



# Horizon for Microsoft Teams

A business-grade cloud PBX for Microsoft users



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Businesses looking to enable voice within their Microsoft Teams, can now use Horizon for Microsoft Teams to make and receive calls globally, and benefit from a feature rich, cost effective alternative to Microsoft Calling Plans.

Benefit from our highly available, carrier-grade voice network and the features of a traditional on-premises PBX, hosted within the cloud, for a long-term solution with no large upfront outlays.

## Bringing voice to Microsoft Teams with one simple application

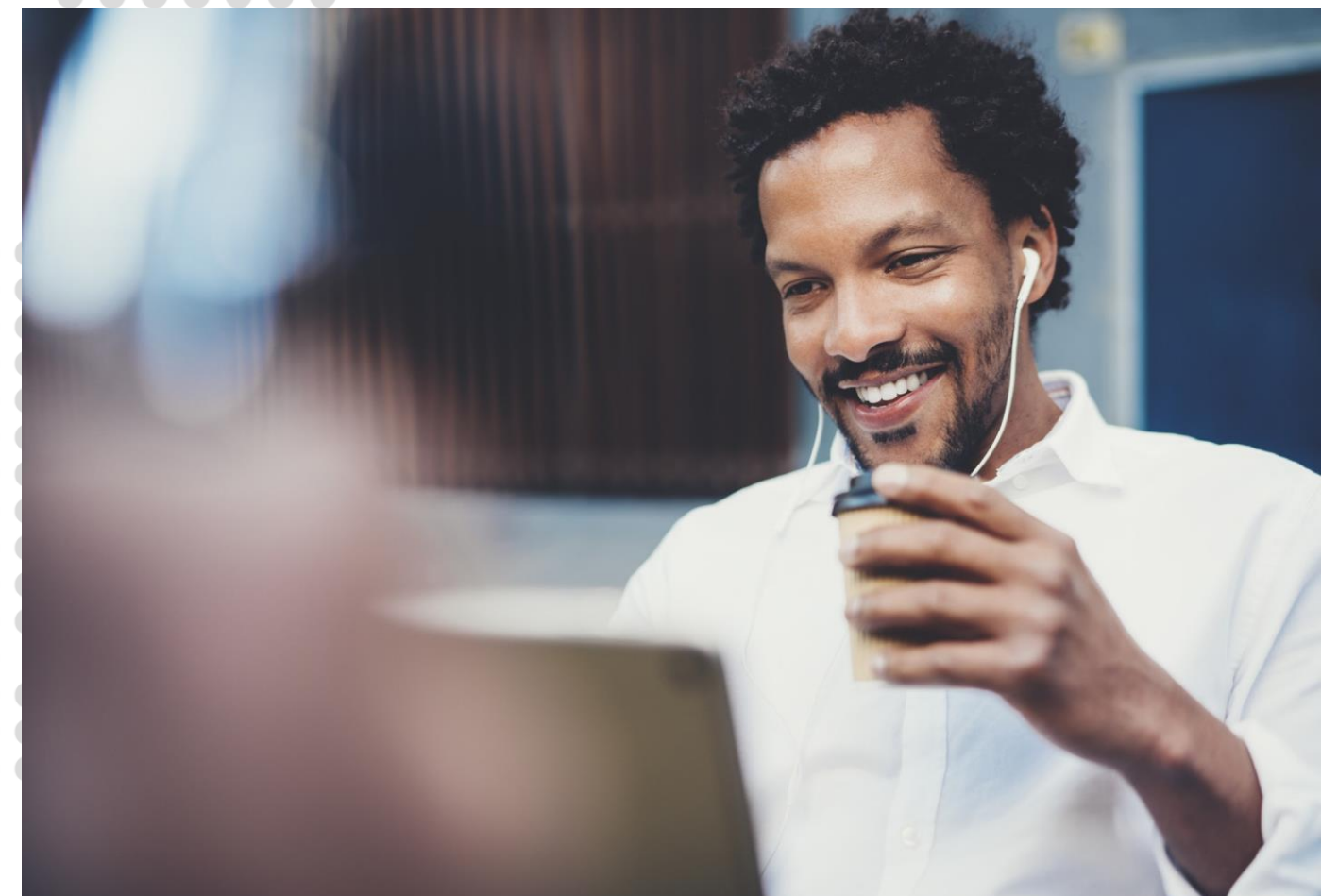
Horizon for Microsoft Teams enables your business to use Microsoft's Teams application as a Horizon endpoint to make and receive telephone calls using Gamma's Direct Routing capability.

This allows you to take advantage of your existing Microsoft infrastructure with Horizon to support complex business voice requirements, all provisioned within a simple application.

### What do I need?

For an organisation to enable Horizon for Microsoft Teams, the following components are required:

- Office 365 Enterprise subscription (E1, E3 or E5)
- Microsoft Phone System add-on (with E1, E3)
- A Horizon subscription with the Horizon for Microsoft Teams bolt-on
- An internet connection





## A powerful business PBX

### Extension Dialling

Efficiently connect callers to specific groups or individuals

### Hunt Groups (all ring types)

For distributing and allocating calls across your team

### Auto Attendant

Provide callers with menu options for call routing

### Call Forwarding

Manage incoming calls effectively

### Call Transfer

Transfer a call to any internal or external number

### Call Recording

Record calls for audit trails or training purposes

### Call History

Simply see who has called you and who you have called

### Management Reporting

Get real-time understanding of how calls are being handled

### Call Waiting

Ensures you're ready to take your next call

### Call Barring

Prevent certain calls coming through to your business

### Emergency Services Calling

Allows outbound calls to emergency numbers

### CLI Presentation and Withhold

CLI flexibility to allow you to present any number you have permission to call on behalf of

### Hold / Resume

Easily pause and resume a phone call

### Music on Hold

Get your promotional messages across or play music



## Key Benefits

### Keeping you in control

#### Business Grade PBX

Horizon offers many call routing settings to ensure the best caller experience. Caller announcements, hunt groups, IVRs and extension twinning are all standard features for Horizon users.

#### Cost-effective

Save money with better calling bundles vs Microsoft Phone System and Calling Plans (allows you to maximise your existing 365 license cost).

#### No CAPEX

Cloud-based solution with no expensive initial outlay as there's no need for traditional hardware.

#### Never miss a call

Tailored business continuity with network and number level resilience to keep your business working.

#### You're in control

Horizon Admin users have full control of the system configuration. From call routing to user creation, all this is managed from a simple and intuitive web portal.

#### Simple provisioning

Gamma Voice app enables simple provisioning of Horizon users within Microsoft Teams with no need for PowerShell or any other programming interface. Users can be added to an existing Horizon subscription without impacting on contractual terms.

#### Flexible working

Allows for remote working and a collaborative approach with availability through desktop and mobile apps as well as web browsers.

#### No call forwarding costs

Keep your existing geographic number.





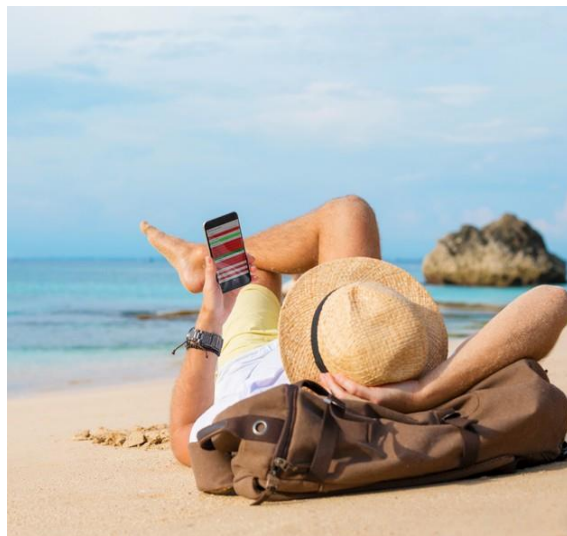
# Management Reporting

Do you know how many calls you are getting, how they are being handled or who is handling them? Horizon offers a number of key measurements through its reporting section. However, there is a growing requirement for more in-depth call management reporting and wallboard integration to help organisations gain a real-time understanding of calls.



Through our partnership with Akixi, the leading hosted call-management service provider, you can now get a data feed for your Horizon service, which will let you export the statistics you need to help manage your business.

- Instantly see what needs to be changed to improve customer service
- Monitor time to answer and manage calls more efficiently
- Analyse internal call patterns
- See how many calls are being abandoned with the ability to return them
- Optimise resources by ensuring the right number of operators are always in place



Microsoft  
Partner



Gold Messaging  
Gold Communications  
Gold Collaboration and Content  
Gold Cloud Productivity  
Gold Windows and Devices

Calling for Microsoft Teams  
Advanced Specialisation



## Features

### No server on site

Enables multi-site monitoring and supports business continuity

### Real-time statistics

Provides wallboards with real-time call-traffic information and alarms to ensure critical routes into the business are constantly monitored

### Accessibility

Use with internet-enabled devices in the office or on the move

### Customisable push reporting and alarms

Ensures business-critical metrics are always available

### Receipt of call to end of call reporting

Monitor a call throughout its path with visibility of every divert leg and call detail, easily and accurately segmented for identification

### Track after hours calls

Highlight suspicious activity or unauthorised calling

### Abandoned call recovery

See instantly if a missed call has been returned

### Activity and extension activity monitoring

Quickly and easily monitor key extension or call routes to ensure maximum efficiency



Working smarter, together.

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