

RELEASE UPDATE | MAY

# Features in Focus Dimensions Dashboard

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### Your Dashboard, Your Way

**FULL CUSTOMISATION** 

## Make your dashboard your own, with endless customisation options. Dimensions

Dashboards provide a fully personalised view of your business communications, providing you with exactly the data that you need to be efficient and responsive.

Create alternate views for different

aspects of the business

Filter data to display the precise

information that you require

Apply corporate branding, colour

Add/remove and reorganise tiles

schemes and seasonal displays

and grids to suit your needs

## Stay in the **Loop**

AGENT GRID

#### Whether working from home, or in the office, Dimensions Dashboard allows

supervisors to immediately see where agents are available, and where queues may be building, allowing for efficient management. From comfort breaks and lunchbreaks to school runs and meetings,

supervisors always have a clear overview of their staff, alongside performance information. Agents can be moved in and out of queues, and logged in and out as required, both assisting agents as well

experience.

as ensuring a high-quality customer



Agents are available

All agents are either

#### Our Queue Grid uses a traffic light system to clearly display active queue status.

Admin

QUEUE GRID

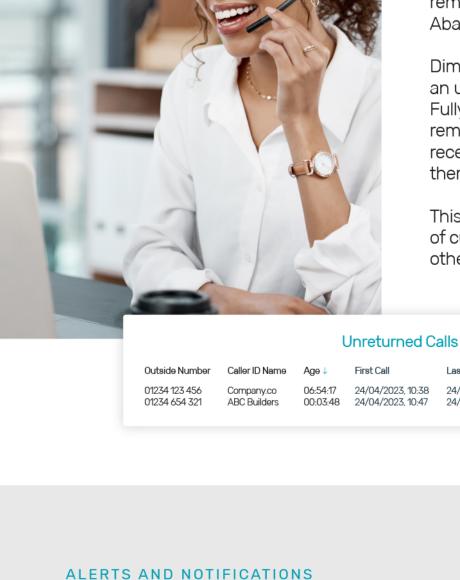
### Queues Queue Name T

Get the **Green Light** 

to take calls Queues 0 Sales Admin Support Development Marketing Yellow Marketing

Sales





# Fully dynamic, the list will automatically

Abandoned Calls.

**UAC GRID** 

#### remove numbers once they have either received a call back, or have called back themselves.

Calls In

**Never Miss a Call** 

Abandoned calls are bad for any

business. Missed opportunities, or poor customer service experience, can be remedied with our grid for Unreturned

Dimensions Dashboard will give you an up-to-date view of any UACs.

This enables swift identification of customers, and the recapture of otherwise lost business.

DDI

01234 003 005

01234 008 006

Last Call

24/04/2023, 10:38

24/04/2023, 17:47

Keep Your Finger on the Pulse

#### Queuing Calls Queuing Calls **Queuing Calls** Sales Accounts

2	5	5	breaches th
Longest Waiting Sales 00:00:10	Longest Waiting Support	Longest Waiting Accounts 00:00:11	exceeds a gaswift intended of the surpasses of will allow surpasses of the
Average Waiting Time Sales 00:00:29	Average Waiting Time Sales 00:01:02	Average Waiting Time Accounts 00:00:16	

Dimensions Dashboard will alert you the moment the quantity of calls hreshold, or wait time given length, enabling

rvention.

or away status for an agent expected length, a notification upervisors to act quickly to ent wellbeing and efficiency.

All the Best,

(**y**) (in)



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