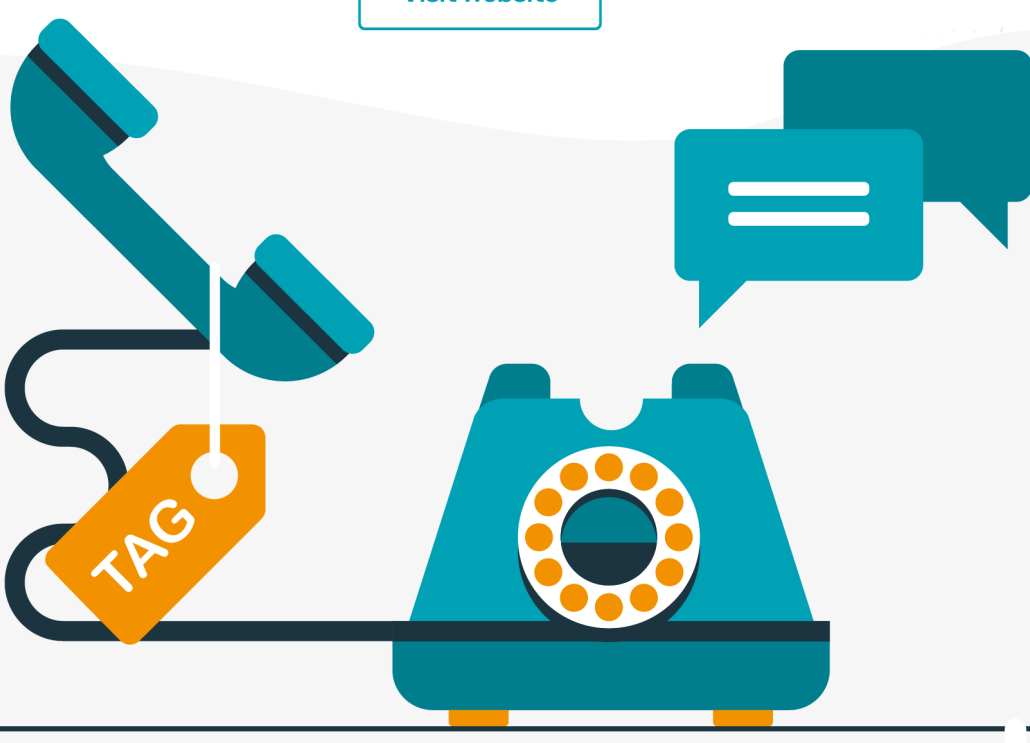


RELEASE UPDATE | JUNE

Analytics Feature Focus Call Tagging

[Visit Website](#)



PERFORMANCE TRACKING

Drive Productivity with Live KPI Updates

Dimensions provides customisable tags, simplifying tracking of Sales & Appointments.

Live updates of these KPIs are easily visible on Wallboards & Dashboards, keeping supervisors up to date and motivating team members.

Easily tag calls from the desktop or the phone **with a simple button press**, eliminating manual data entry.

Streamline further by tagging calls automatically from within CRMs using web hooks, saving time, reducing errors, and gaining valuable insights.



CALL CATEGORISATION

Add Context to your Data with Customer & Call Specific Information

Effortlessly categorise customer communications based on their unique requirements, organising and classifying calls for in-depth analysis.



Gain actionable insights by analysing different call traffic types over time, identifying trends, patterns, and emerging customer needs.

Categorise calls automatically based on **Auto Attendant** responses, or have users add context through disposition codes. All tags are fully customisable to your requirements.

Stay one step ahead by understanding customer preferences and pain points, anticipating trends, and providing exceptional experiences.

POST CALL SURVEY

Enhance Service with Empowering Insights

Implementing post-call surveys is a powerful tool for understanding and meeting customer needs, enhancing service, improving satisfaction, and driving business growth.

Dimensions offers out-of-the-box implementation of post-call surveys. Surveys can be initiated manually or automatically by the phone system.



Post Call Survey Results

Start Time ↑	Outside Number	Name	Post Call Survey Q1	Post Call Survey Q2	Post Call Survey Q3	Post Call Survey Additional Feedback Left
15/6/23, 3:34 PM	1234 567 890	Company.co	Neither	Satisfied	Very Satisfied	Yes
15/6/23, 3:36 PM	1987 654 321	ABC Builders	Very Unsatisfied	Neither	Satisfied	No
15/6/23, 3:38 PM	1675 889 654	123 IT	Unsatisfied	Neither	Satisfied	No

With post call routing, callers can participate in a survey automatically as soon as their call is completed.

Optionally, callers can leave voice messages for authentic and prompt feedback.

Benefits of Dimensions include:

- Real-time Customer Feedback
- Insight into Call Satisfaction
- Identifying Service Gaps and Areas for Improvement
- Enhancing Customer Loyalty and Retention

All the Best,

Dimensions Team