

Additional Call Management Features

Feature

CRM Integrator



Furthermore using integrator CRM, a user can integrate with numerous CRM packages enabling click to dial and screen a contacts details

Softphone App



Allows you to make and receive calls using the Horizon IP telephone service from your iOS/Android device. This is ideal for people who often work remotely or work from different locations where it is not practical to install a handset. In addition, the app also provides presence and instant messaging between users, keeping you connected to work colleagues no matter where you are.

Desktop Softphone



This allows you to make calls through your PC without the need for a handset to be present.

Call Queuing



A call queue group is a basic simultaneous Hunt Group with the ability to queue up to 25 calls should all users be engaged. Each Call Queue Group can be customised with its own welcome and comfort message as well as its own hold music, and has the added capability of a user breakout.

Call Recording



Recording can be enabled on a user basis with various options available. You can even use an 'on demand' option to record the call during the call.

Integrator



Horizon Integrator has been designed complement Horizon, with numerous call control features on the desktop.