

3CX Integration

Advanced Analytics for 3CX

Unlock powerful reporting, wallboards, dashboards and operational insight for your 3CX deployment.

Dimensions integrates directly with self-hosted 3CX environments, collecting and modelling call activity in real time to provide rich analytics, performance monitoring and business intelligence across your communications estate.

Whether you're managing a small business phone system or a large multi-site deployment, Dimensions helps you understand call performance, user activity and customer engagement through intuitive reporting and visualisation tools.

Key Capabilities

Real-Time Dashboards

Monitor live call activity, agent performance and business metrics through configurable dashboards and wallboards.

Historical Reporting

Access detailed call analytics, trends and performance data to support operational decision-making.

User & Extension Analytics

Gain visibility into user activity, call handling behaviour and extension utilisation across your organisation.

Call Recording Integration

Access call recording information alongside reporting and analytics for a complete view of customer interactions.

Cloud-Based Analytics

Keep your existing 3CX deployment while benefiting from secure cloud-hosted reporting and business intelligence.

Why Dimensions for 3CX?

- Rapid deployment
- No PBX replacement required
- Supports modern self-hosted 3CX environments
- Enterprise-grade analytics platform
- Minimal impact on PBX performance
- Automated software updates

- Secure cloud connectivity

How It Works

A lightweight Dimensions Collector service is installed within your 3CX environment. The collector securely gathers call and configuration data before sending it to the Dimensions Analytics platform, where it is transformed into actionable reporting, dashboards and operational insights.

The solution is designed to operate efficiently with minimal infrastructure overhead while providing comprehensive visibility into communications activity.

Ideal Use Cases

- Contact centre reporting
- Team performance monitoring
- Service level tracking
- Executive dashboards
- Reception and call handling analysis
- Customer experience improvement
- Operational KPI reporting

Supported Platforms

Dimensions supports self-hosted 3CX deployments running supported Linux-based versions of 3CX.

Speak to our team to confirm compatibility with your deployment.