

Inbound and Horizon Working together

Maximising customer uptime whatever the situation

Horizon is a powerful communications platform for today's business and continuity of service is paramount. However, as we all know, occasionally circumstances beyond our control can mean issues with technology and, in rare situations, can result in downtime.

However, there is a failsafe solution. If Horizon is overlaid with Gamma's Inbound call management service, business continuity can be assured at all times if the Horizon service should be temporarily interrupted. Horizon and Inbound work well together without issues, but there are a few considerations and best practices which should be taken into account.

Considerations

- Currently calls from Inbound Geo/03 to Horizon are not FOC (as with Inbound to SIP with Inbound resilience). Therefore standard inbound call charges will apply.
- If Call Recording is used on Horizon, it should only also be used on Inbound in a business continuity plan that is not terminating to any Horizon DDI.
- If the user migrates the published numbers to Inbound and replaces them with dummies on Horizon, then they may want to decide what outbound presentation number they wish to use on Horizon, depending on their requirements.
- To keep these type of solutions simple, we recommend using Horizon for the complex routing (hunt groups, AA, queues etc.) and using Inbound simply for simple number translation and business continuity. It is recommend that customers consult with pre-sales for more complex set ups.

Best practice

The best practice for a Horizon-only customer wanting to add Inbound to the solution is to:

- Consult with the customer to discuss requirements and options.
- Ensure the required dummy/replacement numbers are available on the Horizon account.
- Follow the “How to migrate a live number from Horizon to Inbound” process guide.
- Once complete, log into the Inbound account and build any required ‘business as usual’ and continuity plans.
- Build a continuity plan that terminates calls off of the Horizon call group. For example, create a Call Queue group on Inbound that uses mobiles to receive a call.
- Test the ‘business as usual’ and continuity plans

Supported call routing scenarios

- One to one translation from Inbound to Horizon
- Inbound IVR that terminates directly to Horizon after caller has selected IVR option.

Please contact your Account Manager

for further information