



Dimensions



Dimensions 3CX Analytics Support

Unleashing Powerful Analytics and Live Call Dashboards for 3CX Communications Platform.

Welcome to the world of Dimensions – the cutting-edge analytics and live call dashboards/wallboards solution specially designed to enhance and elevate your 3CX Communications Platform experience. If you're seeking deeper insights, comprehensive analytics, and real-time monitoring of your communication infrastructure, then look no further.

Empower your team leaders and decision-makers with the data they need to make strategic choices. Dimensions equips you with actionable insights, allowing you to optimize call handling, improve customer satisfaction, and refine your communication processes for superior results.





Supported Features

The following table outlines the features of Dimensions which are supported on the 3CX platform.

Reporting/Analytics Features	Analytics	Contact Centre Supervisor / Wallboard
Reporting		
Call Lists (Segmented / Non-segmented)	●	●
Calls by Number	●	●
Calls by User	●	●
Scheduling	●	●
Reporting Filtering	●	●
Exports	●	●
Dashboard		
Tiles (Single, Multi-Stat, Gauges)	●	●
Charts	●	●
Grids (User, Queue, Unreturned Abandoned Calls)	●	●
Images	●	●
Agent / Queue Data	●	●
Make Call ¹	●	●
Live Call Data (In-progress Calls)		●
Update User Away States		●
User Login/out		●
Silent Monitor		●
Wallboard		
Tiles (Single, Multi-Stat, Gauges)	●	●
Ticker	●	●
Video	●	●
Images	●	●
Agent / Queue Data	●	●
Live Call Data (In-progress Calls)		●
General Features		
Recording Playback ²	●	●
Call Costing	●	●
Call Tagging	●	●
Directories	●	●

¹ To use Make Call from a grid, the logged in user must be a 3CX PBX user.
² Recording playback is currently only supported on Google Cloud Storage.

3CX Requirements

1

Dimensions analytics can be installed on Linux Self-hosted instances of 3CX (not 3CX hosted or Windows hosted).

2

To collect data from the 3CX API, a Dimensions component must be installed on the 3CX instance host.

3

The following 3CX version is supported*
- 18, Update 8 Final (18.0.8.917).

*For updates on supported versions, please refer to the online documentation: <https://www.dimensionstechnologies.com/support-3cx>

Note:

A user account for the Dimensions Collector is required on the 3CX system with Admin/Recording playback permissions. See documentation for further information. 3CX do not currently support 3rd party access to their API. Dimensions Technologies Limited cannot guarantee that access to the API will not be withdrawn by 3CX in the future.