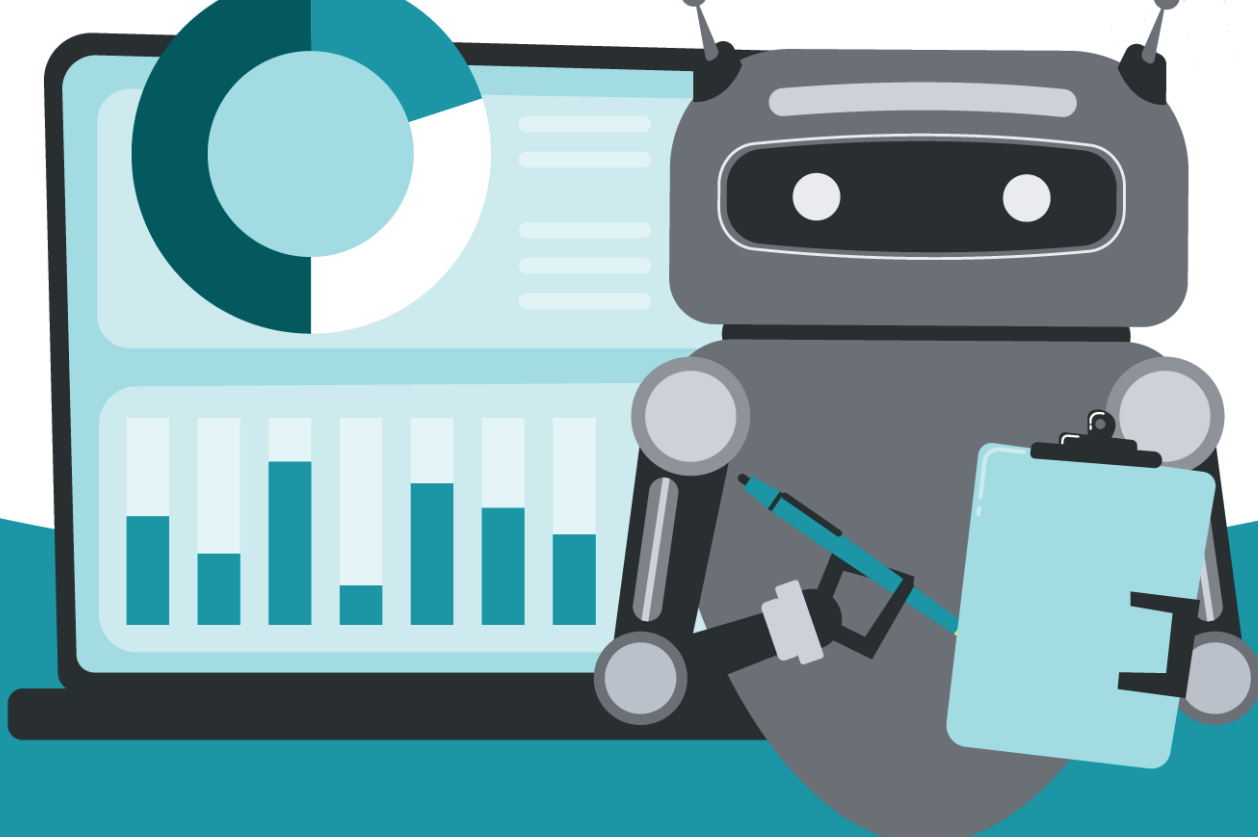


FEATURE SPECIAL | MAY

SyncSmart: Seamlessly Connect Your Contacts Across Clouds

Introducing the Dimensions Contact Directory REST API



Automate the Synchronisation of your Dimensions Contacts



We're thrilled to introduce a game-changer in contact management: the Dimensions Contact Directory REST API.



This innovative feature empowers users to effortlessly manage and query contact directory items, ensuring dynamic updates and seamless synchronisation across platforms.



What is the Dimensions REST API?

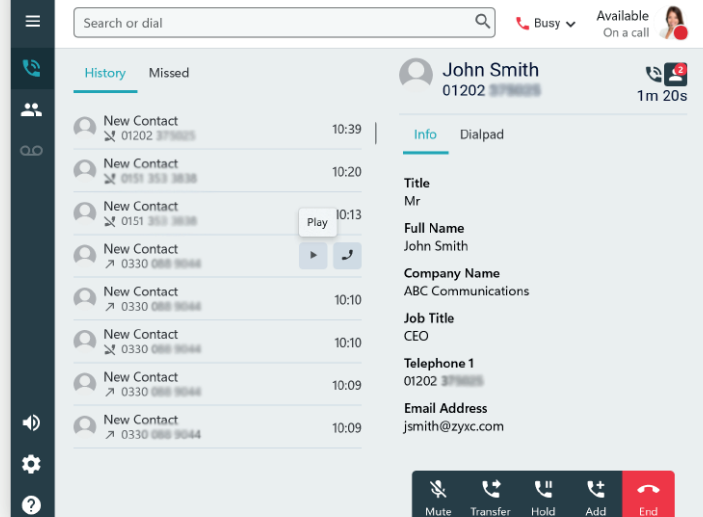
Firstly, it's important to understand what a REST API is.

Think of a REST API like a vending machine. You put in a request (money and button press), it processes it (dispenses the item), and gives you a response (the item you wanted).

The Dimensions REST API new Contact Directory management feature supports the ability to manage and query Contact Directory items automatically by providing a mechanism to keep contact records dynamically updated.

Why Use Dimensions Contact Directories?

Our customisable contact directories offer unparalleled efficiency and flexibility. Organise and personalise your contacts to suit your preferences, streamlining communication and ensuring quick access to vital information.



The Power of Information

Say goodbye to scattered data!

Our contact directories integrate seamlessly with Connect clients and reports, providing users with valuable caller information during and after every telephone interaction.

Example of Report Contact Information

Contact Name		Company Name	
John Smith		ABC Communications	

Start Time	Outside Number	Queue Name	Call Direction	Contact Name	Company Name	Job Title	Contact Tag 1	Contact Tag 2	Contact Tag 3	Email	Call Duration
21/05/2024, 15:43	01202 375025	Sales	Incoming	John Smith	ABC Communications	CEO	Supplier	Communications Sector	Legal Specialist	jsmith@xyz.com	00:00:20

Start Time ↓

21/05/2024, 15:43

Call Duration

00:00:20



Filtering out the Noise

Contact fields are also available in filters to help when searching for specific calls or analysing specific types of customers.



Give Your Reports More Meaning

Contact information is saved alongside call information and can be used treated as other call information when running reports.

Contact fields can be added to call list reports to provide additional information.



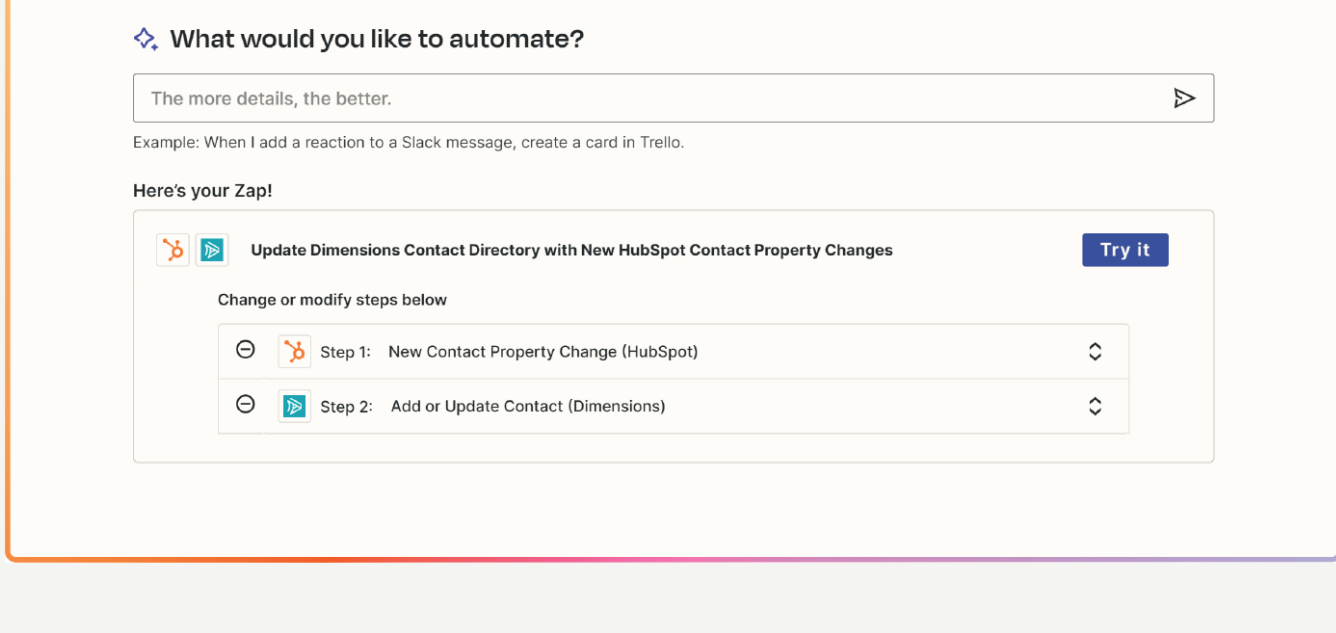
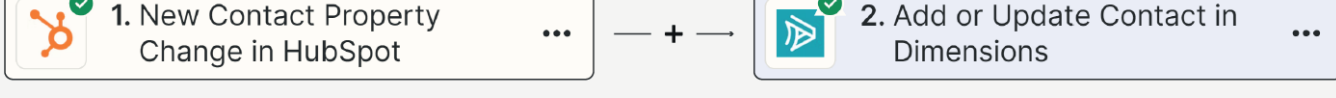
Pop 'till you Drop

Configure your contact directories with screen-pop URLs, enabling Connect Desktop users to access web-based CRM records swiftly – no need for a full CRM integration!

Automation Beats Frustration!

Forget the headache of manual updates and synchronisation woes.

With third-party providers like Zapier, automating contact record updates is a breeze, enhancing communication efficiency and boosting organisational productivity.



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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