

NEWSLETTER | DECEMBER

A Year of Innovation and Growth for Dimensions Technologies

2024

As 2024 draws to a close, we at Dimensions Technologies reflect on an extraordinary year filled with **milestones, innovation, and the unwavering commitment** to delivering excellence in analytics and communication solutions.


GROWTH

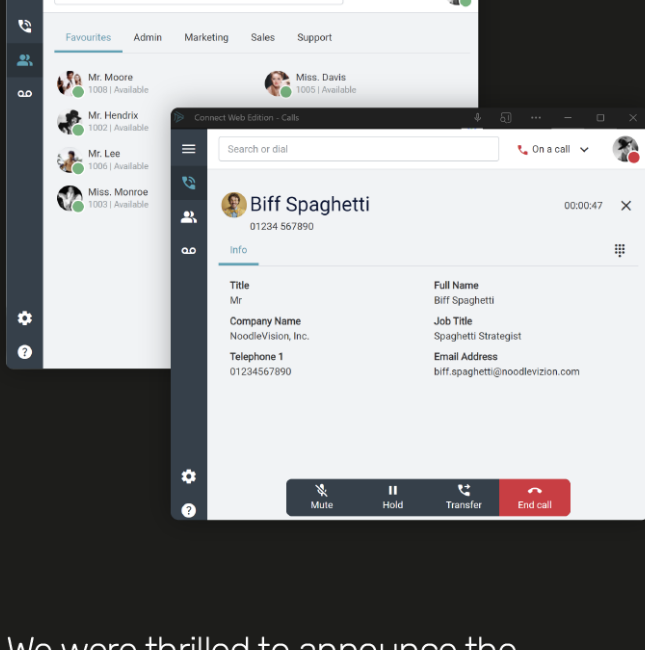
Platform Expansion & Call Analytics Leadership

This year, the Dimensions platform solidified its position as a global leader in call analytics, processing over **500,000 calls daily** and supporting an impressive **70,000 seats across five continents**.

Businesses worldwide rely on Dimensions to gain actionable insights from their voice communications, driving better decision-making and customer engagement.

EXCITING DEVELOPMENT

WebRTC 'Connect' Softphone

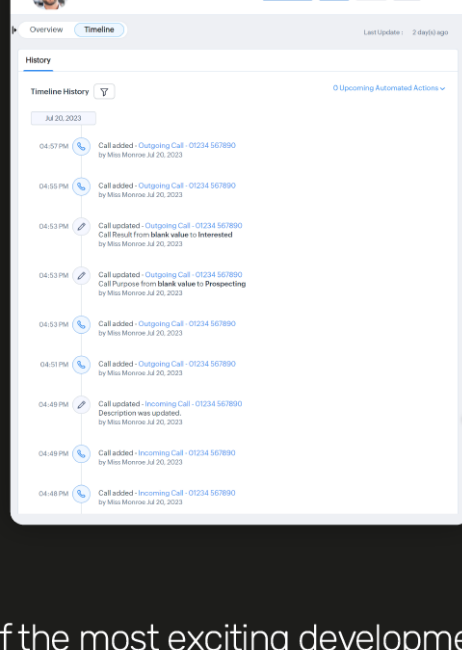


We were thrilled to announce the development of the WebRTC 'Connect' softphone. This cutting-edge feature will allow Dimensions softphone communications across any computer platform with a web browser.

With seamless functionality and accessibility, 'Connect' ensures users can stay connected and productive from anywhere, without the need for additional software installations.

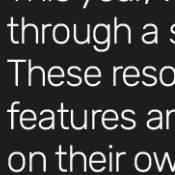
INNOVATION IN AUTOMATION

Post Call Webhooks



One of the most exciting developments in 2024 was the introduction of Post Call Webhooks. This feature enables seamless integration between Dimensions and external systems by automating updates based on customisable call data tags.

Businesses can now streamline workflows, boost efficiency, and enhance their customer management processes like never before.



Investing in Self-Paced Learning

This year, we prioritised empowering our partners with knowledge through a significant investment in explainer and instructional videos. These resources provide comprehensive insights into our platform's features and capabilities, enabling partners to learn at their own pace, on their own schedules.

Whether it's mastering new features or troubleshooting complex integrations, these videos make it easier than ever for partners to independently deepen their expertise and deliver outstanding results for their clients.

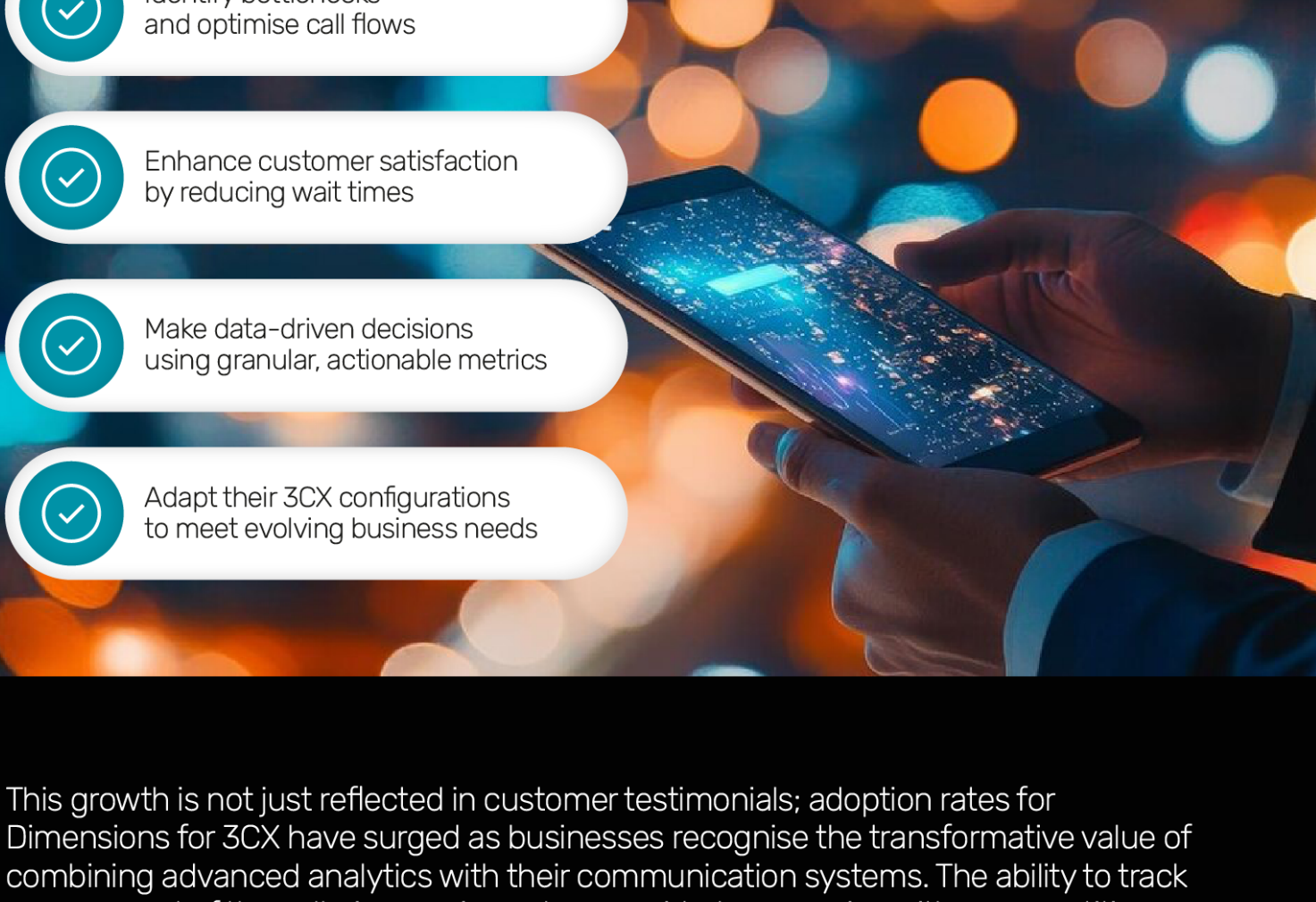
DIMENSIONS FOR 3CX

Transforming Communication Insights

One of the standout achievements of the year has been the phenomenal growth of Dimensions for 3CX. Designed to seamlessly integrate with the 3CX communication platform, this solution has redefined how businesses approach call analytics and customer journey visibility.

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- Identify bottlenecks and optimise call flows
- Enhance customer satisfaction by reducing wait times
- Make data-driven decisions using granular, actionable metrics
- Adapt their 3CX configurations to meet evolving business needs

This growth is not just reflected in customer testimonials; adoption rates for Dimensions for 3CX have surged as businesses recognise the transformative value of every aspect of the caller's experience has provided companies with a competitive edge, enabling them to deliver better outcomes and faster resolutions.

The remarkable success of Dimensions for 3CX underscores our commitment to innovation and to provide businesses with tools that deliver measurable impact.



Strengthening the Team

2024 also welcomed key talent to our team.

Notably, **Stewart Draper** joined as a Senior Software Developer, bringing invaluable expertise to drive forward our technological advancements.

Our team remains our greatest asset, and we are proud of the collective efforts that fuel our success.



Commitment to Excellence

Behind these achievements lies a relentless pursuit of innovation and customer satisfaction.

Dimensions Technologies has not only enhanced its platforms but has also reinforced its reputation as a trusted partner for businesses globally.

As we look ahead to 2025, our mission remains clear: to empower businesses with the tools they need to unlock the full potential of their voice communications.

Here's to another year of innovation, growth, and success together!

The Dimensions Technologies Team

Stay connected for more updates and insights into how we are transforming the future of call analytics and communication.

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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