

# **Horizon Integrator Standard Select Integrations**

## **What are Standard Select Integrations?**

Standard Select Integrations are Standard Integrations that can only be installed by a Mondago Select Installer. Standard Select Integrations are governed by an additional set of conditions the Installer is contractually obligated to comply with through enrolment in the Select Installer program

The integration add-in is not available by default within the Horizon Integrator client and must be enabled through an Unlock code provided by a Mondago ahead of the installation.

Before the Unlock code can be provided, a Partner will be requested to raise a Purchase Order and complete an order template both of which must be sent to Mondago before the unlock code is provided.

Standard Select Integrations attract an additional activation and annual support fee. These fees vary by integration and they are included in the Select Installer contract terms.

## **How do I get access to a Standard Select integration?**

A list of all our Standard Select integrations can be found via our Horizon Integrator Site <http://integrations.integrator.unlimitedhorizon.co.uk/windows>

Simply click on the “Standard Select” Tab and enter the CRM in the Search bar you are looking to integrate with.

## Application Integration

Integrating your telephone system with your CRM or business systems can provide significant productivity gains to your organisation, for example, know who is calling and quickly get their details on the screen or simply click on their contact number to automatically make your handset dial the number.

Horizon Integrator can provide Application Integration through the following methods:

At this point, and assuming you are Mondago Select Installer, please raise a Purchase Order to the value detailed in your Select Installer contract, and an accompanying order form to [msi@mondago.com](mailto:msi@mondago.com).

Once Mondago has received the order, they will check the order form for completeness and then issue an unlock code. You can then proceed to complete the installation in the normal way.

Please note you will need to order the required number of Horizon CRM Integrator licences on the Gamma Portal and ensure these are assigned to each User on the Horizon Portal

## How long does the process take?

Normally, once an order reaches Mondago, it takes 1-2 days to check the order form and issue the unlock code.



## What if I have a problem with a Standard Select integration?

Service issues can be reported by following our standard process by logging a ticket with our Gamma Faults Department, at [horizonfaults@gamma.co.uk](mailto:horizonfaults@gamma.co.uk). Please make the Service Agent aware that this is a Standard Select CRM integration.

Due to the nature of these types of integrations, the Gamma Service Desk will be unable to answer any questions or provide support.

We will however raise a ticket with Mondago to investigate the issue.

## Feedback

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