

RELEASE UPDATE | MAY

Features in Focus Dimensions Dashboard

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FULL CUSTOMISATION

Your Dashboard, Your Way

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.

✓ Filter data to display the precise information that you require

✓ Add/remove and reorganise tiles and grids to suit your needs

✓ Create alternate views for different aspects of the business

✓ Apply corporate branding, colour schemes and seasonal displays

AGENT GRID

Stay in the Loop

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 as ensuring a high-quality customer experience.



QUEUE GRID

Get the Green Light

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

Queue Name	Queue State	Ready
Support	4 calls waiting	0
Sales	2 calls waiting	0
Reception	Agents Ready	2
Marketing	Agents Ready	2
Admin	Agents Ready	4
Development	Agents Ready	10

User Name	Status
Linda Howard	Ready
Charlie Russell	Logged Out
John Smith	Busy (ACD)
Anna Waterside	Comfort Break

Green
Agents are available to take calls

Yellow
All agents are either busy or unavailable

Red
Calls are queuing, with no agents available

Queue Diversion Explained

If agent availability is limited, supervisors can simply use the Agent Grid to log in agents from elsewhere, thus ensuring maximum agent coverage.



UAC GRID

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 Abandoned Calls.

Dimensions Dashboard will give you an up-to-date view of any UACs. Fully dynamic, the list will automatically remove numbers once they have either received a call back, or have called back themselves.

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

Outside Number	Caller ID Name	Age	First Call	Last Call	Calls In	DDI
01234 123 456	Company.co	06:54:17	24/04/2023, 10:39	24/04/2023, 10:39	1	01234 003 005
01234 654 321	ABC Builders	00:03:48	24/04/2023, 10:47	24/04/2023, 17:47	1	01234 008 006

ALERTS AND NOTIFICATIONS

Keep Your Finger on the Pulse

Queuing Calls Sales 2	Queuing Calls Support 5	Queuing Calls Accounts 3
Longest Waiting Sales 00:00:10	Longest Waiting Support 00:00:08	Longest Waiting Accounts 00:00:11
Average Waiting Time Sales 00:00:29	Average Waiting Time Support 00:01:02	Average Waiting Time Accounts 00:00:16

Dimensions Dashboard will alert you the moment the quantity of calls breaches threshold, or wait time exceeds a given length, enabling a swift intervention.

If wrap up or away status for an agent surpasses expected length, a notification will allow supervisors to act quickly to ensure agent wellbeing and efficiency.

All the Best,

Dimensions Team