

NEWSLETTER | AUGUST

Unlock Powerful Insights with Integrated Microsoft Teams Reporting*

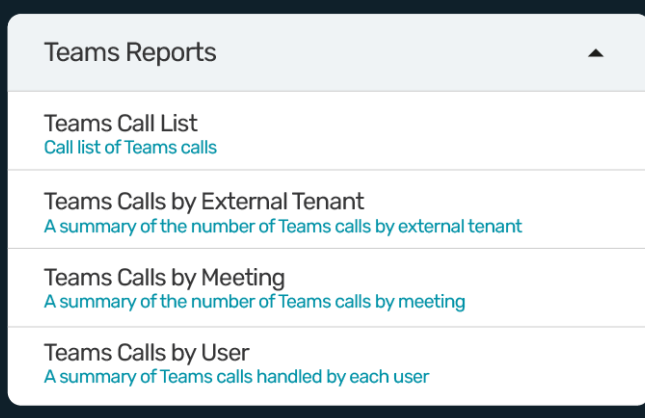


MICROSOFT TEAMS REPORTING

Teams Reporting Seamlessly Integrated into Dimensions

Unlock a comprehensive view of your team's communications with our integrated tracking solution, now available for both internal and external Microsoft Teams calls and meetings—all on the same platform where you monitor customer interactions.

For the first time, gain a complete overview by combining PBX and Microsoft Teams call data within the same analytics platform. This powerful feature provides unparalleled insights into your communication landscape.



Contact your Dimensions Account manager now and grab a demonstration of the new reports.

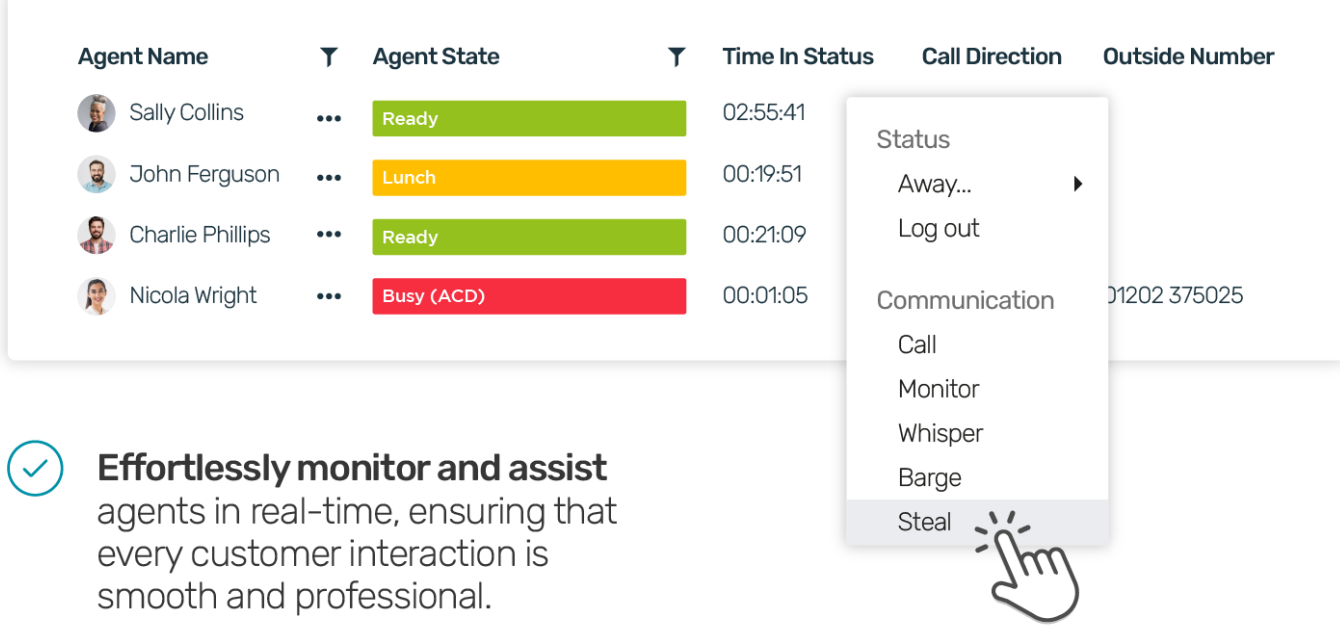
Additional licence is required for enabling Teams reporting.

* Teams reporting is available in conjunction with 3CX, 2600Hz Kazoo & White Label communications platforms.

WHISPER, BARGE & STEAL

Enhance Your Support with Instant Whisper, Barge-In and even STEAL from the Dashboard**

We're excited to announce additional controls for contact center supervisors: You can now activate Whisper and Barge-In features directly from the Dashboard's Agent Grid—no need to switch to the PBX interface!



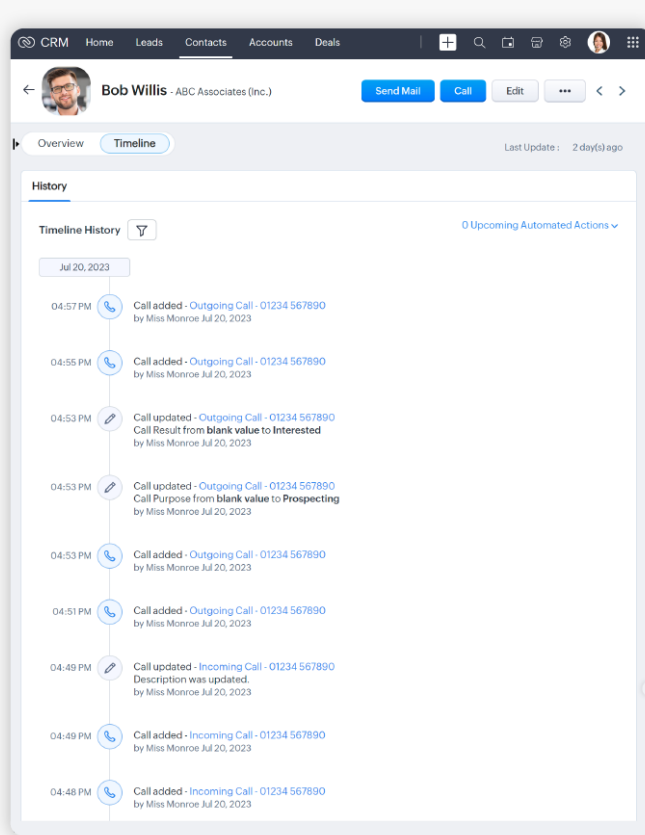
- Effortlessly monitor and assist agents in real-time, ensuring that every customer interaction is smooth and professional.
- Provide instant support to your team, enhancing the overall customer experience and elevating your service quality.
- Enhance supervisor control further with the ability to STEAL the call from an agent, seamlessly moving the call to the supervisor and disconnecting the agent when invoked.
- More efficient and responsive than ever before, designed to make your contact centre stay ahead.

** Whisper, Barge-In & Steal features are available on 2600Hz Kazoo & White Label communications platforms.

POST CALL WEBHOOKS

Boost Your CRM Efficiency with New Call Webhooks***

We're thrilled to introduce a powerful new feature: Call Webhooks—designed to supercharge your CRM integration and streamline your workflows.



Automatically update external CRM systems or trigger workflows the moment a call ends. Imagine the possibilities: each webhook can be customised and filtered based on specific call properties, including detailed call tag data.

Webhook Example Application
Say a sales rep takes a call on their mobile smartphone —our Call Webhooks will seamlessly update the corresponding CRM record with all relevant details, ensuring your team stays organised and up to date, no matter where they're working.

This feature **empowers you to keep your CRM in sync with your communications**, giving you more time to focus on what truly matters: your customers.

Don't miss out on this game-changing enhancement. Speak to your Dimensions Account Manager to discover how this new feature can accelerate your customers integrations.

Currently limited to 1 on Insights and 5 webhooks on Analytics

*** Post Call Webhooks are available on all communication platforms supported by Dimensions.

About us

Dimensions Technologies is a communications SaaS provider **dedicated to delivering cutting-edge communication tools** that empower businesses to thrive in the digital age.

With a commitment to innovation and customer satisfaction, Dimensions Technologies is a reseller focused business offering unrivalled channel support.

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