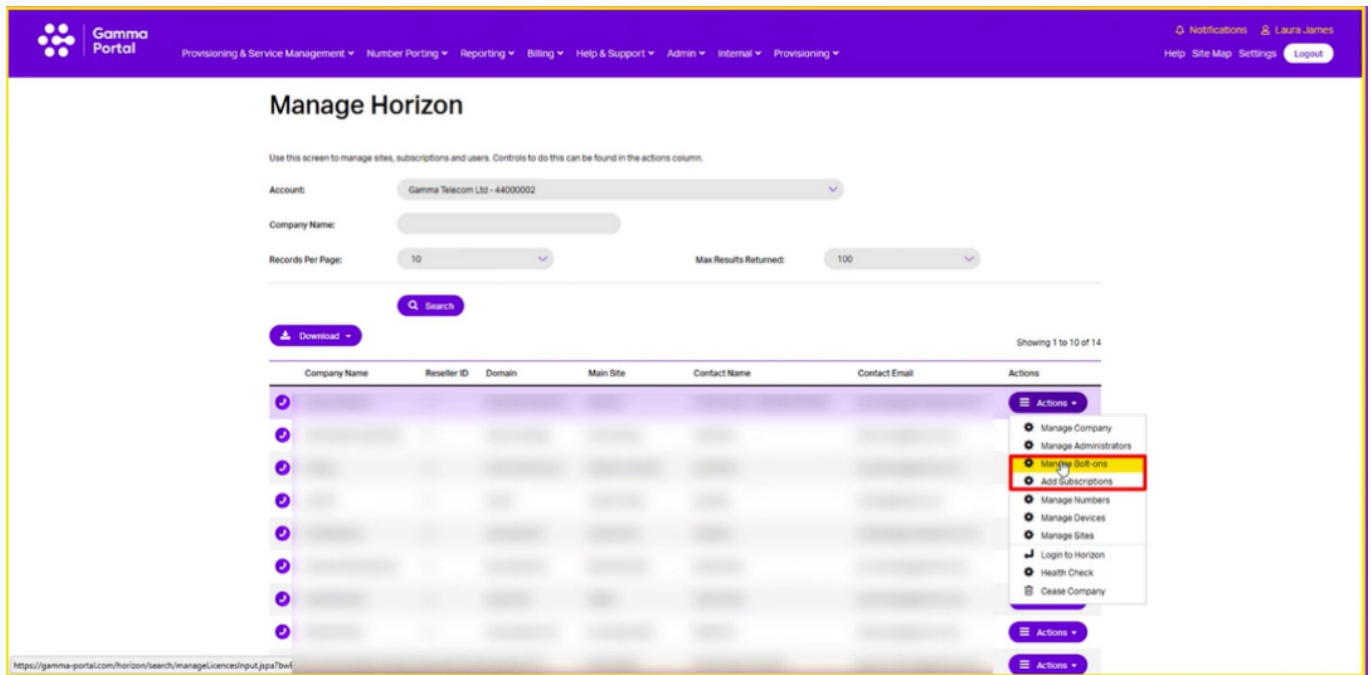
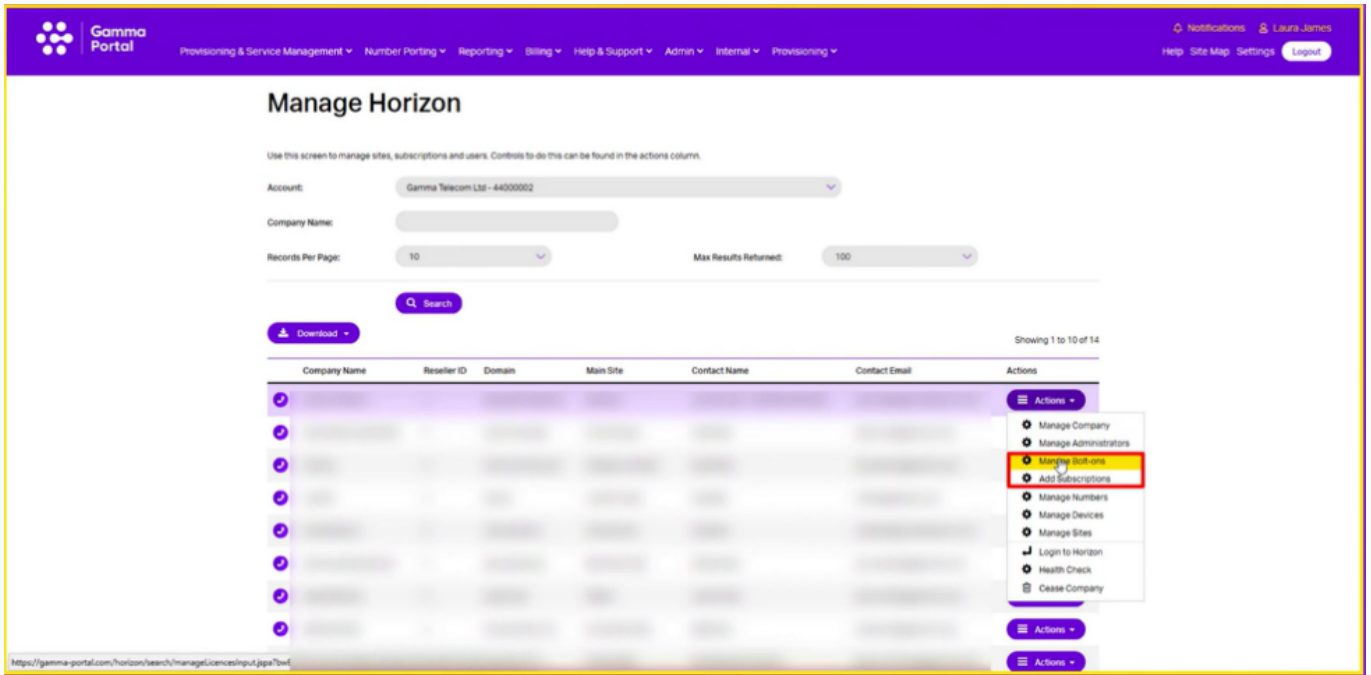


Provisioning Horizon Contact Users on the Horizon Platform

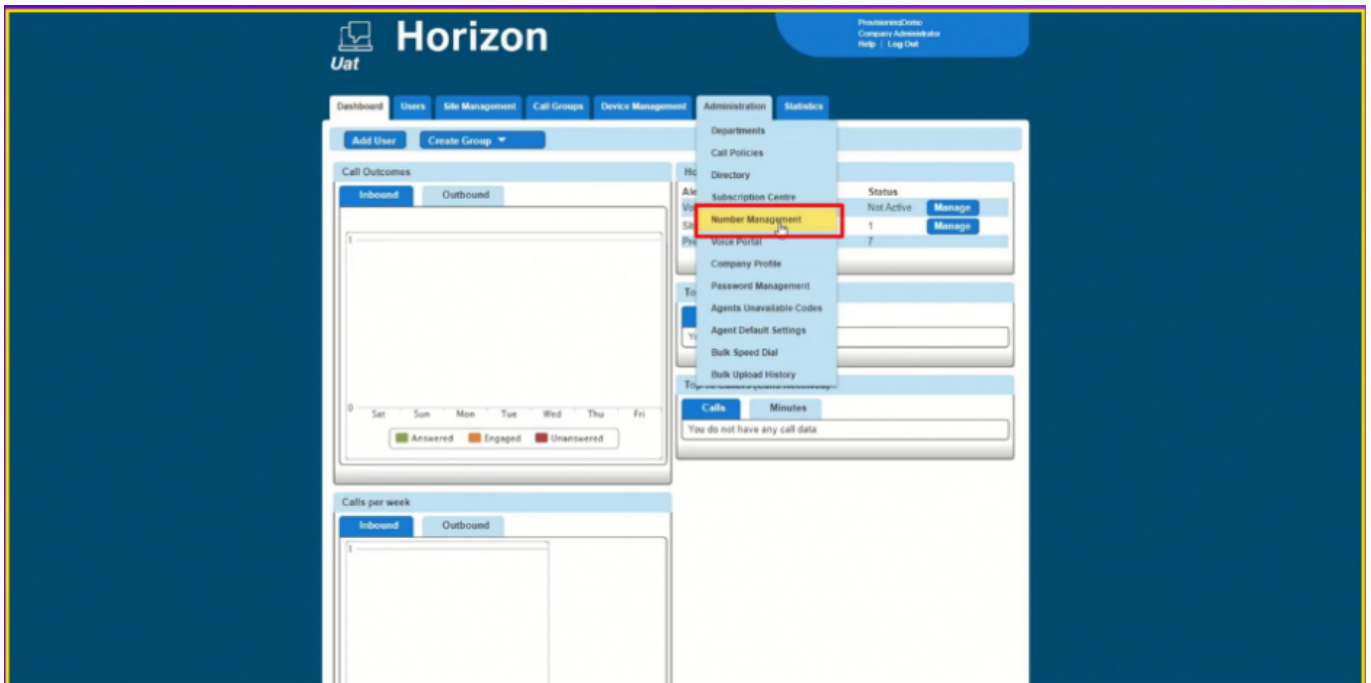
Now we have been able to enable the service on a new existing Horizon company. We will continue to set up Horizon Contact on the Horizon platform.



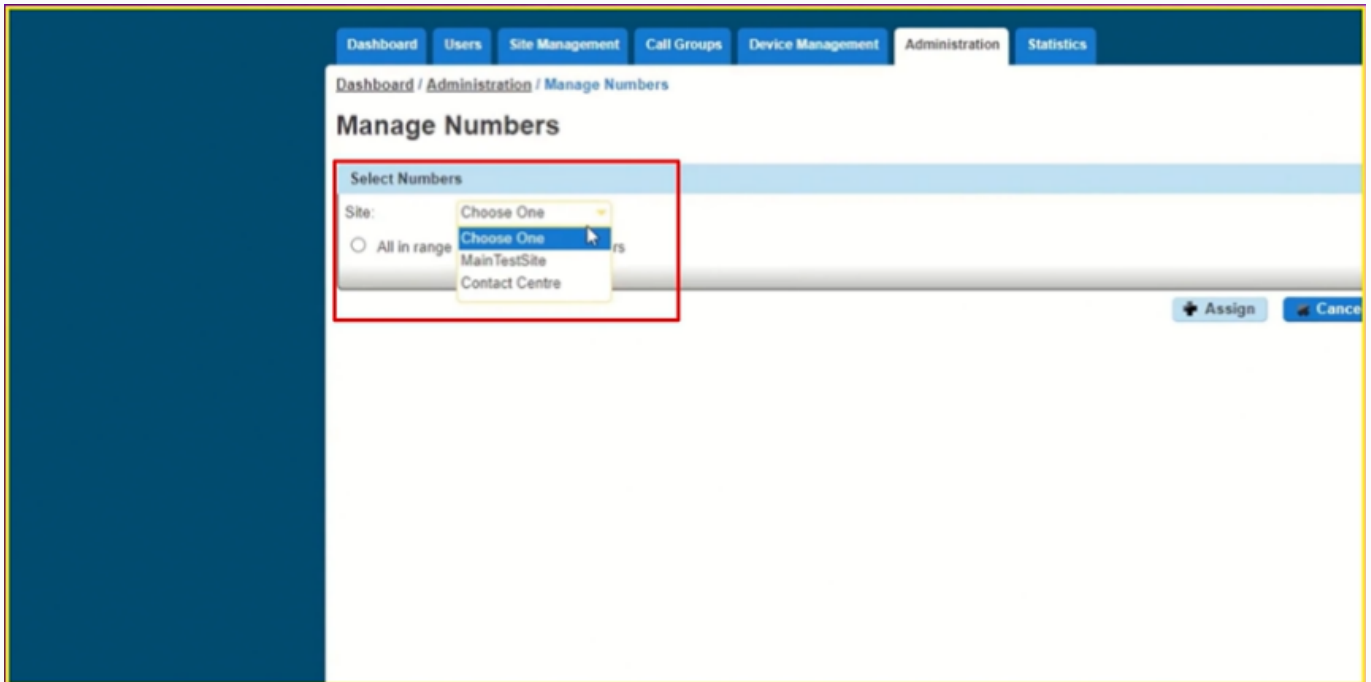
Normally when a channel partner provisions a New Horizon company, users are created and their numbers ordered, as outlined during the horizon provisioning process. Channel partners can also assign subscriptions and Bolt Ons, both when creating a new Horizon company, and later through Horizon - Manage Company.



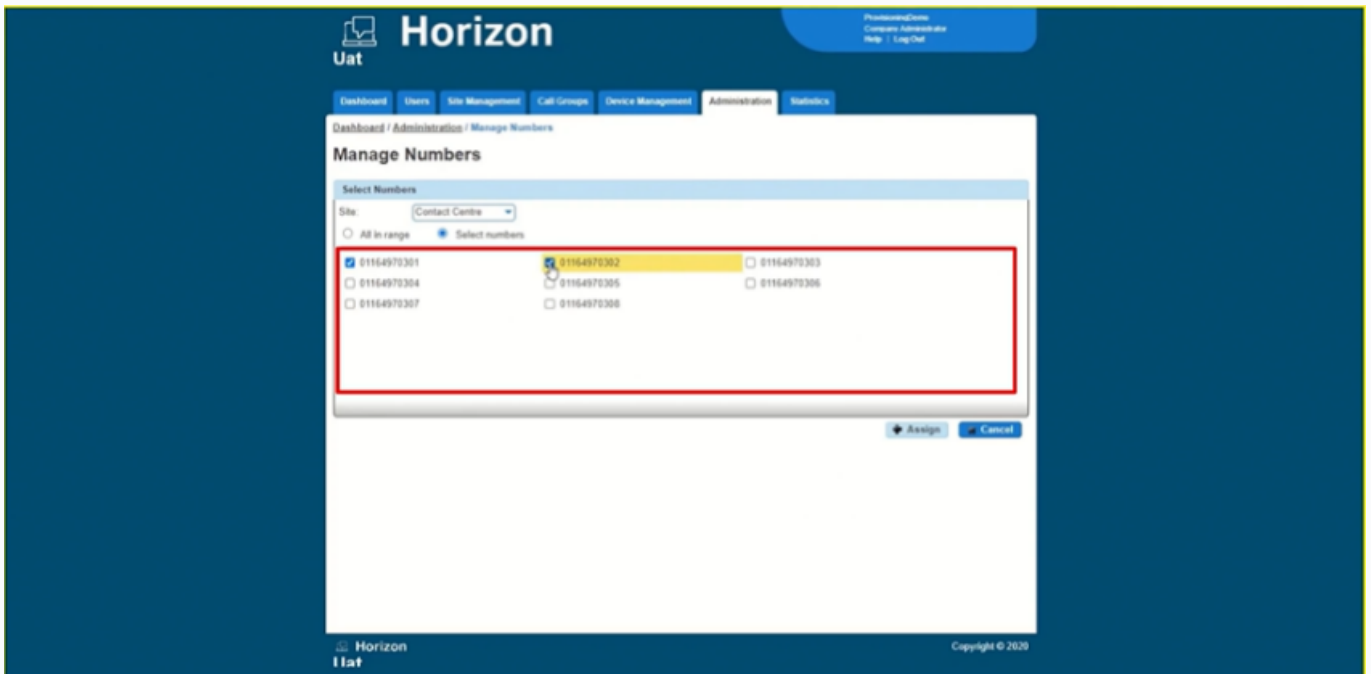
- Once you have enabled Horizon Contact during the process of provisioning a new company order. Click on administration, then manage numbers:



- Now when you select a number, you will see horizon contact as an option when you choose a site under select numbers.



- Click on select numbers then you can then tick individual numbers from the list below.

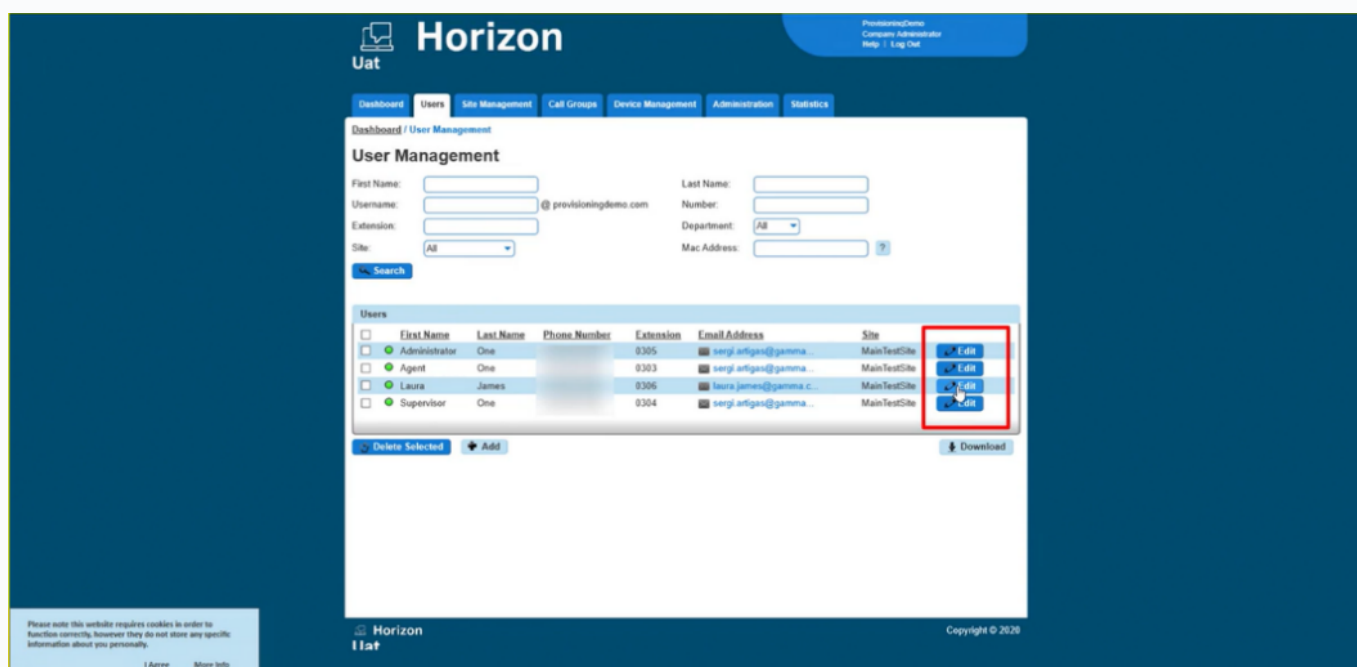


- These numbers can then be assigned to call flows and configured further in Horizon Contact later.

If you need to assign individual numbers to Horizon Contact users, then you should assign them to the Horizon site in the usual way.

To assign a company administrator, you will need to assign a permission which is added to an individual's account and not an additional subscription.

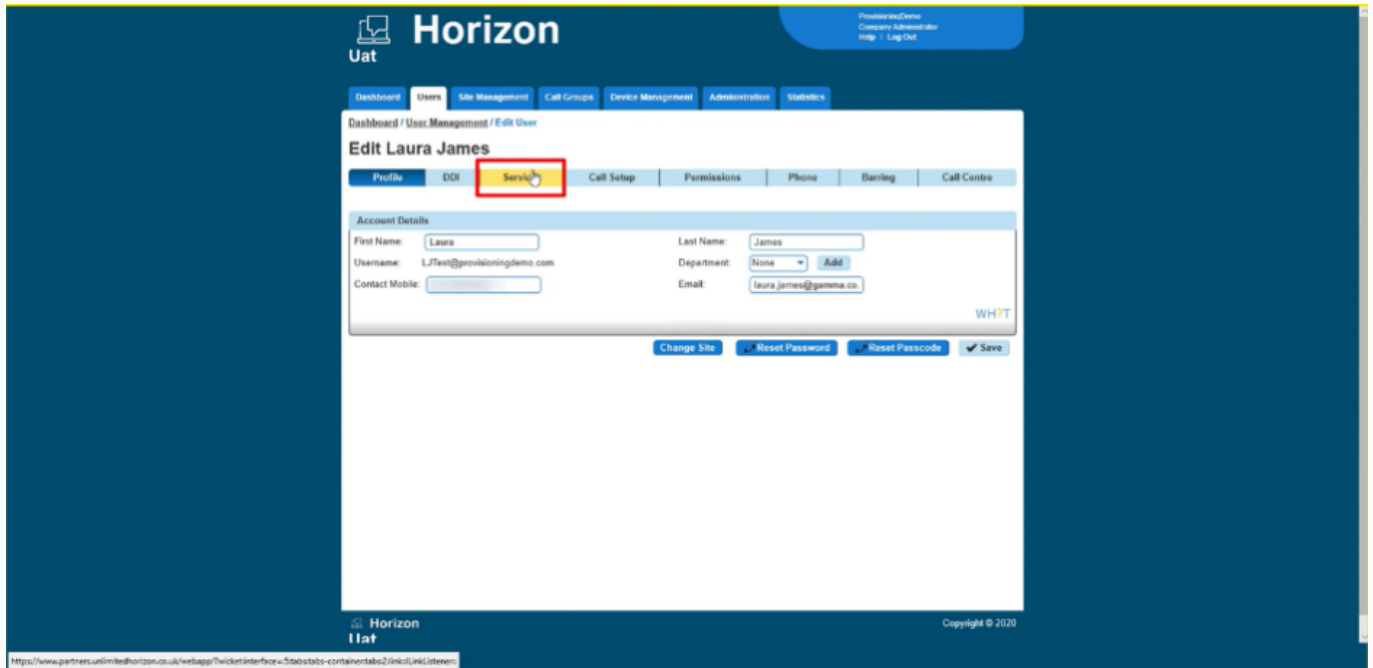
- Navigate to the Users tab on the Horizon platform.
- Choose a user from the list and click on edit user.



The screenshot displays the Horizon User Management interface. At the top, there is a navigation bar with tabs for Dashboard, Users, Site Management, Call Groups, Device Management, Administration, and Statistics. The 'Users' tab is selected. Below the navigation bar, the 'User Management' section contains several input fields for user details: First Name, Last Name, Username (with a dropdown menu), Extension, Department (with a dropdown menu), Site (with a dropdown menu), and Mac Address. A 'Search' button is located below these fields. Below the search fields is a table listing users. The table has columns for First Name, Last Name, Phone Number, Extension, Email Address, and Site. The 'Agent' user is highlighted, and the 'Edit' button for this user is circled in red. Below the table, there are buttons for 'Delete Selected', 'Add', and 'Download'.

	First Name	Last Name	Phone Number	Extension	Email Address	Site	
<input type="checkbox"/>	Administrator	One		0305	sergi.ortigas@gamma...	MainTestSite	Edit
<input type="checkbox"/>	Agent	One		0303	sergi.ortigas@gamma...	MainTestSite	Edit
<input type="checkbox"/>	Laura	James		0306	laura.james@gamma.c...	MainTestSite	Edit
<input type="checkbox"/>	Supervisor	One		0304	sergi.ortigas@gamma...	MainTestSite	Edit

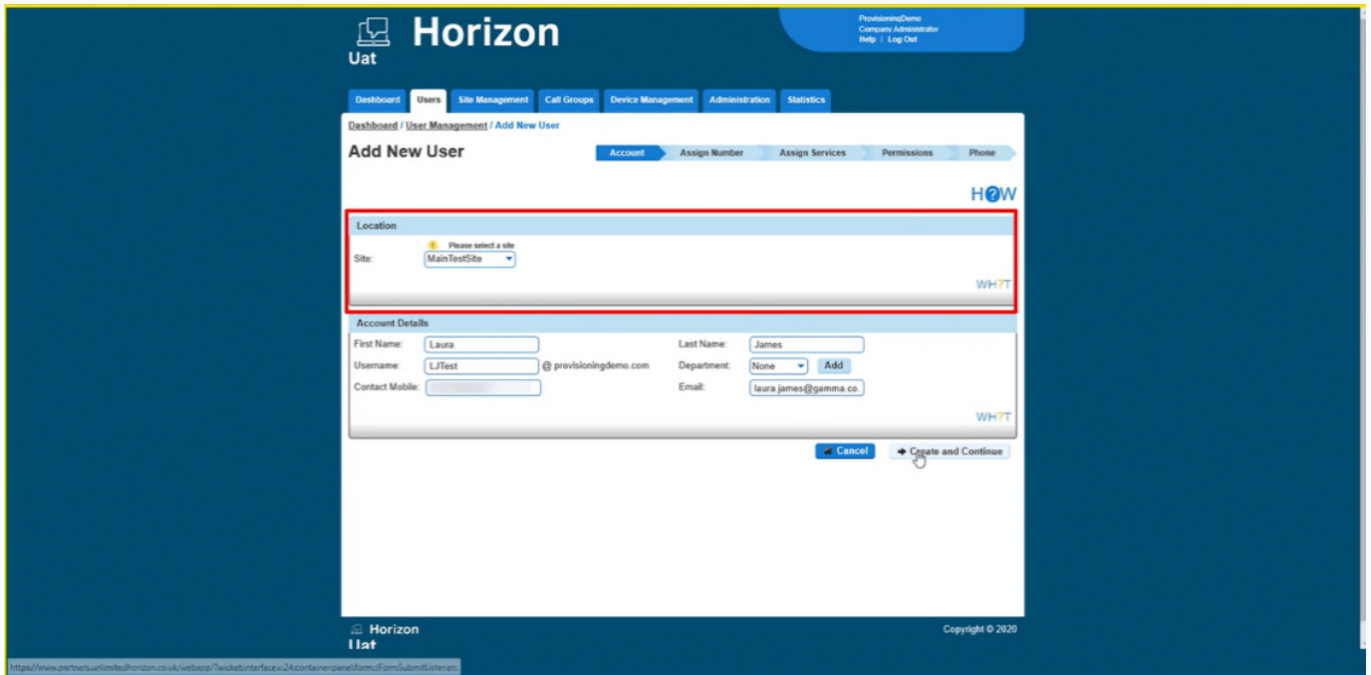
- Within the User's settings choose Services. This is the same place where you'd assign a subscription to a Horizon contact user.



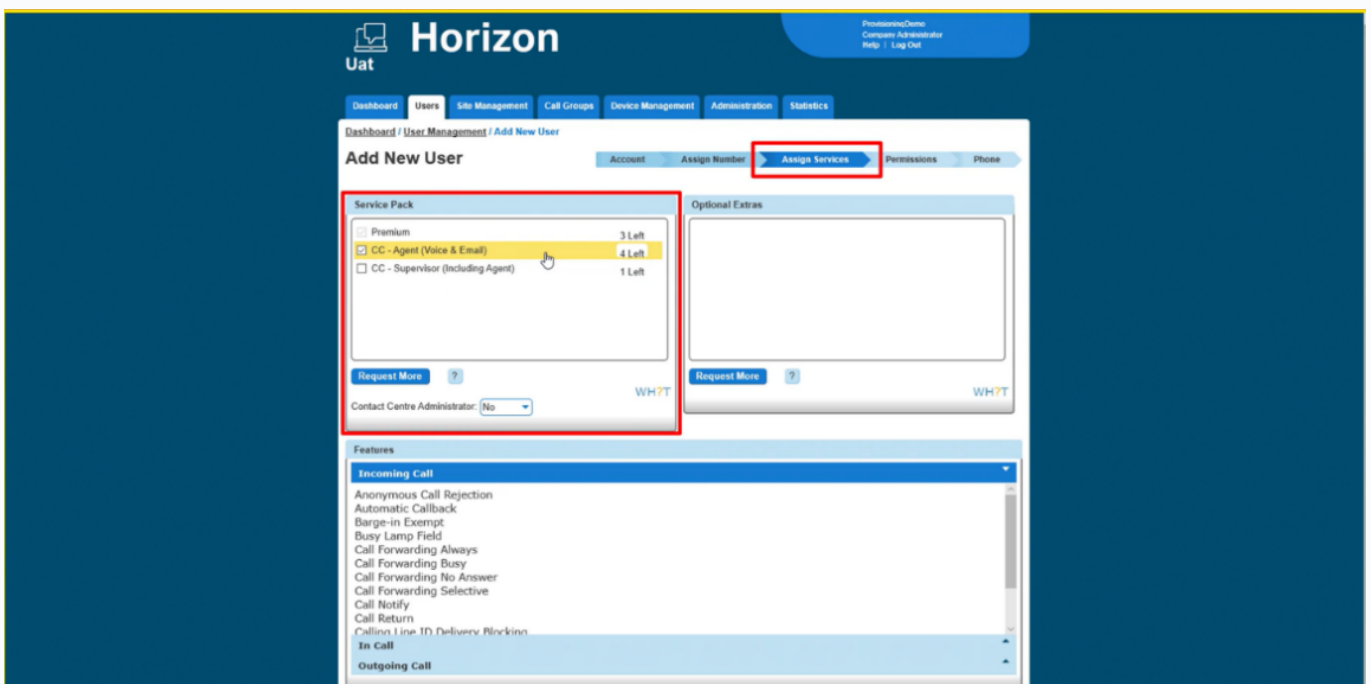
- All you need to do here is choose Yes from the drop-down menu next to contact centre administrator, then click on save and continue.

Channel partners can also create a Horizon Contact agent on the Horizon portal.

- To do this start the add user journey as normal and assign this user to Horizon company or site.



- Under assigned services, you will now see the option to add a Horizon company subscription.
- There are two options, Agent and Supervisor, alongside the number of subscriptions we have left for each.



- Once the subscription has been attached to a user continue with any further configuration as normal.
- Once you have assigned a Horizon Contact subscription to end users. They will automatically receive an email prompt to change the password. This also gives users access to the Horizon Contact platform.

Remember that some emails can be filtered into folders such as junk mail and so on. Check all folders.

Now that you have service numbers available and end users have access to their own logins for the Horizon Contact platform. You can set up and assign flows to those numbers.