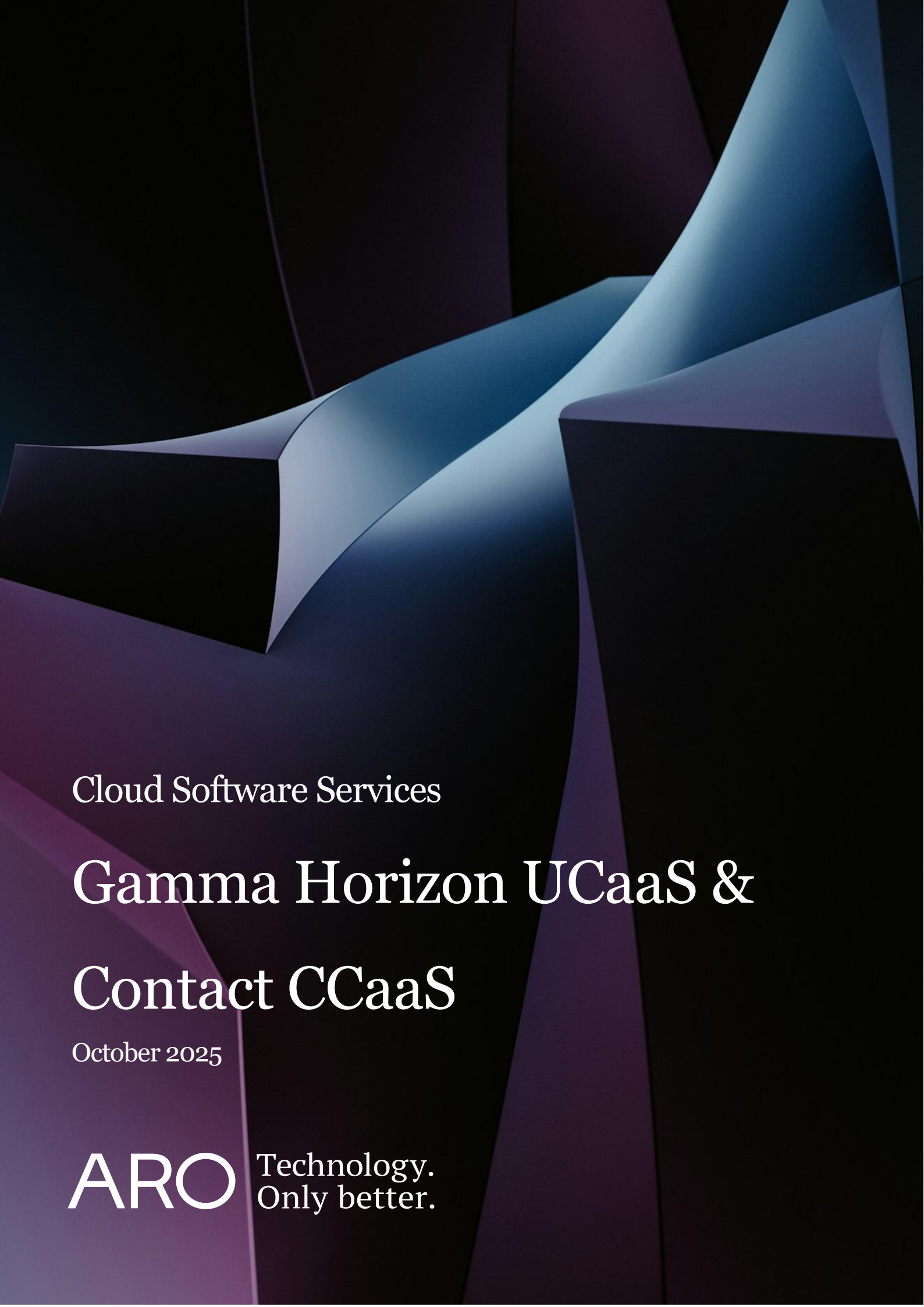




Cloud Software Services

Gamma Horizon UCaaS & Contact CCaaS

October 2025

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Managed Connectivity
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Cloud

Microsoft and Cloud Services
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Backup and Protection
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Sustainability

Net Zero Journey
Energy Procurement and Tenders
Energy Optimisation
Energy Compliance
Total Account Management
POD Energy and Carbon Management



Lot
Service offering

20

Social Housing
organisations
supported

220

Universities,
Academies and
Schools

350

NHS establishments
from Acute hospitals
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15

Regional
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999

Services

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1. Services Overview

Gamma provides Cloud IP PBX Telephony services that provides customers with the ability to make and receive telephone calls to each other and to the Public Switch Telephone Network (PSTN). Our platform (Horizon) is a fully Cloud PBX solution that provides voice, messaging, presence services and multi-media collaboration and requires no on-site equipment apart from the users' device, a soft client on a mobile/PC/laptop or physical IP handset. The service is managed end-to-end and includes service, support and optional hardware.

2. Cloud Voice Services

Platform

Horizon (based on Cisco/Broadsoft) is a fully resilient cloud voice platform deployed in multiple geographically diverse data centres within our own UK network and is fully owned and operated by Gamma. Horizon is peered with communication networks such as; multiple PSTN providers, mobile operators, IP networks - Janet and HSCN, MPLS providers and the Internet. This allows customers to adopt Horizon without the need to change their WAN.

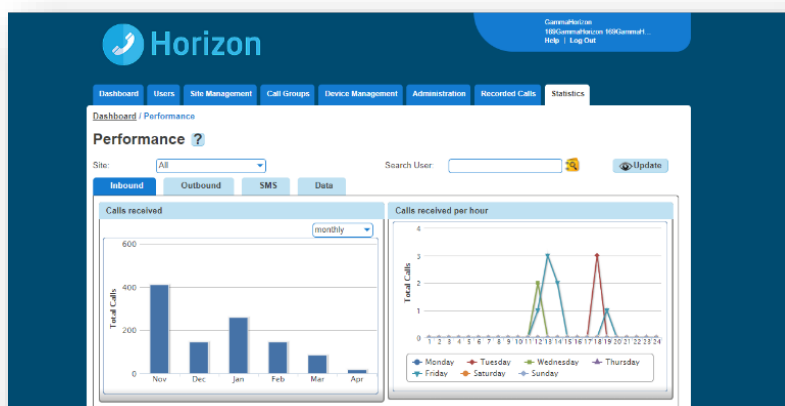
The platform is multi-tenanted, and each customer is securely partitioned. Horizon requires no PSTN interconnects.

System Administration

Horizon provides each customer with a secure web portal which provides a simple, easy to use management system that allows them to undertake the following tasks:

- Site Management—control site numbers and Schedules, Music on Hold, and Call Barring
- User Management—create/edit users and assign devices, telephone numbers, set call barring and optional services
- Group Management—manage IVR, ACDs and Hunt Groups
- Call Recording Management—call recording and manage storage
- Security—manage username and passwords including soft clients

The administrator can also access statistical information across the customer estate for inbound and outbound calls.



3. Network Access

Horizon needs to be delivered over a voice focused network, ensuring that the required amount of bandwidth has been provided based on the number of consecutive calls and codec (G.729, G.711, G.722) being used.

If required, Gamma will provide dedicated QoS based access ranging from SoGEA to single or highly available Ethernet access.

4. Key Features and Functions

Feature	Function
Ad Hoc Conference	The ability to invite other participants to a call creating a conference call.
Anonymous Call Rejection	Ability to reject calls from anonymous parties who have explicitly restricted their Caller ID. The user's phone does not ring, and the user sees or hears no indication of the attempted call.
Authorisation codes	Performs an authorisation of calls made to external parties by prompting a user for an authorisation code prior to making a call.
Auto Attendant	Allows callers to be automatically transferred to a person or group without the intervention of an operator or receptionist.
Automatic Call Back	Enables a call back to be set when dialling a user within the Horizon group, if a busy tone is received.
Bulk Speed Dial	Creates a speed dial list and applies to multiple users
Busy Lamp Fields	Allows a user to monitor a defined extension by the colour of the lamp of the line key assigned.

Feature	Function
Call Barge	Allows specified users to "barge" into an active call and set up a three-way call.
Call Forwarding	Ability to forward incoming calls to a number of choice or to a voicemail message box.
Call Log/History (Top 10 missed, received, dialled)	Provides the user with a short-term view of both incoming and outgoing calls, and the relevant results of each, through graphs displayed on the user dashboard.
Call Notify by Email	Define which call types you would like to be notified about via email.
Call Paging	Allows a user to call numerous users all at the same time with one-way audio (i.e. only the caller can speak). Once a call is placed then all handsets set up to receive a call in the call paging group will be answered automatically on loudspeaker.
Call Park	Enables a call to be parked and retrieved from another phone within the same Call Park group.
Call Pickup	Enables an incoming call to be picked up by another user within a Call Pickup group.
Call Queue Group	A basic simultaneous Hunt Group with the ability to queue up to 25 calls at network level should all users be busy.
Call Recording	Ability to record Inbound, Outbound or both Inbound and Outbound calls. This can be done at a user level or on a whole hunt group. Call recording can be set up to record a percentage of calls, record on demand or to not record calls at all.
Call Transfer	Provides various options when transferring a call including blind and consultative transfers.
Call Waiting	Provides sight of additional incoming calls to the user's device while the user is engaged on another call.
Calling Line ID	Allows this system to show or block an incoming caller's number and present or block the user's number and identity.
Calling Name Retrieval	Provides the ability to deliver a user's name, as well as a number for calls made and received if the name exists in the corporate directory.
Click to Dial	Enables a user to use the Horizon Portal to call someone within the Horizon directory.
Comfort Messages	Up to 4 different files can be uploaded also includes a "Time between Messages" option.
Device Customisation	Users have the ability to set up the line keys and soft keys of their Horizon handset.
Directory	Horizon provides two types of directory, one that is updated by the company administrator and one by end users, both of which can be accessed by the Horizon handset and soft clients.

Feature	Function
Distinctive Ring	The ability for external calls to be given a different ringtone to internal calls.
Do not Disturb	Allows a user to set their phone to unavailable so that incoming calls are given a busy tone.
Emergency Call Support	Gamma's Horizon service is a VoIP service as defined by Ofcom and supports Emergency Services calls.
Hot Desking (Login/Logout)	The ability to log in to any telephone handset in the organisation, this assigns user's extension and features to the handset logged into including an automatic log out (timeout)
Hunt Group	Variety of hunt groups offered to route calls to multiple locations when an incoming call is received.
Instant Conference Group	The ability to setup a conference group allowing up to 20 different people to be called automatically once the conference has been started.
Music on Hold	Allows the administrator to setup and maintain audio files that can be used in various call scenarios (e.g. Call Park, Call Hold). These files can be recorded through supported devices or uploaded through saved files.
Nuisance Call Management	Ability to reject incoming calls from a user defined list and/or anonymous numbers directly via the Hunt, Auto Attendant, Call Queue and Call Centre type Call Groups.
Remote Office	Allows a Horizon user to use any phone as their 'Horizon phone' - meaning they won't need to pay locally for calls and their Horizon number will be presented on outgoing calls.
Scheduling	Allows the definition of set schedules for business hours, and other company specific events. These schedules can then be implemented over IVR or Hunt Groups to provide specific routing during set hours or days.
Sequential Ring	Allows a user to define a "find me" list of numbers that incoming calls will route to sequentially
Twinning	Twinning of the Horizon extension/DDI number with another external number such as a mobile.
Voice Messaging	Enables voicemail services to be established either against users or hunt groups so that messages can be left and accessed by users.
Voice Portal	Provides an interactive voice response (IVR) application that can be called by any user, from any phone. The IVR allows the user to manage their services and voice mailbox, as well as changing their passcode if needed.

5. Reporting

Horizon provides both administrators and users statistical call information including number of; incoming calls, calls answered, busy calls, outbound calls made including duration, originating and terminating numbers, and geographical location. The information is presented via the dashboard and can be manipulated to provide user specific views.

6. End User Portal

Horizon provides individual users with a portal that allows them to manage settings and review their call usage and performance statistics, the key features are:

- Call handling—manage inbound and outbound calls, routing to PSTN, call forwarding etc.
- Voicemail—control unified voicemail including email settings
- Twinning—associate user's mobile number with their extension/DDI
- Profile settings—call routing based on pre-set profiles such as "out of office", "unavailable" etc.
- Setup speed dials—maintain user speed dials
- Hot Desking (login/out)—control hot desking including timeout

7. End User Devices

Handsets and headsets

As devices change on a regular basis, please contact Gamma for the latest list of available devices and associated costs. All devices on Gamma's recommended list have been tested for satisfactory performance on the network and in combination with the broader range of Gamma services.

Device Authentication and Access Management

As devices are supplied as part of the service their MAC address is registered with the Gamma platform ensuring only authorised devices may access it. All device communication is encrypted via https.

Soft clients—PC/Mobile

Gamma Horizon soft clients provide all Horizon telephony functions in an application that can be installed on Windows/MacOS and mobile devices.

8. Horizon with Webex

Gamma's Horizon solution now leverages the Cisco Webex client to provide a full suite of services including voice, HD video, presence, messaging, audio and video conferencing, and collaboration tools, all integrated with existing services such as Outlook and CRM systems.

Unified Voice, HD Video, Presence, and Messaging

- **Improved Productivity:** This is the most significant benefit. By consolidating all communication channels into a single application, employees no longer waste time switching between different apps (e.g., a separate phone app, a messaging app, and a video conferencing tool). This streamlines workflows and makes communication instant and efficient.
- **Enhanced Collaboration:** The integration enables real-time, face-to-face collaboration, regardless of physical location. A user can seamlessly transition from a chat conversation to an HD video call with a single click, or use features like screen sharing to work on a document together.
- **Reduced Friction:** Presence information (showing whether a colleague is available, in a meeting, or away) eliminates unnecessary calls and emails, making it easier to connect with the right person at the right time.

Advanced Collaboration Tools

- **AI-Powered Features:** The integration with Webex brings powerful AI capabilities. Key benefits include AI-driven features like:
 - **Automated Meeting Summaries:** AI can automatically transcribe meetings and create action-item summaries, so attendees don't have to take extensive notes.
 - **Noise Removal:** AI can filter out background noise (like a barking dog or a coffee machine), ensuring crystal-clear audio quality for all participants.
- **Comprehensive Meeting Capabilities:** Beyond basic video calls, the Webex client offers advanced meeting features such as virtual whiteboarding, in-meeting chat, and breakout rooms, which are essential for effective brainstorming and project management.

Single Point of Integration

- **Streamlined Workflows:** The ability to integrate with platforms like Outlook and CRM systems is a massive benefit. Users can click-to-dial contacts directly from their CRM, and their call history can be automatically logged, eliminating the need for manual data entry.
- **Better Customer Experience:** By integrating with a CRM, agents have instant access to a customer's history before they even answer a call. This enables more personalized and informed conversations, leading to higher customer satisfaction.

Other Key Benefits

- **Mobility and Flexibility:** The Webex client is available on mobile and PC, empowering a hybrid and remote workforce. Employees have full access to their business phone and collaboration tools from any location with an internet connection.
- **Simplified Management:** For IT departments, having a single vendor and a single platform to manage all communication tools is a huge advantage. It simplifies administration, security, and troubleshooting, freeing up IT resources for more strategic initiatives.
- **Future-Proofing:** By partnering with Cisco, Gamma is ensuring that the Horizon platform remains at the forefront of UCaaS technology. The platform is designed to be continuously updated with new features and AI innovations, giving businesses a solution that will adapt to their needs for years to come.

9. Horizon with Webex Features

Key features (subject to Horizon with Webex Package) include:

- Inbound and outbound Horizon voice calling.
- Access to Horizon call features and settings.
- Hosting and joining Webex meetings.
- Instant messaging.
- Presence including custom presence options.
- Persistent group chat (Webex Spaces).
- Video calling.
- Advanced meeting features including meeting transcription.
- Webex AI-powered assistant.

Calling and call control features are delivered from Gamma's Horizon platform. Webex meeting and collaborative features are delivered from Cisco's Webex cloud infrastructure, which is integrated into Gamma's Horizon platform.

- Four different Horizon with Webex packages are available, each providing different features at different price points.

	Softphone	Basic	Standard	Premium
	Ideal for businesses that need a reliable & feature-rich voice calling solution without the need for messaging or hosting meetings.	Perfect for small businesses that need strong communication tools & the ability to hold occasional meetings.	Great for growing businesses that require more robust meeting capabilities & collaboration tools.	Best for businesses that need comprehensive communication and collaboration tools, including advanced meeting capabilities, to enhance productivity & teamwork.
 Calling	- Horizon Calling and Call Control - Video Calling - Screen Share - Personal Contacts - Visual Voicemail - Call History	- Horizon Calling and Call Control - Video Calling - Screen Share - Personal Contacts - Visual Voicemail - Call History	- Horizon Calling and Call Control - Video Calling - Screen Share - Personal Contacts - Visual Voicemail - Call History	- Horizon Calling and Call Control - Video Calling - Screen Share - Personal Contacts - Visual Voicemail - Call History
 Messaging		- One to One Chat - Group Messaging / Chat Spaces - Presence - Custom Status - Emojis and GIFs	- One to One Chat - Group Messaging / Chat Spaces - Presence - Custom Status - Emojis and GIFs	- One to One Chat - Group Messaging / Chat Spaces - Presence - Custom Status - Emojis and GIFs
 Meetings		- One-Click and Scheduled Meetings - Desktop and Application Sharing - Whiteboard - Meeting Recording (Local) - Virtual Backgrounds	Basic + - Webex Assistant - Real Time Transcription - Personal Insights	Standard + 1000 Participants - Recording Transcriptions - Remote Desktop - Delegate Meetings 100b Cloud Recording
 Tools	- MS Teams Integration for Calling - MS Outlook Integration for Calling	Softphone + Webex Video Messaging (Vidcast)	Basic + - MS Office 365 Calendaring - Google Calendaring for G Suite - Slido	Standard + - Slack - Sirikit

A more detailed available feature list per package is available on request.

10. Remote Access

The Webex for Horizon client is a cloud-based application that allows users to access their full suite of communication and collaboration services from any location with an internet connection, without the need for a corporate VPN. The client is designed to establish a direct, secure, and encrypted connection to the Gamma Horizon and Cisco cloud platforms.

This architecture means that users are not required to be on the company's private network, which simplifies remote access, improves call quality by reducing network hops, and enhances business continuity by ensuring employees can remain productive regardless of their location or network setup.

11. Receptionist Console

Horizon's receptionist console is a web-based application that allows an operator to monitor, control and queue incoming calls. It also provides the ability to: see the Presence status of up to 800 users, adjust priority of callers, add notes to contacts and setup/manage conference calls.

12. Integrator Client

Integrator is an optional software module that integrates the user's telephony into their desktop or Microsoft environment with functions such as; ClicktoDial, screen popping and in-call features like; hangup, hold, deflect, consult and transfer.

It also provides integration with Microsoft Skype for Business including voice presence. A CRM variant provides integration with multiple CRM systems including but not limited to; Salesforce, Microsoft Dynamics, EMIS and Patient Connect.

Compatible with over 20 of the top CRM packages including Salesforce and Microsoft Dynamics, Integrator CRM helps users to be even more efficient and productive by providing quick access to contacts and the ability to dial directly from your CRM system through to your Horizon cloud phone system. Please enquire with us for full details.

TAPI Driver

The Horizon TAPI Driver has been designed to complement Horizon and provides simple telephony and call control integration via Applications that can make use of a TAPI interface.

The extent of the integration is entirely dependent on the specific Application and Gamma cannot provide any advice, help and assistance in configuring the Application, the onus is on the Application vendor or the customer's IT team to make use of the TAPI Driver interface.

The TAPI driver can be used in conjunction with the standard Horizon Integrator BUT not the Horizon Integrator - CRM and for clarity the Horizon TAPI does not provide any end user features - for example click to dial - it is simply a middleware driver and all capability is dependent on the CRM Application itself.

13. Call Recording

Gamma's call recording platform provides a comprehensive and advanced suite of call recording functionality.

Call recordings are stored encrypted for security and are accessed online via the call recording portal which provides multi-level permissions-based access. The platform utilises SIPREC as a standard mechanism for call recording which ensures all of the calls that a user makes or receives on Horizon will be recorded. This includes all inbound, outbound and internal calls (extension-to-extension) made or received on their desk phone or soft client(s).

MiFID II Compliance

Whilst the requirements for an end customer to become MiFID II compliant extend beyond the specific features of call recording, the platform supports the customer's wider compliance. The regulations require that recordings are held for a default period of 5 years, which may be extended by a further two years if required (e.g. following a request from a regulatory body). Recordings made under the Compliant Call Recording subscription provide full visibility of call properties e.g. timestamp, calling parties and associated meta-data in Horizon. Specific features include:

- Encrypted secure storage
- "Audit trail"
- Ability to add notes and amendments to records
- Stored in a durable medium
- Readily accessible - download direct from the browser
- Complies to BS10008 (evidential integrity of recordings)
- Call recording is provisioned for a user, so a user with multiple Horizon numbers will have all of their calls recorded under a single subscription

Call Recording Options

The Call Recording service is a Horizon bolt-on that can be assigned to a user with an active Horizon voice subscription. There are two subscriptions available:

Business Call Recording

Monthly subscription providing access to all Call Recording features and capabilities, as well as to a choice of retention periods. The retention period is the length of time call recordings will be stored in the cloud for, starting from the day of the call. During this period, call recordings can be accessed via the web portal only by users who have access to the recordings. The retention periods are:

- 3 months
- 6 months
- 12 months
- 36 months

Compliant Call Recording

Monthly subscription providing access to all Call Recording features and capabilities along with the retention period required to comply with the MiFID II regulations - 7 years.

Note: the retention period applies at Horizon company level, all subscriptions of a Horizon company shall have the same retention period.

Once a call recording subscription is enabled, the retention period associated with the subscription applies to all calls made/received by the call recording-enabled user in that month. It is possible to modify the subscription type (e.g. from Compliant to Business Call Recording) as well as the retention period (e.g. increase the retention from 3 months to 12 months). Please note that these types of changes can only be applied company-wide, i.e. to all subscriptions.

Once a recording is created and stored in the cloud, it will be accessible via the web portal until it gets automatically deleted at the end of the customer-selected retention period. It is not possible to manually delete call recordings.

It is possible to delete users. Removing a user from Horizon does not delete their recordings – the recordings persist for their selected retention period.

Encryption

Call recordings are encrypted before they are saved to disk with AES-256 bit encryption. They are decrypted as they are streamed for playback or downloaded. At no time are they permanently stored unencrypted on disk. This ensures compliance to BS10008 (evidential integrity of recordings).

BS10008 (Evidential Integrity of Recordings)

The solution is BS10008 compliant, meaning customers' recordings are admissible in a UK court of law. In addition to this, the service platform is ISO20000, ISO27001 and ISO22301 compliant, Cyber Essentials certified, listed on the Cloud Security Alliance STAR registry and featured on the VISA Europe Merchant Agent list for the secure storage of PCI DSS sensitive call recordings.

User Profiles

There are four user policies available, each having different permissions:

Policy Name	Policy Access
Global User	Global User is the highest level of access. This user can access the main three areas of the portal: Recordings, Users & Reporting. Within each of these sections the Global User has full write permissions.
Team User	Team User access allows the user to see the Recordings and Reporting tabs. They have access to listen to all call recordings for all users and run audit and usage reports. This user cannot see the Users tab and will not have permissions to manage users.
Staff User	Staff User access allows a user to see the recordings tab only and will only show them their own call recordings. This policy is aimed at staff who will need to listen to their calls for training and improvement purposes. They do not have access to the Reporting tab or the Users tab.
Support User	Support User access is used for anyone who is not in the end user's organisation but may need access to help support. The Support User access will show relevant information on the Recordings and Users tabs to help with any potential issues. There will be a reduced detail to comply with GDPR. Support Users can be created either directly from the portal or via Single Sign-On from the Gamma Portal.

All user interaction with the portal is audited and downloadable.

As a network owner Gamma can port PSTN, ISDN and DDI numbers into Horizon from all major networks and point the numbers to Horizon.

In some circumstances, a DMA may be required. Data Management Amendment (DMA) is the process involved to transfer Range Holder status for 1,000 or 10,000 Geographical Number Blocks. DMAs have to be carried out where an entire Ofcom allocated range is changing Range Holder.

There could be a cost associated with the DMA, we will not know the exact cost until our Interconnect Team apply to the current Range Holder requesting a DMA. The process itself does not go through the regular porting regulations and can take up to 90 days once initially requested.

14. New numbers (DDIs)

As a network operator we have been allocated, by Ofcom, number blocks across all UK area codes so where additional numbers are required, Gamma can provide these from our pre-allocated pool and immediately associate them to the customer allowing them to be assigned to Horizon.

15. Call Plans

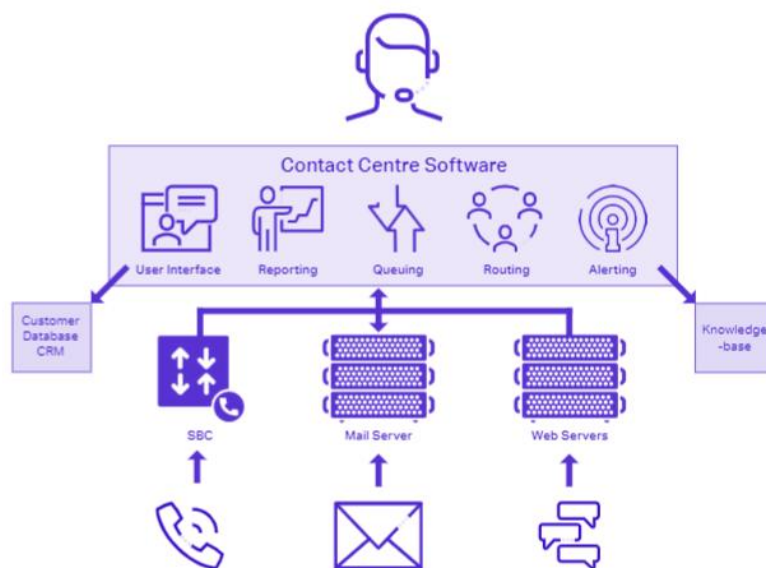
Horizon is typically provided on an all-inclusive basis where the user subscription, physical handset or soft client and calls (01,02,03 and Vodafone/EE/3/O2 Mobile) are provided for a fixed monthly fee. Optionally, Gamma can provide Horizon calls on a pay as you use basis. The basic Horizon subscription includes a SIP trunk, however, if the customer requires, SIP Trunks can be purchased independently of Horizon.

Gamma bills calls on a per second basis and tariffs destinations to 4 decimal points. The final cost per call is rounded to 2 decimal places.

16. Optional Additional Services

Horizon Contact

Horizon Contact is a cloud- based contact centre solution that simplifies multi-channel customer interaction and greatly enhances your customers' communication experience. Gamma's Horizon Contact has been developed and managed by our dedicated in-house experts and is specifically designed to work alongside Horizon and Webex and provides a joined up and collaborative feature set for front and back-office staff.



Key benefits

Access anytime, anywhere, any device

Horizon Contact is cloud based, and as such Agents can log into any device and work anytime anywhere. Compatible with all Gamma handsets, agents can also work with just a laptop and a headset, because Horizon Contact uses WebRTC to deliver the same experience wherever your teams have internet access and a compatible browser.

Supervisors get a real time view of all agent activity and contact centre managers can see wallboards tailored to their needs via a web browser. Changes can be made to an IVR within a matter of minutes, ensuring that both voice and email channels can remain live and customer queries can always be taken. Supervisors are also able to continue to monitor performance and retain all reporting functionality.

Quick, secure, and scalable deployment and no expensive hardware outlay

With Horizon Contact, there are no financing costs, no major hardware to purchase and no software to roll out. Horizon Contact is scalable from 2 – 500 seats, licences can be added at any time as and when your business grows and are available on 30-day contracts for managing peak demand. Quickly configured alongside your Horizon deployment and designed to work seamlessly with Horizon, agents and back-office staff can work collectively on the same telephony platform and as part of the same company directory, allowing you to share presence information and to deliver exceptional customer service

Enterprise grade architecture

Gamma has built an architecture that will deliver at least a 99.99% uptime SLA. Built across four Gamma data centres, the distributed architecture means loss of any single site won't impact the ability to service your customers.

Omnichannel Contact Centre

Horizon Contact provides a consistent quality Omnichannel solution. The interface gives agents a master view of customer communication across all channels, so they can ensure a seamless experience. Horizon Contact supports inbound and outbound voice channels, web chat and email, enabling a highly personalised customer experience.

With easy to create complex interaction flows, dynamic skills-based routing and IVR self-service options, Horizon Contact allows you to connect your customers to the most appropriate person faster, improving first contact resolution and delivering an enhanced level of customer care. The shared phonebook and presence information between agents and back-office staff, allows agents to transfer calls with full consult functionality. All interaction history is stored within the included CRM and available to the agent.

Extensive Management Reporting

Horizon Contact comes complete with a comprehensive reporting tool that enables multiple reports to be created across all channels which can be viewed within the Horizon Contact Portal. Reports can also be scheduled and delivered to managers as and when they need them.

Simple licencing model

There are three types of user licences, with features detailed below;

1. Administrator
2. Agent
3. Supervisor

Webchat subscriptions are available as an add-on to the agent and supervisor subscription.

Feature	Agent	Supervisor
Make / receive voice calls	✓	✓
Send / receive emails	✓	✓
Record own calls	✓	✓
View own statistics	✓	✓
View queue information	✓	✓
Change own availability	✓	✓
WebRTC or handset	✓	✓
See Horizon user presence	✓	✓
Use native CRM / knowledgebase	✓	✓
Offer call back	✓	✓

Listen in to agent	✗	✓
Coach agent	✗	✓
Take over agent call	✗	✓
See agents' stats	✗	✓
Record agent calls	✗	✓
Review agent call recordings	✗	✓
View historical reports	✗	✓

CRM Integration

Horizon Contact's integrated CRM solution allows you to record customer interactions by channel and combine this data with all associated outcomes within a single consolidated database. CRM integration allows the contact centre agent not only to quickly find a contact's information and contact history but will automatically display a caller's details during an inbound call and allows agents to initiate an outbound call by using the 'click to dial' functionality directly from the CRM. Currently integration is offered with both Salesforce and Microsoft Dynamics.

17. Advanced Reporting

Two optional advanced reporting services can be purchased delivering; full call logging, call management, wallboards & ACD reporting in real-time.

- Akixi 1000 – comprehensive reports which allow analysis of customer contact & staff, both historically & in real time
- Akixi 2000 – as above with additional multiple queue, Hunt Group, Do Not Disturb (DND) and/or account code reporting

Additional features include:

Features	Description
Monitor	both incoming and outgoing calls including time to answer
Analyse	internal call patterns
Optimise resources	by ensuring the right number of operators is in place
No need to have a server on site	enables multi-site monitoring and supports business continuity
Real-time statistics	provides wall boards with real-time traffic information and alarms
Accessible from any internet-enabled device	use the service via traditional desktop devices or mobile
Push reporting and alarms	customisable push reporting and alarms

Cradle-to-grave reporting	monitor a call throughout its path - see every divert leg and call detail, segmented for identification
Track after-hours calls	highlight suspicious activity or unauthorised calling
Abandoned call recovery	see instantly if a call has been missed so it can be returned
Activity and extension activity monitoring	monitor key extension or call routes to ensure maximum efficiency
Desktop Wallboard	shows real time statistical displays of business-related activity

18. Service Availability

Target availability for each Service component is as follows:

Service	Target Availability
Horizon Cloud PABX Platform	99.95%
Horizon Graphical User Interface (GUI)	99.90%
Auto Attendant and Unified Messaging subscriptions	99.00%

Please note the Target Availability relates to the core Horizon services and does not include access or local CPE elements.

Call recording availability targets

Service	Measure	Target Availability
End User portal	Application availability, storage and retrieval of recordings	99.99%
Recording of live calls	Availability	99.99%

19. 3G and 4G networks

Gamma cannot guarantee any aspect of setting up and conducting a Horizon call over any mobile network, whether using a Horizon mobile client or desktop client on a tethered laptop. Mobile networks provide no prioritisation of signalling and voice payload packets and some networks will either block or slow down VoIP packets.

Before a customer reports a call quality or availability issue on a desktop or mobile client, they should ensure they have checked that a mobile network is not being used to connect to the platform, as we are unable to provide support for such incidents.

Using the clients over 3/4G will consume data that may either result in charges being raised by the customer's mobile operator or be counted against the customer's monthly data allowance. The amount of data transferred during a call will be dependent on codec used:

Codec	Duration of call		
	5 min	10 min	30 min
G711	4.1 MB	8.3 MB	24.8 MB
G729	1.5 MB	3 MB	9 MB

20. Quality Standards & Security

Gamma's services are certified to;

- ISO 9001
- ISO 14001
- ISO 22301
- ISO 27001
- Cyber Essentials
- Cyber Essentials Plus
- Carbon Neutral

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