** - route voicemails to the relevant staff member or department automatically via email
- **DDI numbers** - customers can call the person they wish to talk to directly

Handling regular queries

Challenges

New construction calls from project managers / architects

Resolutions

- Queue callers in the cloud and give them regular updates with in-queue announcements for frequent enquiries
- Provide callers with key information such as progress reports and departmental contact details

Customer contact not in the office

Challenges

- Staff not always in the office or may be travelling to site

Resolutions

- Horizon supplies DDI numbers for each user
- Voicemail to email - manage customers on the move

Working from alternative location

Challenges

- Staff need flexibility to work from wherever they are - office, home, on site or travelling between

Resolutions

- Collaborate works across desktop and mobile devices allowing you to work from anywhere
- Work number rings through wherever you are, and outbound office CLI's from anywhere
- Remote logging and management tools and live statistical reporting

Central office needs to close

Challenges

- Poor weather, flooding, pandemic or other mitigating circumstances lead to closure of office

Resolutions

- **Information messages** - can be given automatically to callers to advise them of the unforeseen closures. Alternatively, a separate information line can be supplied that can be updated and changed remotely
- Using Collaborate, employees can easily continue to work remotely. Instant messaging and Outlook integrations make it easy to continue to communicate with colleagues
- **Collaborate MyRoom** is a fully-managed space for voice, video, desktop and document sharing
- Hold virtual meetings with 50 participants and up to 15 video callers
- **Video meetings** can be set up remotely with architects / project managers. Only the agency employees need Collaborate installed. Screen sharing makes it easy to review architectural designs.
- Video sharing could be used for site inspections with one person sharing with a team remotely, reducing the need for travel
- Calls can be pulled from phone to laptop and vice versa for continued conversation while on the move

Additional highlights

Call Recording

- Capture what has been said on each call
- Recording can be stored against customer's file in a CRM system
- Easy to use in a dispute resolution

Collaborate for Finance

UK financial services suppliers are the linchpin of not only the national, but European economy as well, with ramifications stretching globally.

UK Banks, insurers, asset managers and other financial service suppliers provide world leading financial centres. There are over 1.1 million people working within financial services in the UK and in 2019 the sector contributed over £130 billion to the UK economy,

With financial practitioners constantly on the move, and providing direction and consultancy both nationally and globally, having a reliable and collaborative phone system that allows for mobile working, easy conferencing and business continuity should an office need to shut, can help the UK financial system to continue to be world leading.

Horizon Collaborate provides a simple, easy to use solution to many of the communications challenges faced by today's financial institutions.

Challenges and Resolutions

Busy reception agents

Challenges

- Consultative direct transfer of calls
- Limited staff availability to cover calls results in long wait times and frustrated callers.

Resolutions

- **Auto Attendants** - callers can be automatically transferred to a person or group without the intervention of an operator or receptionist. Alternatively callers can press 1 to request a callback
- **Voicemail to Email** - with Horizon's voicemail to email function, you are able to route the voicemails to the relevant staff member or department automatically
- **DDI numbers** - customers can call the person they wish to talk to directly

Handling regular queries

Challenges

Frequency of new business queries and ability to transfer calls to the correct department

Resolutions

- Queue callers in the cloud and give them regular updates with in-queue announcements for frequent enquiries
- Provide callers with key information such as times of opening and mailing addresses

Customer contact not in the office

Challenges

- Staff not always in the office or may be travelling or home working

Resolutions

- Horizon supplies DDI numbers for each user
- Voicemail to email - manage customers on the move
- Manager / assistant functions

Working from alternative location

Challenges

- Staff need flexibility to work from wherever they are - office, home, on site or travelling between

Resolutions

- Collaborate works across desktop and mobile devices allowing you to work from anywhere
- Centralised billing for calls
- Work number rings through wherever you are, and outbound office CLI's from anywhere
- Remote logging and management tools and live statistical reporting

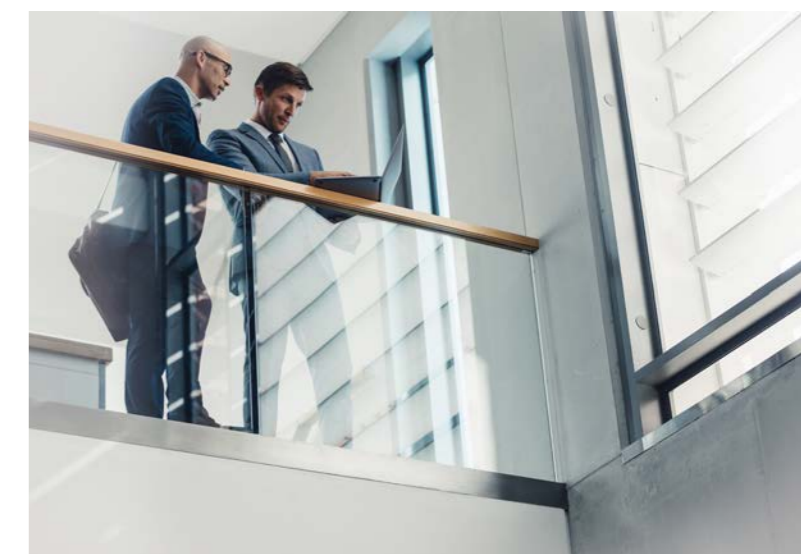
Office needs to close

Challenges

- Poor weather, flooding, pandemic or other mitigating circumstances lead to closure of office

Resolutions

- **Information messages** - can be given automatically to callers to advise them of the unforeseen closures. Alternatively, a separate information line can be supplied that can be updated and changed remotely
- Using Collaborate, employees can easily continue to work remotely. Instant messaging and Outlook integrations make it easy to continue to communicate with colleagues
- **Collaborate MyRoom** is a fully-managed space for voice, video, desktop and document sharing
- Hold virtual meetings with 50 participants and up to 15 video callers
- **Video meetings** can be set up remotely with customers. Only the practice employees need Collaborate installed.
- Calls can be pulled from phone to laptop and vice versa for continued conversation while on the move



Additional highlights

Call Reporting

It can be important to know how long people are waiting to be spoken to; when busy periods are and if everyone has received a callback. Collaborate's real time call reporting can provide a wallboard for the practitioner to understand calls waiting, SLAs and totals. This can deliver improved call handling time and customer service levels.

Call Recording

- Capture what has been said on each call
- Recording can be stored against customer's file in a CRM system
- Easy to use in a dispute resolution

Salesforce Integration

For the financial services employee looking to quickly locate caller details, Horizon integration to Salesforce provides automatic location and popping of a contact, caller preview and simple click to dial from within the Salesforce CRM.

- Address Book Search
- Click to dial via Horizon Integrator
- Click to dial via business application
- Caller details preview
- Manual screen pop
- Auto screen pop
- Automatic call activity logging
- Manual call activity logging



A day in the life of a remote worker

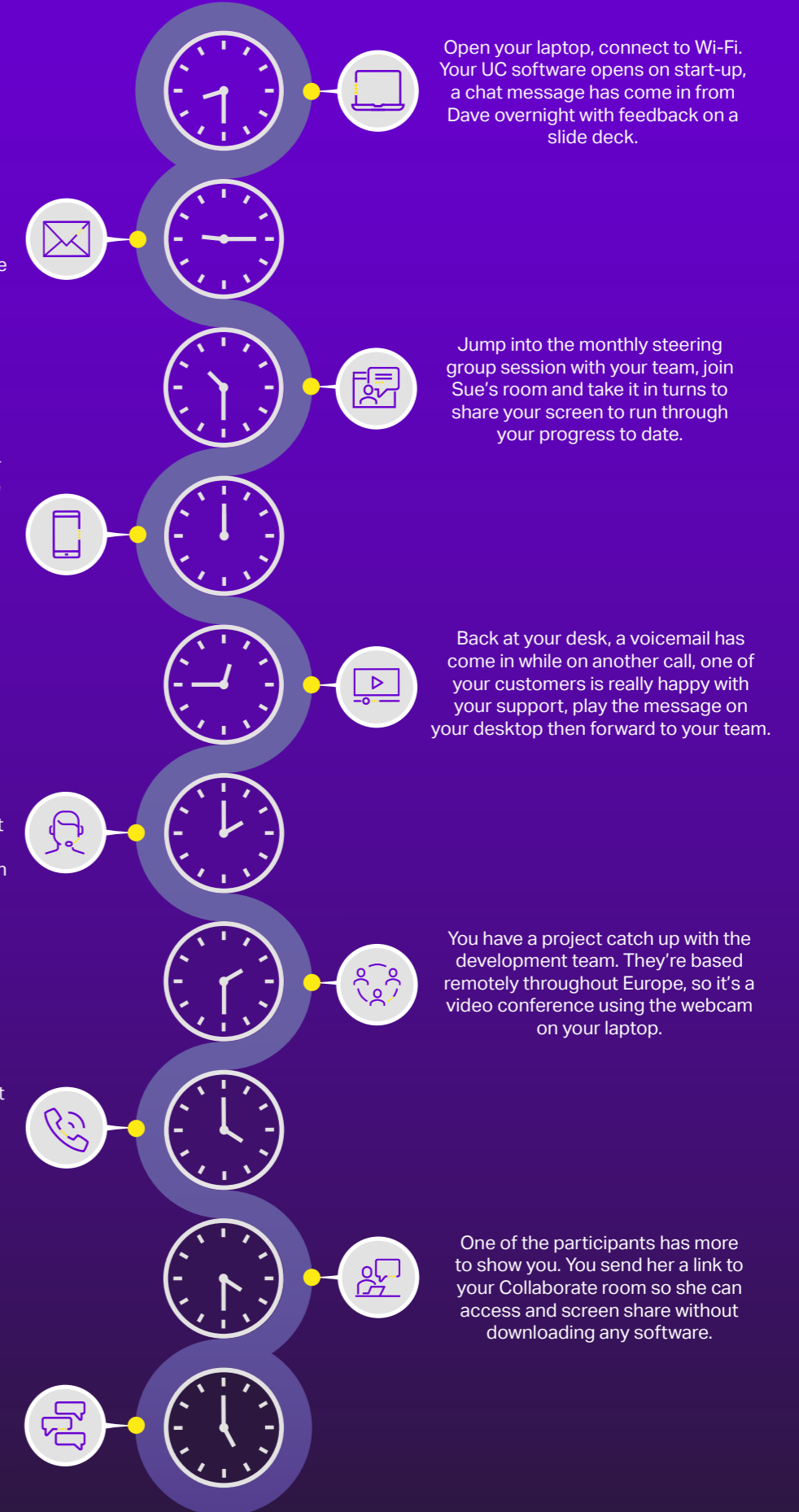
Quick check of your emails, open Powerpoint and update. One point is unclear, open chat and use the presence and location indicator to see that Dave is 'in a meeting' in London.

Head to grab some lunch, pulling your call seamlessly from softphone to the mobile app. Update your presence to let your colleagues know you're away from your desk. A new call comes in, decide whether to conference in or transfer to Lee.

After a quick check of your chat platform, you can see Dave is now available. Click to call him, clarify that point around your presentation before sending him the finalised file in your chat with him.

Time to gather feedback from a recent roundtable. Use the directory or dialpad to call out to the participants, with call recording and stats enabled so you can refer back later.

Open your own room in your UC platform, drag and drop a couple of your team members into it and have a quick message chat about tomorrow morning's meeting to line up who's presenting.



Horizon Collaborate for Estate Agents

With the rise of online only estate agents promising to slash the fees house sellers face and the time it takes to sell a property, you could be forgiven for thinking that the traditional high street estate agent is heading for trouble.

However, by emphasising your customers' expert approach, local knowledge and the high level of direct customer service that can be offered, it's still easy to stand out from the online noise and help sellers understand the value of opting for a high street agent.

The UK Estate Agent industry is estimated to be worth approximately £11.1bn and has grown year on year for the last 5 years - even in turbulent times the property market offers a modicum of stability and having the right solution for your customers means that you can continue to offer the right support to keep them competitive.

Gamma's Horizon Collaborate offers a number of solutions which can help Estate agents to remain agile, flexible and most importantly, available, allowing your customers to not only compete with, but win against online only agents.

Challenges and Resolutions

Busy reception agents

Challenges

- Consultative direct transfer of calls
- Limited staff availability to cover calls results in long wait times and frustrated callers

Resolutions

- **Auto Attendants** - Callers can be automatically transferred to a person or group without the intervention of an operator or receptionist. Alternatively callers can press 1 to request a callback
- **Voicemail to Email** - route voicemails to the relevant staff member or department automatically via email
- **DDI Numbers** - enable customers to call directly to the person they wish to speak to

Handling regular queries

Challenges

- Frequency of new property queries and ability to transfer calls to the correct department

Resolutions

- Queue your callers in the cloud and give them regular updates with in-queue announcements for frequent enquiries
- Provide the caller with key information such as times of opening and mailing addresses

Customer contact is out of the office

Challenges

- Staff not be available due to travelling, exhibiting properties or home working

Resolutions

- Horizon supplies DDI numbers for each user
- Voicemail to email so staff can manage calls on the move
- Manager / assistant features

Working from alternative locations

Challenges

- Staff need flexibility to work from wherever they are - office, home, at properties or travelling between



Resolutions

- Collaborate works across desktop and mobile devices allowing you to work from anywhere
- Work number rings through wherever you are, and outbound office CLI's from anywhere
- Remote logging and management tools and live statistical reporting
- Centralised billing for calls

Office needs to close

Challenges

- Poor weather, flooding, pandemic or other mitigating circumstances lead to closure of office

Resolutions

- Information messages - can be given automatically to callers to advise them of the unforeseen closures. Alternatively, a separate information line can be supplied that can be updated and changed remotely
- Using Collaborate, employees can easily continue to work from home. Instant messaging and Outlook integrations make it easy to continue to communicate with colleagues
- Collaborate MyRoom is a fully-managed space for voice, video, desktop and document sharing
- Hold virtual meetings with 50 participants and up to 15 video callers
- Video appointments can be set up remotely with only the practice employees needing Collaborate installed
- Calls can easily be pulled from phone to laptop and vice versa making it easy for someone at the office to continue fielding calls or taking appointments on the move

Additional highlights

Call Reporting

It can be important to know how long people are waiting to be spoken to; when busy periods are and if everyone has received a callback. Collaborate's real time call reporting can provide a wallboard for the practitioner to understand calls waiting, SLAs and totals. This can deliver improved call handling time and customer service levels.



Call Recording

- Capture what has been said on each call
- Recording can be stored against customer's file in a CRM system
- Easy to use in a dispute resolution

CRM Integration

Horizon Integrator is a powerful unified communications software suite, which allows users a high level of integration, communication, and collaboration with our Horizon phone system, into some of the most popular CRM's including Salesforce, HubSpot and Microsoft Dynamics 365.

- Auto screen pop
- Automatic call activity logging
- Manual call activity logging



Top integrations



Collaborate for Recruitment

The recruitment industry is bigger than ever, worth over £35 billion to the UK economy. So, the industry knows a thing or two about adapting, managing to thrive and grow when many other parts of the UK economy are struggling.

The REC's annual 'Recruitment Industry Trends' report showed that recruiters made more than a million permanent placements in the year to March 2019 and on any given day the industry put over 1.1 million people in temporary and contract roles.

With so much movement daily and annually and the need to move fast to secure employment, it's essential that recruitment agents have the tools to communicate effectively wherever they are.

By allowing easy mobile working, remote solutions and business continuity should the office need to shut, millions of conversations can continue to happen each day and both candidates and prospective employers can continue to make connections.

Horizon Collaborate provides a simple, easy to use solution to many of the communications challenges faced by today's recruitment professionals.

Challenges and Resolutions

Busy reception agents

Challenges

- Candidates and employers want to speak to their agents but get put on hold.

Resolutions

- **Auto Attendants** - callers can be automatically transferred to a person or group without the intervention of an operator or receptionist. Alternatively callers can press 1 to request a callback
- **Voicemail to Email** - route voicemails to the relevant staff member or department automatically via email
- **DDI numbers** - candidates and employers can call the person they wish to talk to directly

Handling regular queries

Challenges

- Frequency of new role queries and ability to transfer calls to the correct department

Resolutions

- Queue callers in the cloud and give them regular updates with in-queue announcements for frequent enquiries
- Provide callers with key information such as job availability, opening times and department contact details

Business Intelligence

Challenges

- Need to return a candidate call, but which vacancy is it about?
- Establish the ROI on each job advert
- If filling multiple roles for a company, which one is priority?

Resolutions

- **Virtual numbers** - issue a unique telephone number for each job advert placed
- Allocate a direct number and point it into a group of people or an individual. You are then able to report on it, thereby continuing business intelligence
- **Horizon Integrator** provides integration directly into your CRM system. Capture details of a call or a role and store against candidates and employees. Call applicant directly from their CRM record, making notes whilst on the call.
- Functionality can include Screen Popping, Automatic Activity History and Logging, Address Book Search, Caller Details Preview, Click to Dial and more.

Customer contact not in the office

Challenges

- Staff not available in the office

Resolutions

- Horizon supplies DDI numbers for each user
- Voicemail to email - manage customers on the move
- Manager/assistant features

Working from alternative location

Challenges

- Staff need flexibility to work from wherever they are - office, home, at a customer site or travelling between

Resolutions

- Collaborate works across desktop and mobile devices allowing you to work from anywhere
- Work number rings through wherever you are, and outbound office CLI's from anywhere
- Remote logging and management tools and live statistical reporting

Office needs to close

Challenges

- Poor weather, flooding, pandemic or other mitigating circumstances lead to closure of office

Resolutions

- **Information messages** - can be given automatically to callers to advise them of the unforeseen closures. Alternatively, a separate information line can be supplied that can be updated and changed remotely
- Using Collaborate, employees can easily continue to work from home. Instant messaging and Outlook integrations make it easy to continue to communicate with colleagues
- **Collaborate MyRoom** is a fully-managed space for voice, video, desktop and document sharing
- Hold virtual meetings with 50 participants and up to 15 video callers
- **Video interviews** can be set up remotely with applicants. Only the agency employees need Collaborate installed. A video interview could be set up using your Collaborate room between a candidate and a prospective employer
- Calls can easily be pulled from phone to laptop and vice versa making it easy for someone at the office to continue fielding calls or taking appointments on the move



Working smarter, together.

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We're a certified Carbon Neutral* Company. This means you can demonstrate green credentials yourself. By working with us you have a solution that not only helps the environment but also enables you to become greener and conform to new Government environmental policies.