

Microsoft Teams Integration

Unified Communications Analytics for Microsoft Teams

Gain complete visibility across Microsoft Teams and your business telephony environment through a single analytics platform.

Dimensions integrates with Microsoft Teams to provide a consolidated view of business communications, helping organisations understand user activity, collaboration trends, meetings, calls and customer interactions across the organisation.

By bringing Teams communications together with telephony analytics, businesses can gain a more complete picture of employee engagement, customer interactions and operational performance.

Key Capabilities

Unified Communications Visibility

Combine Teams and telephony communications into a single reporting and analytics platform.

Teams Calling Analytics

Monitor Teams call activity, usage trends and communication patterns across your organisation.

Meeting Intelligence

Capture meeting activity and gain visibility into collaboration and engagement across teams and departments.

Cross-Platform Reporting

View Microsoft Teams interactions alongside calls from supported telephony and contact centre platforms.

Centralised Dashboards

Access live dashboards, executive summaries and operational reporting through a single interface.

Business Communication Insights

Understand how communication channels are being used and identify opportunities to improve collaboration and customer experience.

Why Integrate Microsoft Teams with Dimensions?

- Single view of communications activity
- Unified reporting across Teams and telephony
- Improved visibility into collaboration trends

- Enhanced management reporting
- Better understanding of user engagement
- Reduced reporting silos
- Enterprise-scale analytics

How It Works

Dimensions securely connects to Microsoft Teams through Microsoft Graph APIs to collect communications and meeting information.

This data is combined with information from connected telephony and contact centre platforms to create a unified communications analytics environment. The result is a complete picture of organisational communication activity, accessible through dashboards, reports and business intelligence tools.

Key Benefits

One Platform for All Communications

Eliminate reporting silos by bringing Teams and telephony data together in a single solution.

Better Decision Making

Gain actionable insight into communication patterns, collaboration activity and customer engagement.

Improved Operational Visibility

Monitor communication performance across departments, teams and locations.

Enhanced Adoption Monitoring

Understand how Teams is being used throughout the organisation and identify opportunities to improve adoption and utilisation.

Executive-Level Reporting

Provide leadership teams with clear visibility into communication activity and business performance.

Ideal Use Cases

- Microsoft Teams calling environments
- Hybrid telephony deployments
- Unified communications reporting
- Executive dashboards
- User adoption monitoring
- Collaboration analytics
- Communication performance tracking

Technical Summary

Feature	Supported
Teams Call Analytics	Yes
Meeting Activity Reporting	Yes
Microsoft Graph Integration	Yes
Unified Communications Reporting	Yes
Dashboard & Wallboards	Yes
Historical Analytics	Yes
Multi-Platform Correlation	Yes

Speak to a Specialist

Learn how Dimensions can help you unlock deeper insight from Microsoft Teams and create a complete view of communications activity across your organisation.