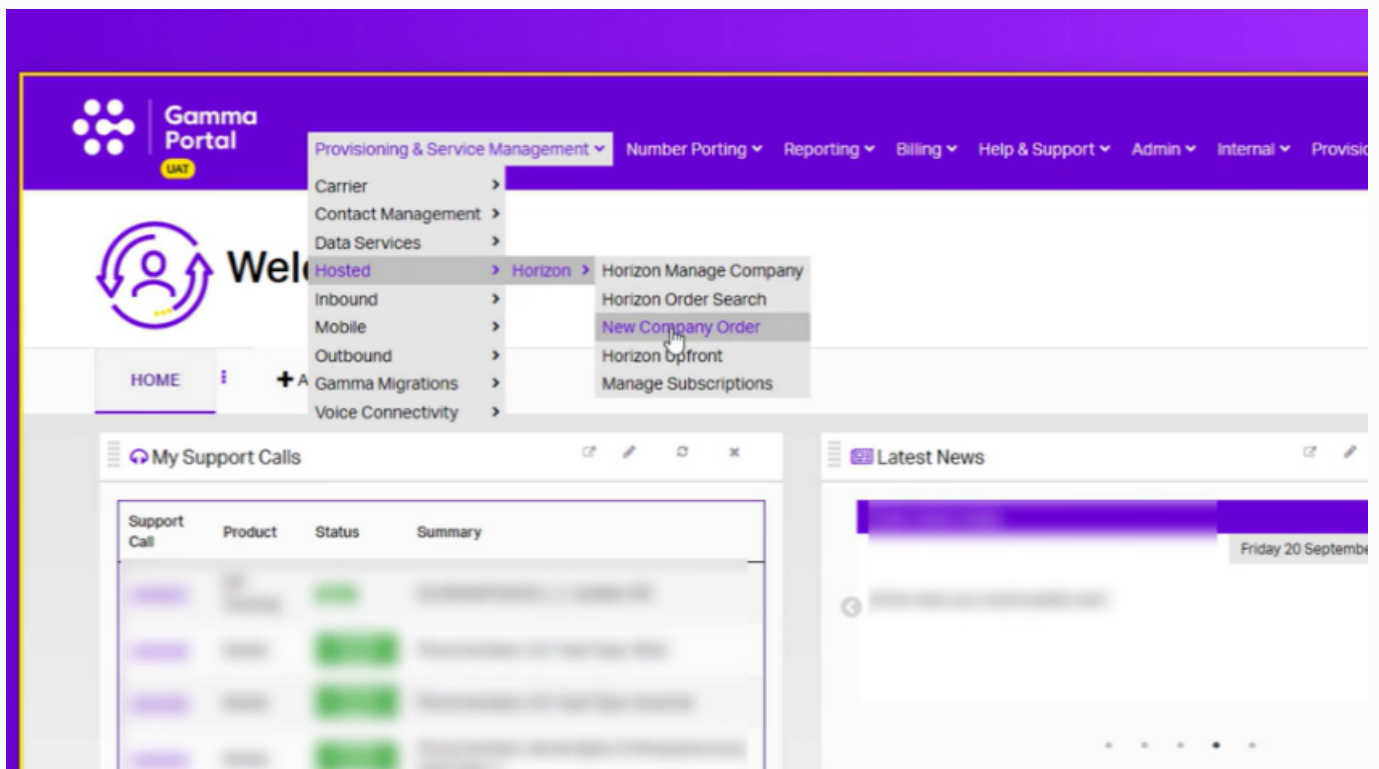


# Enable Horizon Contact with a New Horizon Company

A Gamma channel partner can provision Horizon Contact for a new company at any time by following these steps:

- Firstly, log in to the Gamma Portal and navigate to Provisioning & Service Management, followed by Hosted > Horizon > New Company Order.



- Proceed with the new company order process for Horizon as normal, under partner details, click the Enable Contact Centre tick box.

Partner Mobile Number:

**New Company Order Details**

Company name: \*  Available

Default Domain: \*  Available

*The Default Domain cannot be changed once provisioned.*

**Warning**  
Once the Company is created, the extension limit cannot be updated.

Extension Limit: \*

**Contact Centre**

Enable Contact Centre:

**Call Recording**

Enable Call Recording?

**Company Admin Details**

*The Admin Username is to be used by the Administrator to log into the first site.*

Username: \*

First Name: \*

Last Name: \*

Admin Email: \*

Support Email:

Telephone Number:

Mobile Number:

**Fraud Management**

*Please click [here](#) for the terms and conditions of the Horizon Fraud Management Service.*

Fraud Management: \*

Daily Spend (€): \*

Warning (€): \*

E-mail address: \*

**By doing this, you will no longer have the standard call recording option if you want to enable call recording. However, Business Call Recording and Compliant Call recording is still available.**

Company name: \*  Available

Default Domain: \*  Available

*The Default Domain cannot be changed once provisioned.*

**Warning**  
Once the Company is created, the extension limit cannot be updated.

Extension Limit: \*

**Contact Centre**

Enable Contact Centre:

**Call Recording**

Enable Call Recording?

Call Recording Type: 

- Business Call Recording
- Compliant Call Recording

**Company Admin Details**

*The Admin Username is to be used by the Administrator to log into the first site.*

Username: \*

First Name: \*

Last Name: \*

Admin Email: \*

Support Email:

Telephone Number:

Mobile Number:

**Fraud Management**

*Please click [here](#) for the terms and conditions of the Horizon Fraud Management Service.*

Fraud Management: \*

Daily Spend (€): \*

Warning (€): \*

E-mail address: \*

Send SMS:

**Connect** [Help](#)

*Connect should be used if you wish to connect a Horizon and Mobile company.*

- Proceed to fill out the new company order as normal. Click continue to proceed to the Site Details screen.
- On the site details screen you will need to complete all information about the new Company. Any field marked with a red asterisk must be completed to proceed with the order.

**Site Details**

**Please Note**  
If you are supplying the details for your first site, you will be able to apply for additional sites after your order has been completed.

**Site Details**

You are placing the order for the first site in this order and you can place orders for additional sites after the company is created.

Total number of sites:  ✓

Site Name:

This is the identifiable name of the first Site

**Site Contact Details**

Contact Name:  ✖ Contact name required

Contact Email:

Telephone:

Mobile:

**Site Address Details**

Postcode:  🔍

**Site Access Details**

Site Survey:  Yes, the site survey is complete

Site Access:  Gamma Provided  Third Party

Access Type:

**Number Details**

- You will need to add premium subscriptions to each of your users, even the users who do not use Horizon for anything other than the Horizon Contact feature. Click on Premium Subscription from the drop-down menu under Order New Subscriptions and choose the contract length. You will notice new drop-down options appear:
- **HC Agent - Voice & Email**
- **HC Agent - Webchat**
- **HC Supervisor**

**Add Subscriptions**

Order New Subscriptions will allow you to order brand new subscriptions for your Horizon Company. These subscriptions will be allocated to this Horizon Company and can be managed through the Manage Subscriptions page, if the company qualifies for Horizon Fund, this will be added to your Total Funds pot and visible within the Fund History page. For full information on the Horizon Fund, please refer to the Horizon Commercial Terms and Conditions on the Gamma Academy.

Available Subscription Stock returns all your unallocated subscriptions (subscriptions not assigned to a company) and will allow you to allocate them to this company. No Horizon Fund contribution will be given for Available Subscription Stock.

Company age: 0 Years, 0 Months, 13 Days

**Subscription Summary**

Service Pack Name	Available	In Use
Premium	10	4

**Order New Subscriptions**

**Available Subscription Stock**

**Horizon Fund**

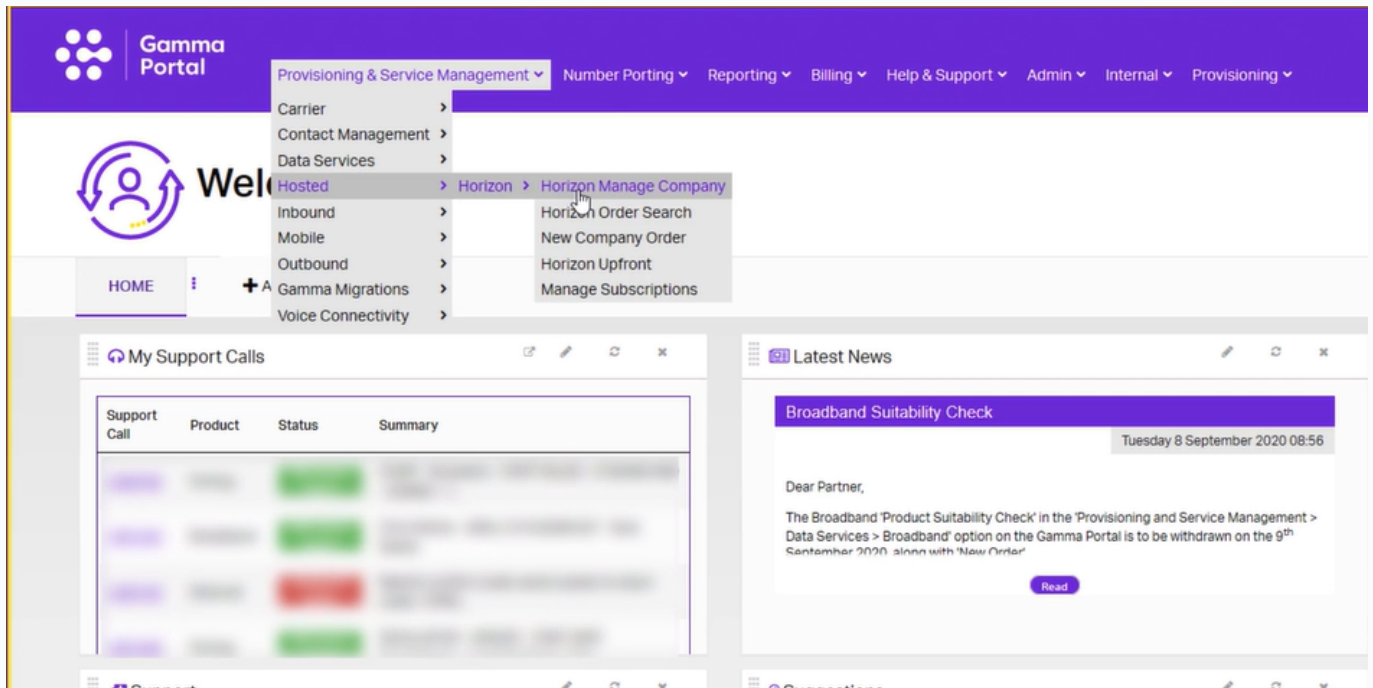
**By default, supervisors have the same access as both agents and so do not need an agent subscription as well.**

- If call recording is required, you will need to order a call recording bolt-on for every user regardless of whether they use it.

**It is important to note that if call recording is selected during the Horizon Contact provisioning process, then it will be enabled immediately.**

Now that we have provisioned a new Horizon Contact company you will be able to search for it and make any amendments in the gamma portal.

- Log into the Gamma Portal and navigate to Provisioning & Service Management
- Followed by Hosted > Horizon > Manage Company.



- Search for your company and click on the actions drop-down next to it.
- You will see a new 'log in to contact centre' single sign-on option listed. This link will take you directly to the Horizon Contact platform, where as a channel partner you can change the settings and configuration for the Horizon Contact company.

