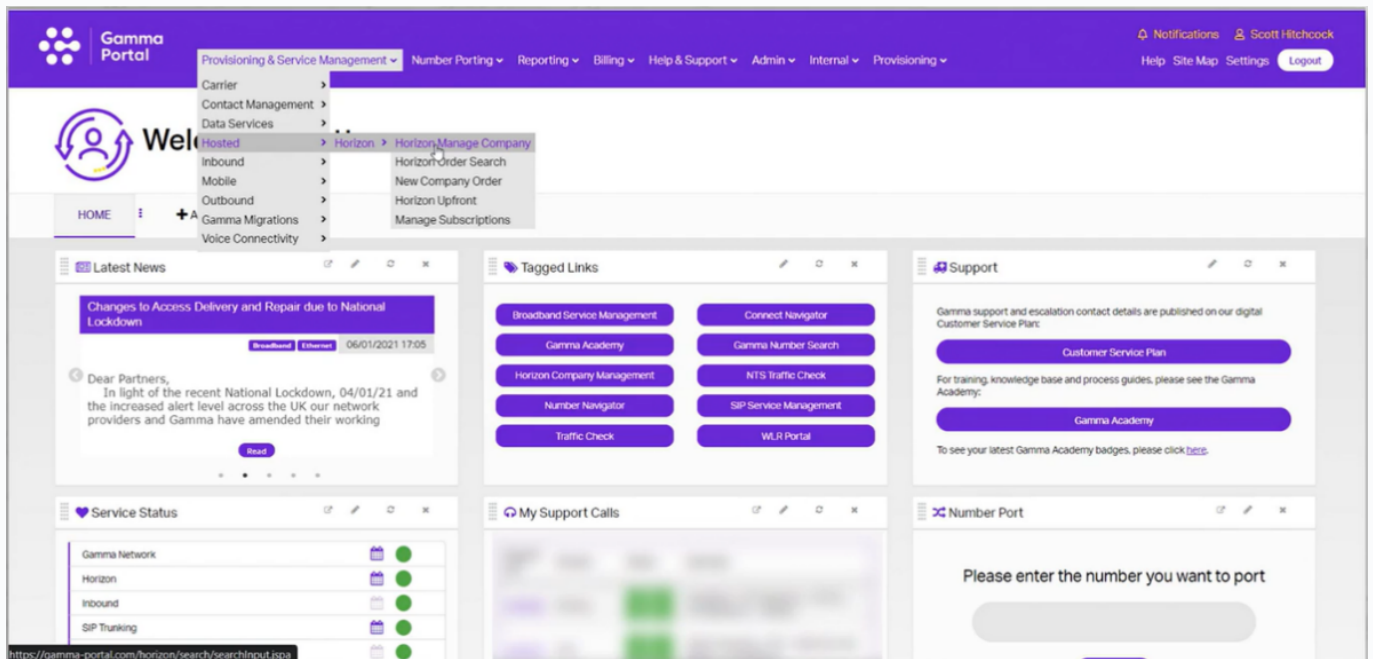


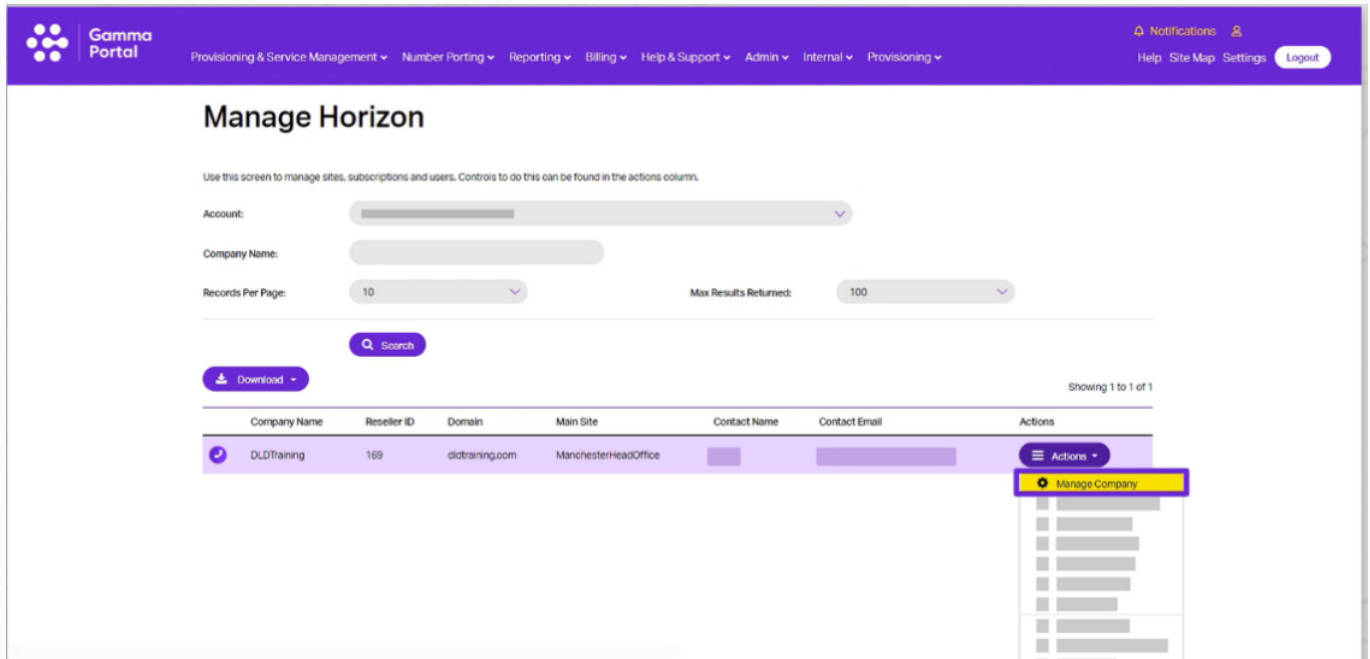
Enable Horizon Contact with an Existing Horizon Company

Horizon Contact can be enabled for an existing Horizon company at any stage. Channel Partners are able to add Horizon Contact to existing companies to ensure they can offer the full range of services to all of their customers.

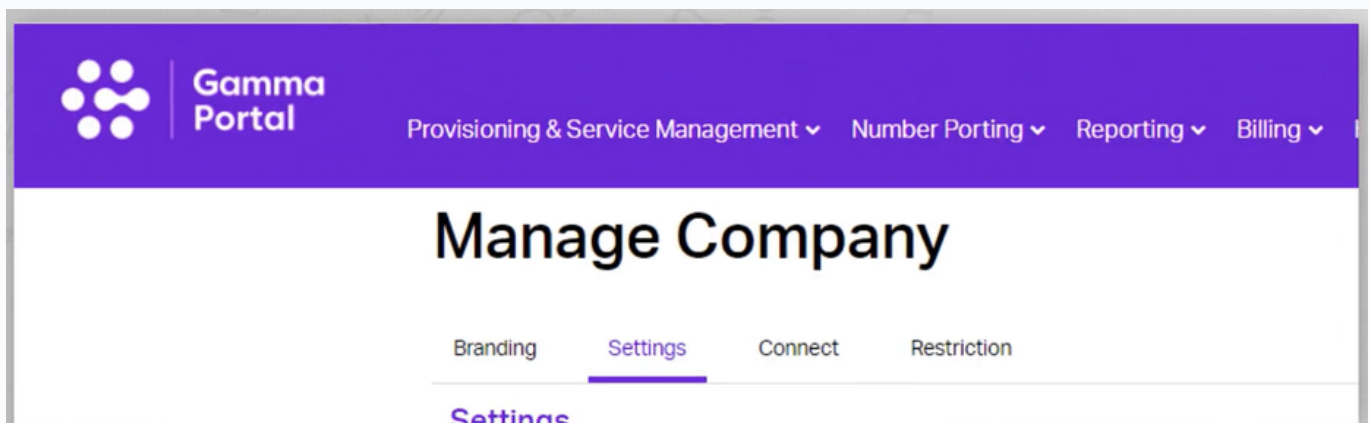
- First log in to the Gamma Portal and navigate to provisioning and service management.
- From the drop down go to Hosted > Horizon > Manage Company.



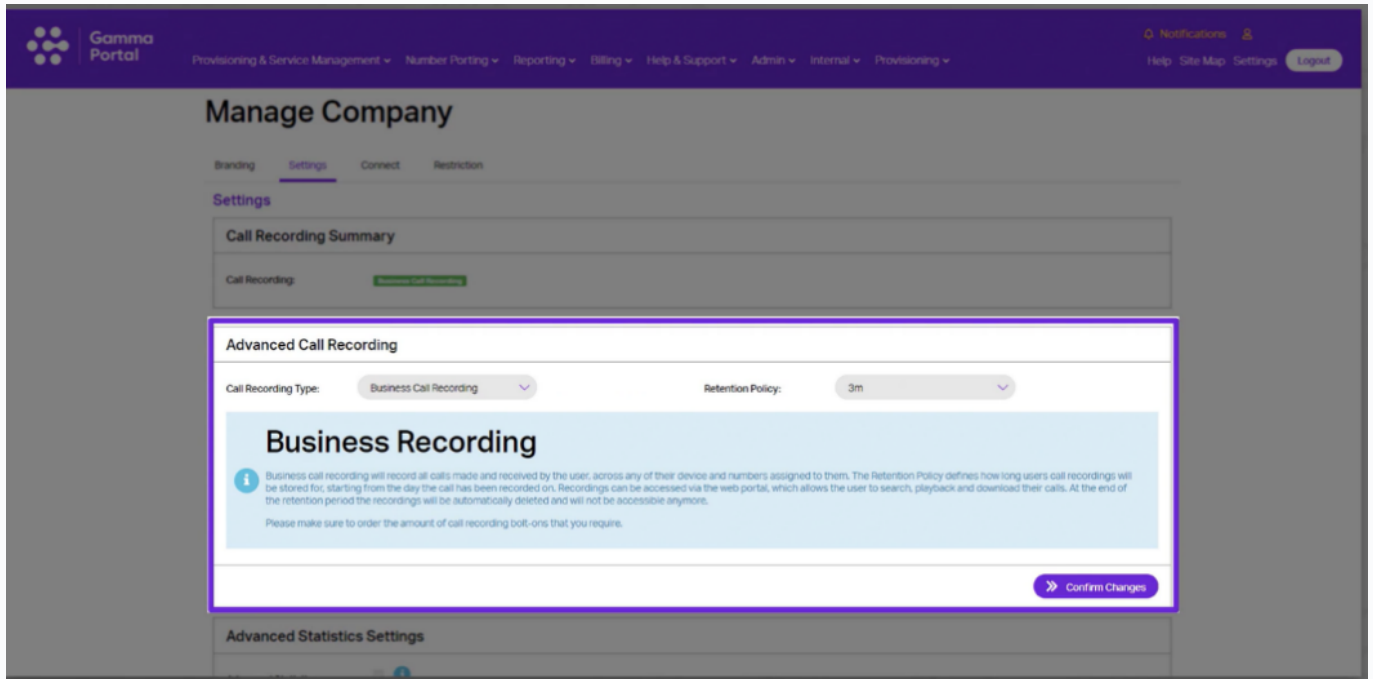
- Search for the company you wish to add Horizon Contact to.
- With the company selected, click manage company in the drop-down action's menu.



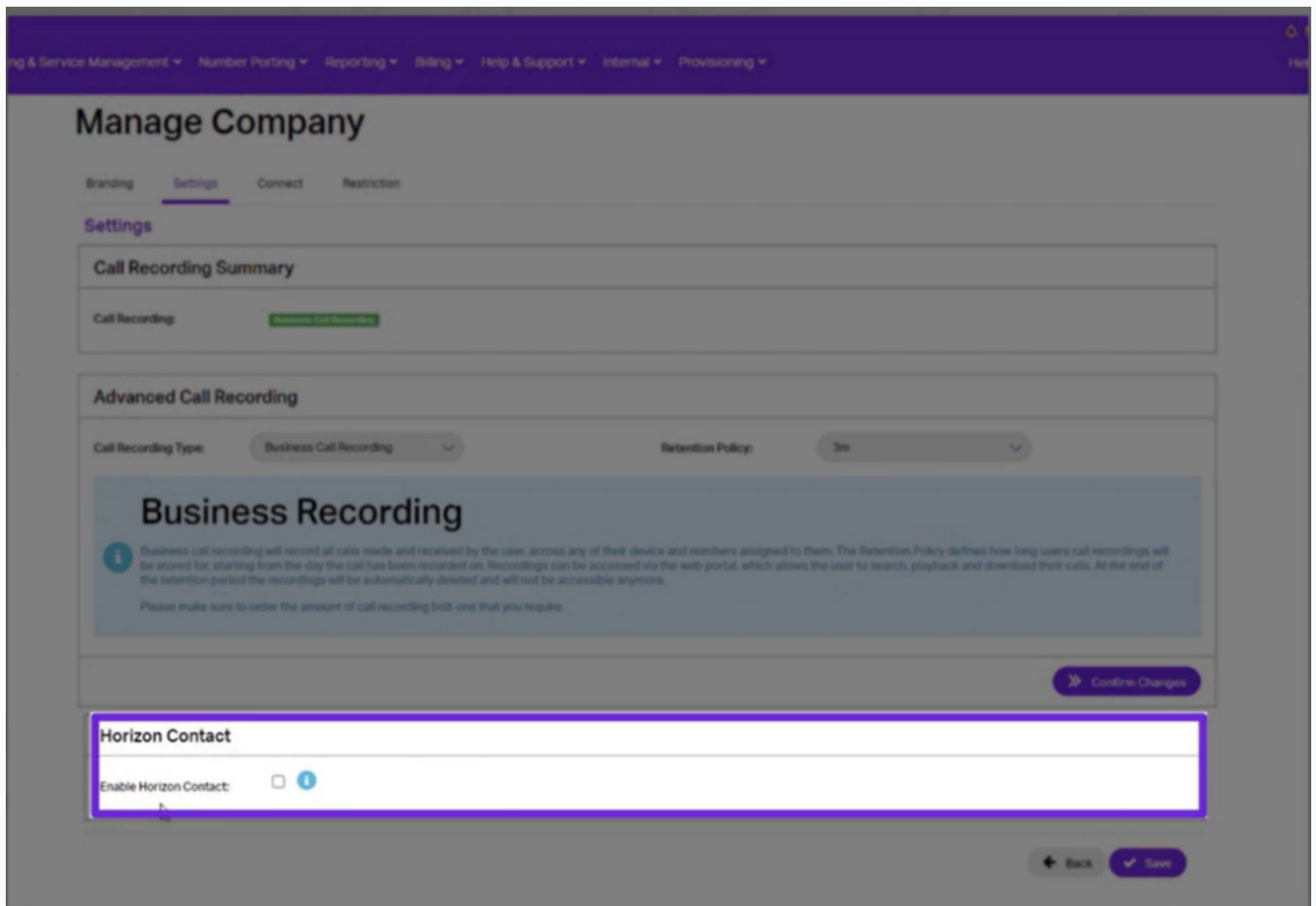
- On the manage company screen select settings.



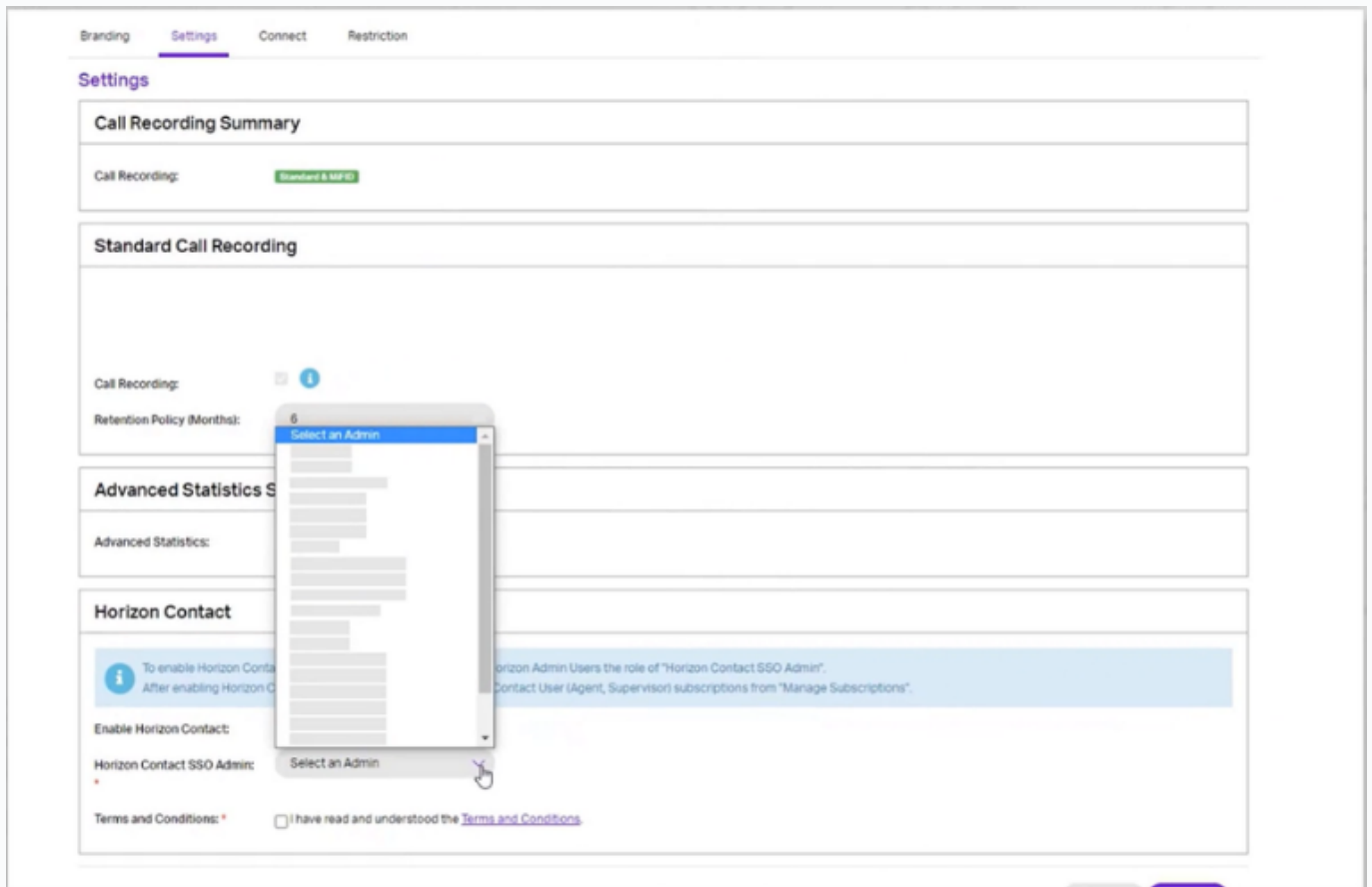
From here, you will see any call recording settings that are currently in place. Call recording is not required for Horizon Contact to be provisioned. But if it is enabled, please note that it is only compatible with business or compliant call recording. You can have Standard Horizon call recording we must also have at least one Advanced call recording type.



- Select the enable Horizon contact button to add Horizon contact to the company.

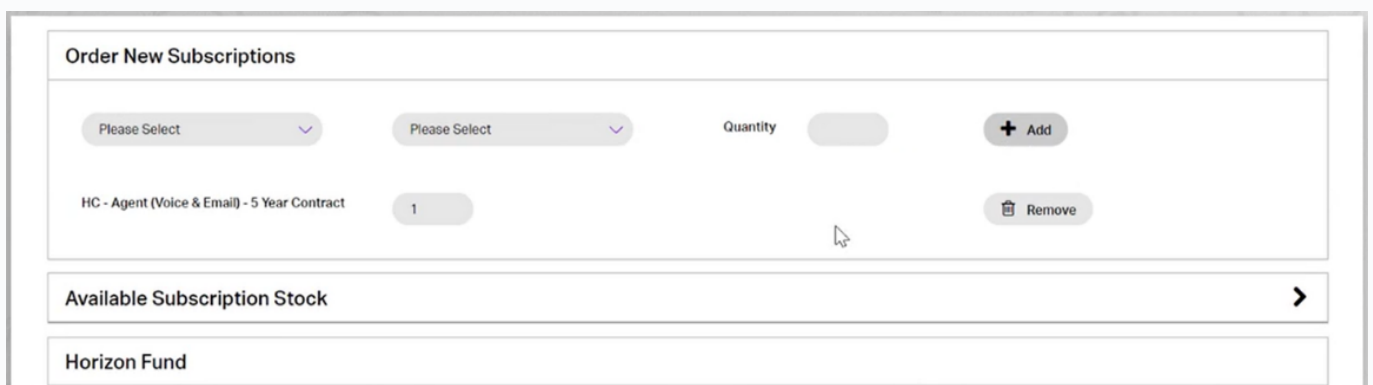


- An initial Horizon Contact admin will need to be selected from the drop-down menu. This is to enable single sign-on between the Gamma Portal and the Horizon Contact interface.



Although the user may choose themselves during setup. Any other team will be able to log in as a Horizon Contact Channel partner administrator and assist the customer.

- Read the terms and conditions and check the box before clicking save. This will provision Horizon Contact on the pre-existing Horizon company.
- You will need to add new subscriptions for each Horizon Contact user.
- Once Horizon Contact is enabled return to the 'manage Horizon' screen and now select add Subscriptions in the order new subscription section select from
- HC agent voice and email
- HC webchat
- HC supervisor
- You will have to choose how many are needed then select the contract length too.



Please note if call recording is enabled, you'll need to order call recording bolt-ons. You must order a call recording bolt-on for every Horizon contact user. Even if call recording is

not required for that particular user. These can be ordered from the manage bolt-ons option from the drop-down menu on the Horizon managed company screen.

Gamma Portal

Provisioning & Service Management | Number Porting | Reporting | Billing | Help & Support | Admin | Internal

Notifications | Help | Site Map | Settings | Logout

Manage Horizon

Use this screen to manage sites, subscriptions and users. Controls to do this can be found in the actions column.

Account: [Dropdown]
Company Name: [Text Field]
Records Per Page: 10 | Max Results Returned: 100

Search [Search Button]

Download [Dropdown]

Showing 1 to 10 of 100

Company Name	Reseller ID	Domain	Main Site	Contact Name	Contact Email	Actions
Live						[Actions Menu]
						[Actions Menu]
						[Actions Menu]
						[Actions Menu]
						[Actions Menu]
GammaHorizon	169	horizon.demo	London	BDM Demo Kit	arobinson@gammatelecom.com	[Actions Menu]

Now that we have added Horizon Contact you will be able to search for it and make any amendments via the Gamma Portal. To do this simply:

- Log in to the Portal and navigate to provisioning & service management.
- From the drop-down select Hosted > Horizon > Manage company.
- Find the company and click on the actions drop-down menu.
- You'll see a new login to contact centre single sign on option.

This link will take you directly to the Horizon Contact platform where, as a channel partner, you can change settings for the company.