

Horizon...explained



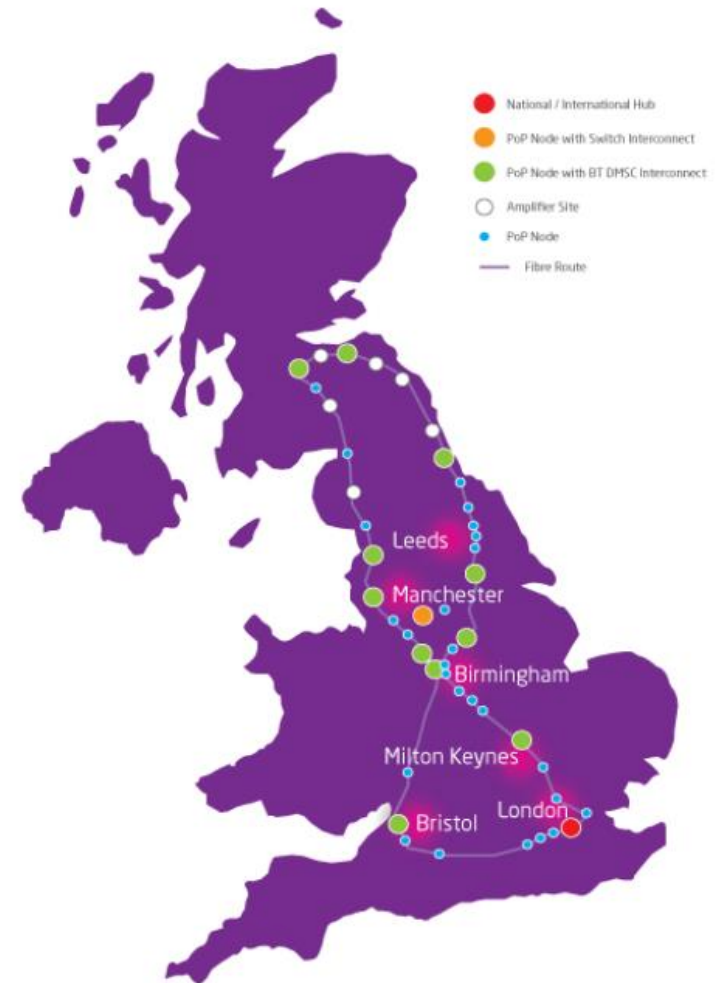
The Horizon Network...

Vivio have partnered with one of the UK's largest providers of Voice and Data services, switching hundreds of millions of minutes per month with an impressive 99.999% availability.

We only provide services into the business market and place huge emphasis on the availability, reliability and quality of the network that underpins our products. This is complemented by a comprehensive governance structure that assures the security of our platforms and business continuity of our support services. As such, the majority of our products are accredited to ISO 27001, ISO 22301 and ISO 14001.

The network has been designed and deployed to:

- Ensure very high levels of system availability through multiple layers of technical and geographic resilience.
- Support all the network elements of a converged solution, provided as an integrated solution or as component parts.
- Support the end-to-end automation of customer transactions between our portal and network platforms enabling customers to place orders, configure services and access a range of product functions, as well as providing a suite of tools to manage billing and usage.
- Facilitate the rapid development and deployment of new product functionality



Key benefits of Horizon

Features you can easily control:

complete control of an extensive range of call handling and management features through an easy-to-use web interface

Flexible working:

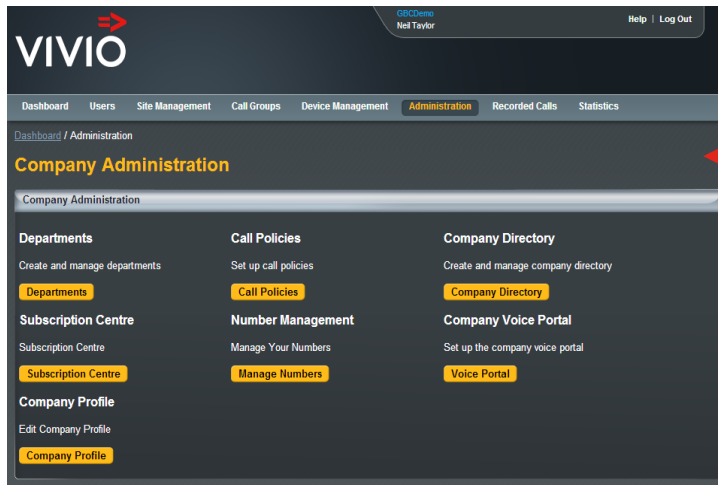
through hot-desking, home working, and extending the service to mobile devices.

Lower call costs:

All the cost benefits of IP Telephony including free site-to-site and cheaper call rates.

Number choice:

Total flexibility with the numbers you want to use. Keep your existing numbers or get new numbers.



Broadsoft call controller platform:

Horizon by Vivio is supported by Broadsoft, the world's leading call controller platform. Broadsoft call controller supports the Unified Comms of millions of businesses

On-demand service with no hidden costs:

only pay for what you need on a simple per user basis with no hardware investment and no financing costs

Empower your staff with 'one number anywhere':

integrates your fixed and mobile capabilities so that you never miss a call - one number to reach your desk phone, PC soft Client and mobile phone.



Comprehensive features

Working as part of a team

- N-Way Call for convenient collaboration with colleagues
- Hunt Groups for distributing and allocating calls across your team
- Call Transfer to any internal or external number
- Common or customisable settings for Sites, Groups, Departments
- Hold a call and pick it up on another phone with Call Park
- Answer a group member's phone with Call Pick Up
- Instant Group Call enabling efficient collaboration.

Working efficiently

- Click to Dial – make calls quickly
- Assign calls to cost centres using Account Codes
- Use Presence or Pre-set Availability Profiles to manage incoming calls
- Anonymous Call Rejection or Selective Call Rejection
- Automatic Call back
- Check colleagues availability using Busy Lamp Keys
- Show you are unavailable using Do Not Disturb
- Company directory available from the handset and up to 100 speed dials for your favourite numbers
- Use Call Recording for audit trails, compliance or training purposes.

Mobile and flexible working

- Home Worker lets you take your profiles and settings to your home office
- Play a Voicemail message from your desktop, save it or forward a copy to your entire team
- Never miss a call with One Number Anywhere and Sequential Ringing
- Keep track of important calls with Call Notify by Email
- Use your number and preferences, on any enabled phone in your company, with Hot-Desking
- Use your number and profile on any phone, anywhere with Remote Office.

Improving your company image

- Call Waiting ensures you're ready to take your next call
- Get your messages across with hold music
- Ensure calls are resolved with Diversion Inhibitor
- Provide callers with menu options for call routing using Auto Attendant
- Enhance your brand through uploading your company logo and specific adverts
- CLI Flexibility to allow you to present any number you have permission to call on behalf of.

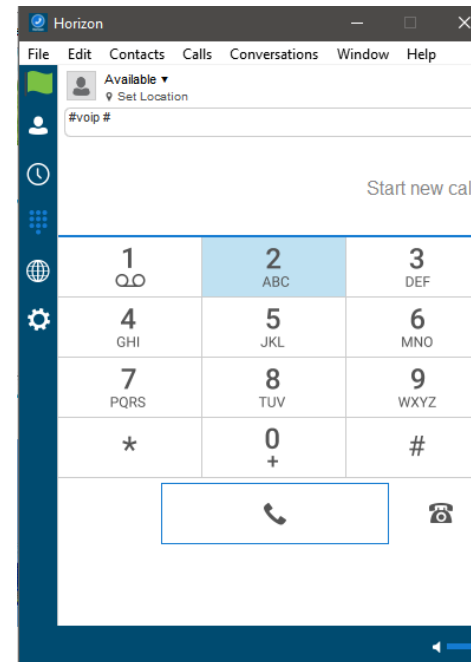
Horizon apps...

Desktop & mobile apps let you connect your office phone to your preferred business device, such as a laptop, PC, tablet or mobile phone



What you get...

- No need for all users to be tied to a traditional desk phone
- Take the benefit of reduced telephony costs when on the move in the UK or abroad
- Monitor your favourite contacts' Presence status
- Send an Instant Message to get an immediate response from a colleague
- Directly control your user account to implement Call Forwarding, Do Not Disturb or other call features straight from the app.
- Integration with common apps on PC including Skype, Outlook and other common CRM apps to enable directly access and 'click-to-dial' functions
- Screen popping available on PC with certain CRM apps

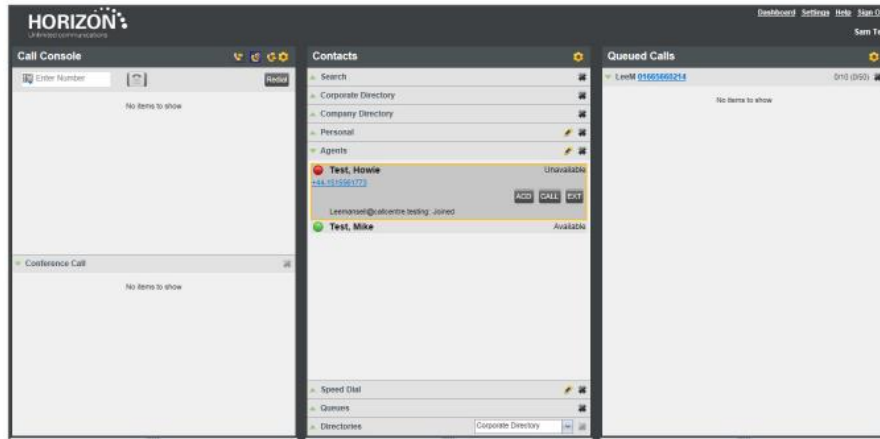


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Advanced features...



Akixi Reporting & Analysis

Akixi 2000 allows you to successfully manage your staff, campaigns and resources very effectively. Monitor call distribution, DND activity, agents' statuses, activities and performances.

- Historical and real time call statistics, alarms, charts and wallboards.
- Cradle-to-grave reporting.
- Comprehensive call analytics with scheduled reporting.
- Abandoned Call Recovery.
- Multi-site reporting.
- ACD Statistics, Not Available Codes and Group Analytics.
- Alarm for Key Performance Metrics to enable pro-active monitoring.

Inbound Call Centre

Intelligent call distribution

Ensures calls are answered efficiently and get through to the right people.

Quality caller experience

Easily monitor inbound call activity, with barge in and emergency escalation when needed.

Quickly escalate difficult customer queries

For those times when agents need support from more senior members of staff.

Gain valuable insight

Access to historical and real-time data to help address training needs and identify potential gaps in resource during peak periods



Handsets...

Polycom VVX411...



Features:

- 3.5" Colour Screen
- 12 lines or speed dial keys
- HD Voice
- Handset, speaker and headset support
- Ethernet pass-through for PC
- 4-way navigation with "select" key
- Supports expansion modules for additional speed dials

Features:

- HD Voice
- 1.8 Inch Colour Screen
- 4 Lines & 4 Simultaneous Calls
- Up to 5 Handsets
- 10h+ Talk Time
- PoE Support
- Intercom feature
- Call forwarding
- 3-way conferencing

Yealink W52...



Contact

01244 305100

www.vivio.co.uk

hello@vivio.co.uk

