

RELEASE UPDATE | DECEMBER

Dimensions Live Call Analytics Now Available on 3CX

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Powerful analytics meets robust communication

Dimensions Technologies Ltd, a UK/US based provider of Contact Centre and Unified Communications solutions, announces the general availability release of Dimensions Analytics for 3CX.

This new integration marks a significant milestone for Dimensions Technologies, offering a powerful synergy of advanced analytics and robust communication capabilities.



Reports, live dashboards / wallboards and recording playback within a click


Dimensions Analytics provides reports, live dashboards/wallboards and recording playback, all from an easy to configure hosted service.


The standout feature of this integration is the introduction of **completely customisable dashboards**, providing users with real-time insights into their call data.


This empowers businesses to tailor their analytics experience, focusing on the metrics that matter most to their unique operations.


Key Features of Dimensions Analytics on 3CX



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Fully Customisable Dashboards/Wallboards
 - Customers can create personalised dashboards, tailored to their specific business needs
 - Live call data is presented in a visually intuitive format, allowing for quick and informed decision-making

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Comprehensive Analytics
 - Gain deep insights into call volumes, customer experience and user performance
 - Identify trends, patterns, and areas for improvement through advanced analytics

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Enhanced Reporting
 - Generate detailed reports on call metrics, helping businesses track performance over time
 - Tag data with customer or process related information to give you analytics context

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User Interaction
 - User availability control, directly from the Dashboard provides supervisors a single interface to monitor and manage their teams
 - Recording playback with configurable permissions provide streamlined secure access to voice data

This integration not only **enhances the capabilities of Dimensions Analytics**, but also opens new reseller channels for Dimensions Technologies.

3CX resellers can now leverage this powerful analytics solution to tap into new verticals, offering their clients **unparalleled insights** into their communication systems.

Elevated user experience

Dimensions Technologies believes that this integration with 3CX will not only elevate the user experience for existing 3CX customers but also attract new clients looking for **a comprehensive communications platform** with advanced analytics.

To learn more about Dimensions Analytics on 3CX and **explore the possibilities** it brings to your business, please visit:

www.dimensionstechnologies.com/solutions/3cx-call-analytics/



We've always been a reseller focused business, and with this 3CX integration we are excited to bring our extensive feature-set to a new channel and are looking forward to building new relationships within the 3CX reseller community.



Chris Rawlinson
Director

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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