

## DIMENSIONS VOICE

# Release Update April

Introducing the New Analytics Dashboard

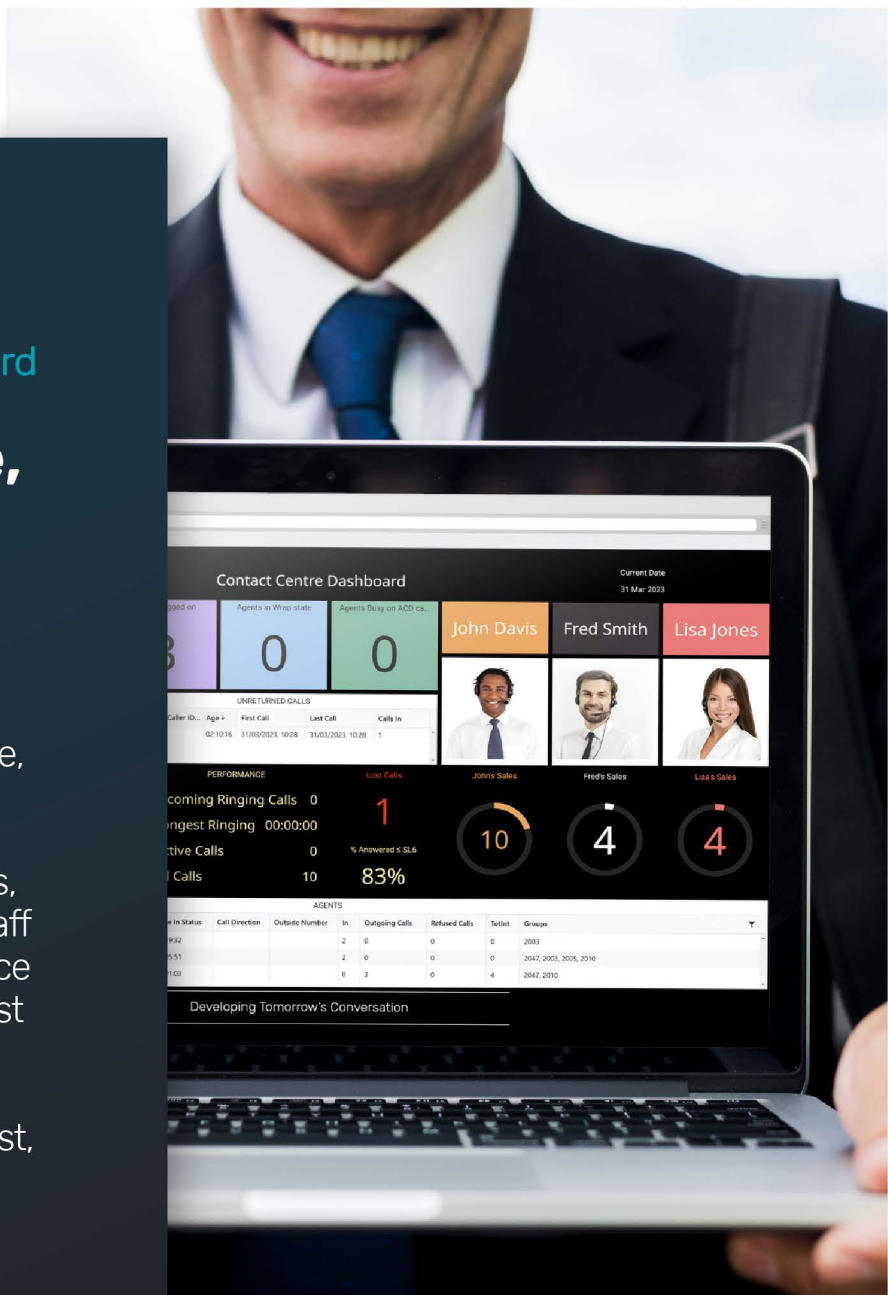
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### Introducing Dimensions Dashboard

## Fully Customisable, Interactive Control, & Multiple Views

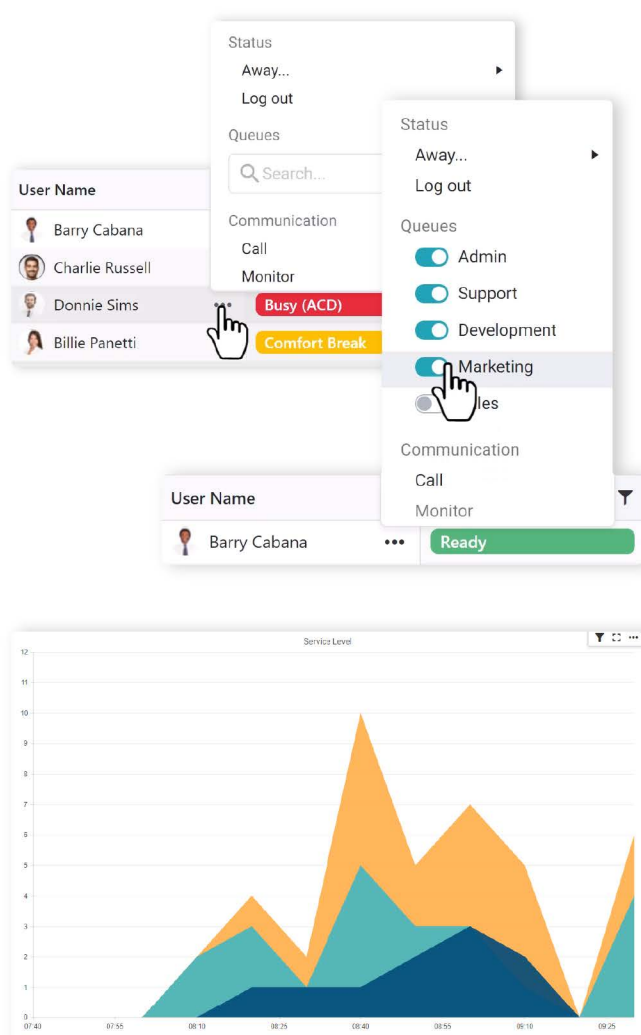
The new 'Dimensions Dashboard' is a completely customisable interface, providing easy access to the tools you need to monitor your business communications. Using the new grids, charts and multi-stat tiles, KPIs on staff performance and customer experience are easily monitored, ensuring the best service possible for your clients.

Dashboard is available NOW on request, and will be on general release to all customers during May.



### Analytics Dashboards

## Vital Business Intelligence using in depth call statistics and filters



How much business are you losing from unanswered calls or because of slow service?

The new 'Analytics Dashboard' provides the data you need to manage your business communications efficiently.

Looking at all call traffic or departmental communications, statistics can be filtered so that a clear picture of your customer's experiences can be monitored.

Whether managing a team in the office or remote users, its easy to keep track of what everyone is doing with the new user grid. Up to date presence is shown along with details of each user's activity for the day - simplifying user management.

### Contact Center Focus

## The Tools You Need to Take Control Agent Status, Away Reasons & Monitoring

The dashboard includes a section for managing agent status. A dropdown menu allows filtering by status: Ready, Away, Log out, Queues, Communication, Call, Monitor, Busy (ACD), and Comfort Break. Below this is a dropdown menu for selecting groups, with options like Accounts, Admin, Development, Marketing, Reception, Sales, and Support.

Contact Centre Dashboard is the essential tool for getting the most out of your agents and maximising customer service levels. It provides live information on queuing calls and agent states, so that service levels can be actively managed.

Whether monitoring queues individually or the business as a whole, Dimensions can not only alert supervisors to pending service level breaches, but provides the tools to manage agent states, ensuring the best possible service is achieved.

Dimensions now supports additional away state information, providing clear information of what each user is doing, both in real-time and for historical analysis.



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All the Best,

*Dimensions Team*