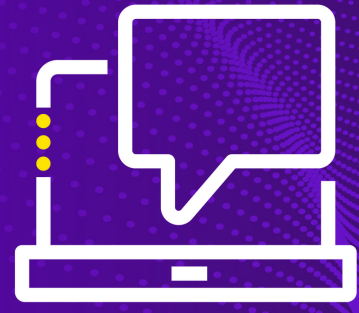


# Horizon Contact

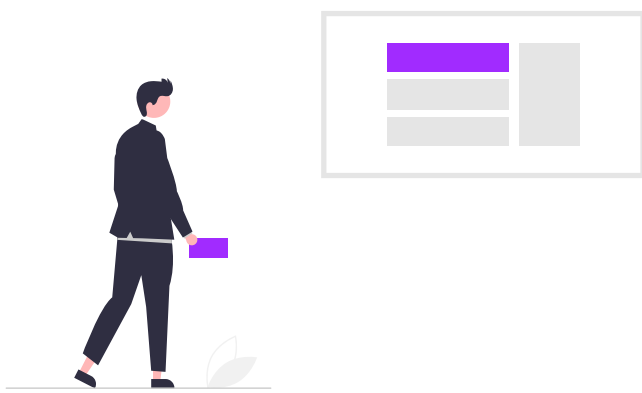


## Quick Setup Guide

### Step 1

#### Check your agents

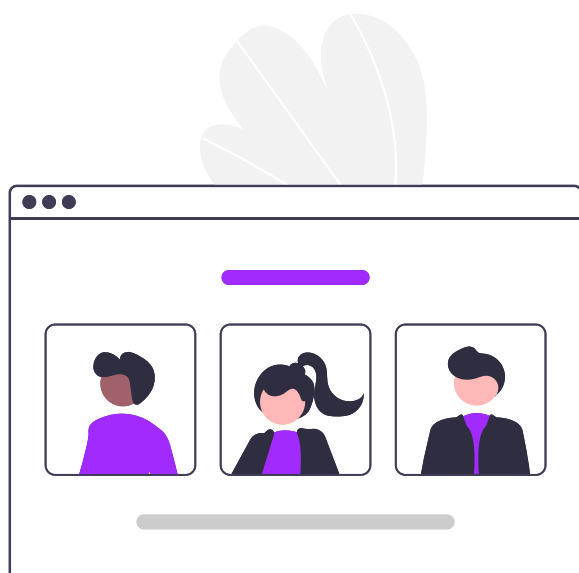
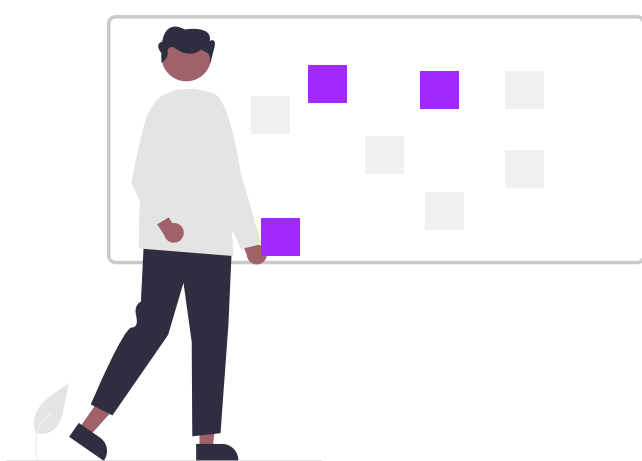
Horizon Contact agents are created in your Horizon company. Once logged in to Horizon Contact administration portal, ensure the agents are visible in the 'Users' section.



### Step 3

#### Add agents to your groups

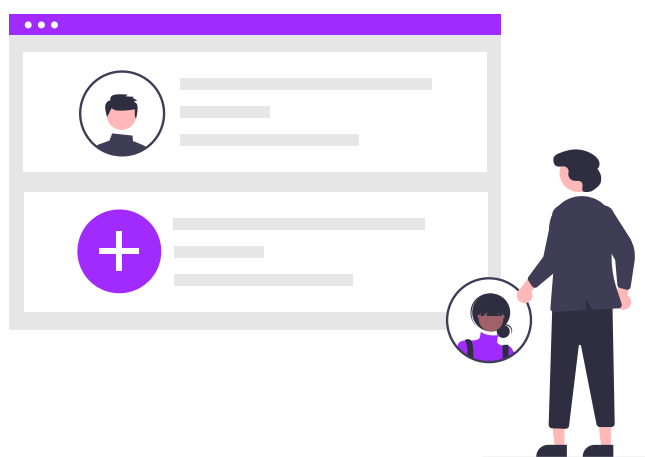
In the 'Groups' section assign the agents to the groups you've created. Agents can sit in multiple groups and can be assigned a skill level to help ensure they answer contacts first.



### Step 2

#### Create your groups

In the 'Groups' section you can create the groups your agents will sit in, for example sales, complaints or customer support.



### Step 4

#### Create the call queues

Create the various call queues you need in the 'Call Queue' section. Call queues are answered by the groups you've made previously. You might want to think about whether calls will overflow to other groups and whether certain callers can jump a queue.

