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Horizon Call Centre

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.

Quality caller experience

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

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.

Quickly escalate difficult customer queries

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

Gain valuable insight

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

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.

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Call Recording

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.

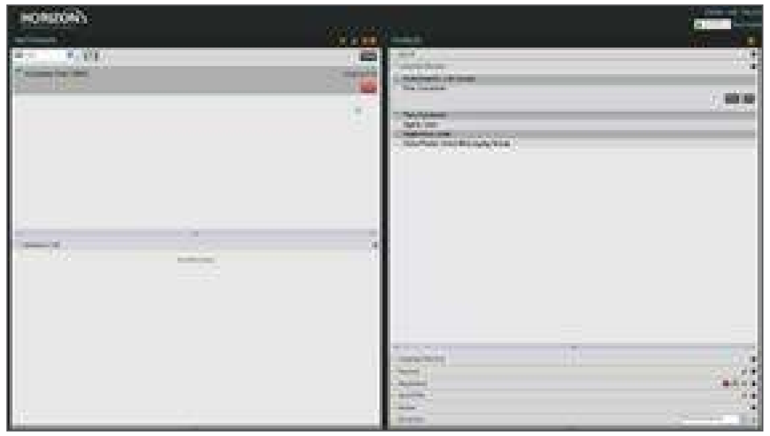
- Regular call distribution: Incoming calls hunt through agents in list order until an available agent is identified as available. For each call that comes in, it starts from the top of the agent list each time.
- Circular call distribution: Incoming calls hunt through agents in list order, taking into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

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.

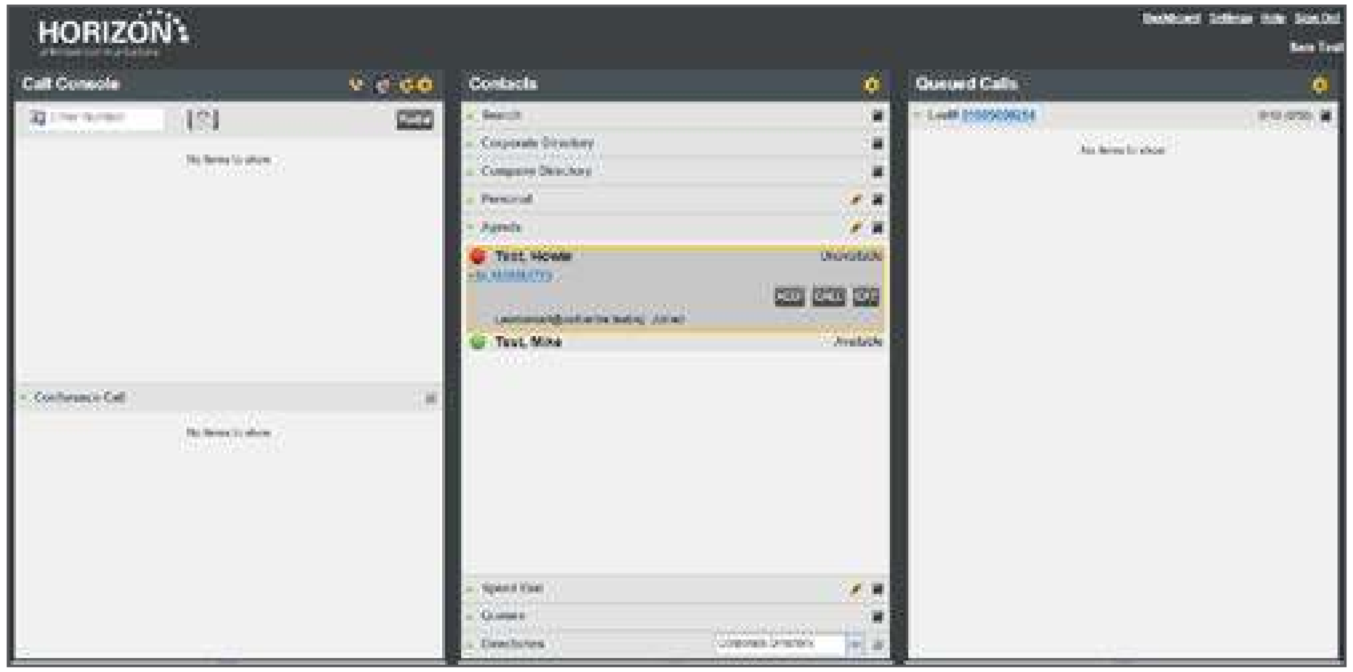
Unavailable codes

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.

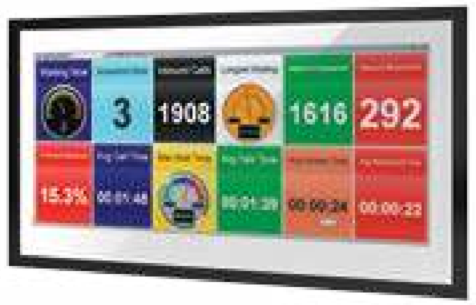


Akixi 2000

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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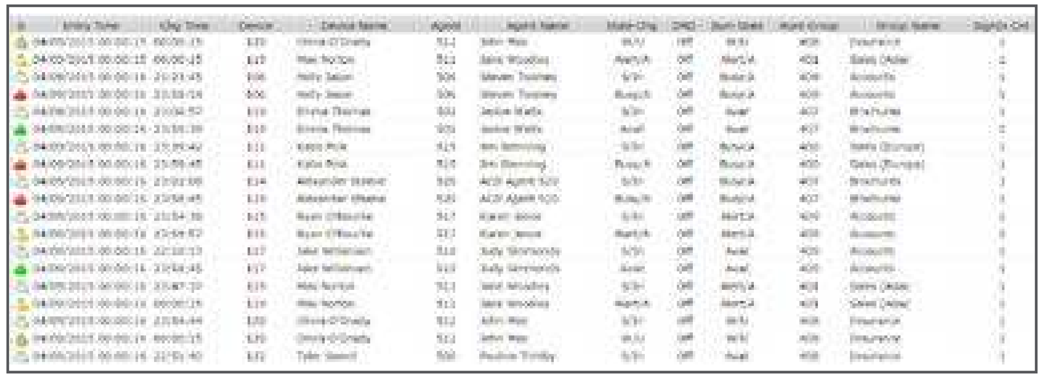
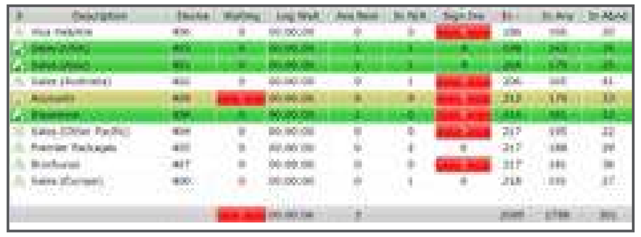
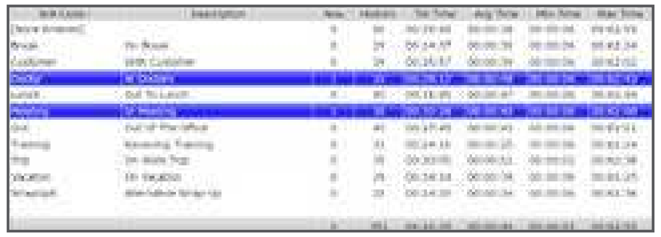


ACD activity log

ACD hunt groups



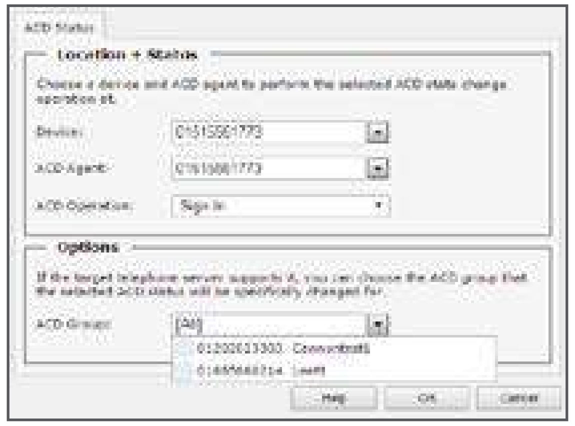
Agent statuses



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.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Location + Status
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Compatible handsets

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