

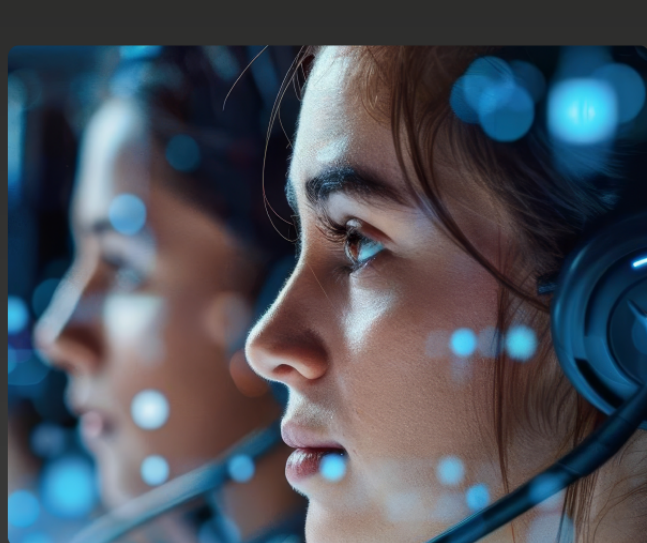
NEWSLETTER | SEPTEMBER

# Dimensions Reach The Half Million Milestone


**MILESTONE REACHED**

## Dimensions Surpasses 500,000 Daily Calls A Global Milestone in Call Analytics!

Dimensions is proud to announce a significant achievement—now processing over half a million calls daily. This marks a new level of performance for our global telephone call hosted analytics platform, serving over 70,000 seats across five continents.



This milestone highlights the platform's scalability, reliability, and its ability to deliver actionable insights to businesses of all sizes worldwide.


As Dimensions continues to grow, we remain focused on innovation and expanding our capabilities to meet evolving industry needs.

Thank you to our clients and partners for their ongoing trust and support.

**VOICEMAIL REPORTING**


## Introducing Voicemail Analytics A New Era of Insights

Dimensions is excited to launch 'Voicemail Analytics', a powerful new feature that allows businesses to track key metrics related to voicemail boxes.




**New Messages Received**

See how many new voicemails are left, gaining insight into missed call volume



**Saved Messages**

Track saved voicemails to measure the value of communications



**Call Journey to Voicemail**

Understand how calls reach voicemail to identify missed opportunities and optimise processes


This feature helps businesses enhance customer service, optimise operations, and improve overall accountability. Voicemail Analytics is just one of the ways Dimensions is advancing call analytics to better serve our clients.

**WEBHOOKS**

## Boost Efficiency with Dimensions Webhooks


Dimensions Webhooks offer seamless system integration, enabling real-time updates between our platform and external systems like CRMs or helpdesk tools.

With customisable tagging, users can automate processes based on specific events—such as a new call or voicemail—ensuring data flows efficiently and accurately across platforms.




**Improved Efficiency**

Automate updates, reduce manual data entry, and minimise errors



**Enhanced Customer Experience**

Real-time data sharing improves response times and service quality



**Customisable Flexibility**

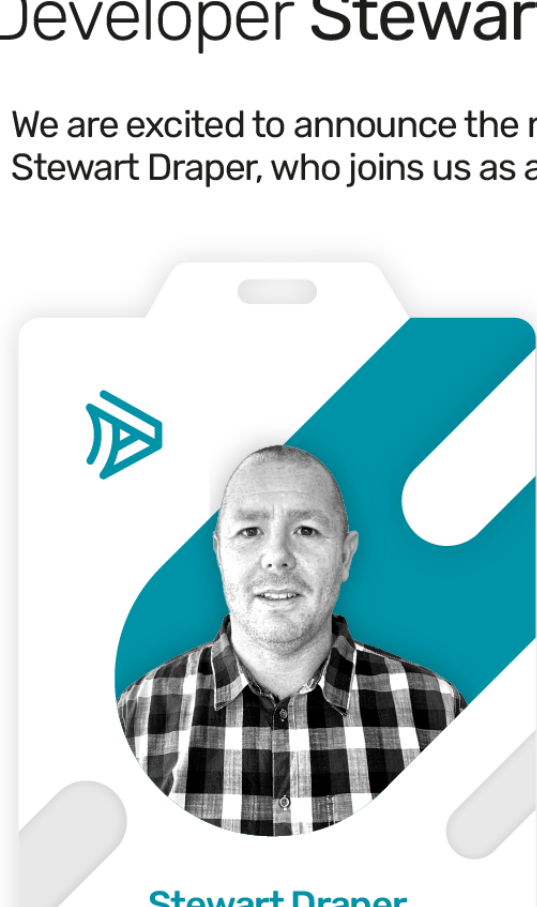
Tailor Webhooks to your unique workflow needs

Streamline operations and elevate your integrations with **Dimensions Webhooks!**

**NEW EMPLOYEE**

## Dimensions Welcomes Senior Software Developer Stewart Draper

We are excited to announce the newest addition to our Dimensions team, Stewart Draper, who joins us as a Senior Software Developer.



**Stewart Draper**  
 Senior Software Developer

Stewart brings with him a wealth of experience in software development, as reflected in his impressive career history.

With his background and expertise, Stewart will play a pivotal role in further enhancing our platform, contributing to the development and innovation that powers Dimensions' analytics services.

We look forward to seeing his contributions as we continue to grow and improve our global platform.

Welcome to the team, Stewart!

### 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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