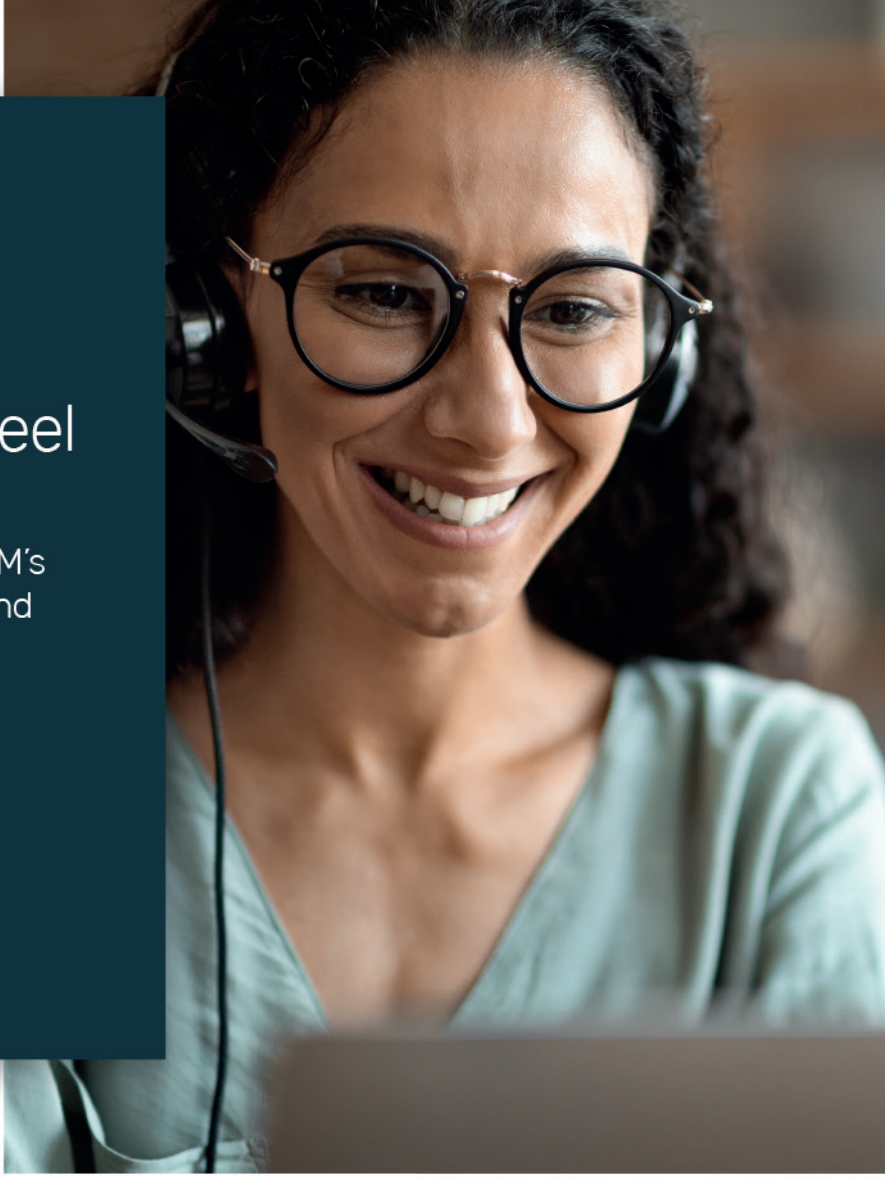DIMENSIONS VOICE

Release Update
December

Enhanced Customer Service & Improved Productivity
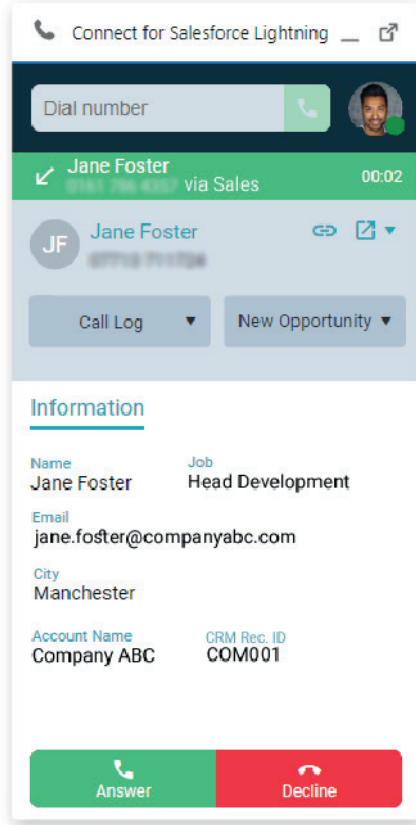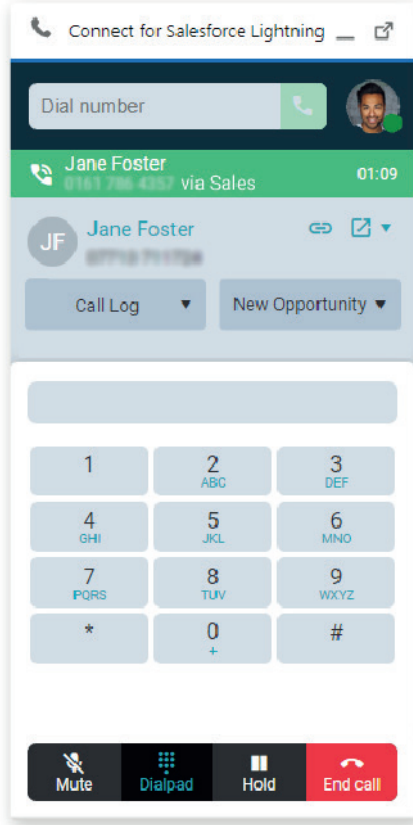
Visit Website

Dimensions
CRM Extension
A brand-new look & feel

With more real estate that provides a richer user experience, Connect CRM's new interface offers users a clearer and more concise view.
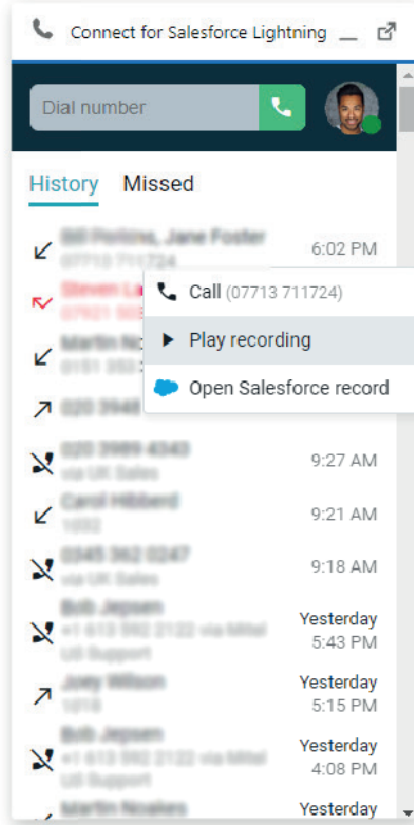
Provides important call details of the caller's telephony journey. Establish an immediate and comprehensive understanding of the customer's requirements.

See detailed information even before you answer the call. Know your callers first, to better manage your customer relationships.

Powerful Call Handling - Manage calls more easily for a better customer experience and increased productivity.

With the latest call history feature enhancements, users can navigate directly to a contact record or call recording from the history window, making this release even more streamlined and intuitive.

Dimensions Connect Desktop Client
Enhancements
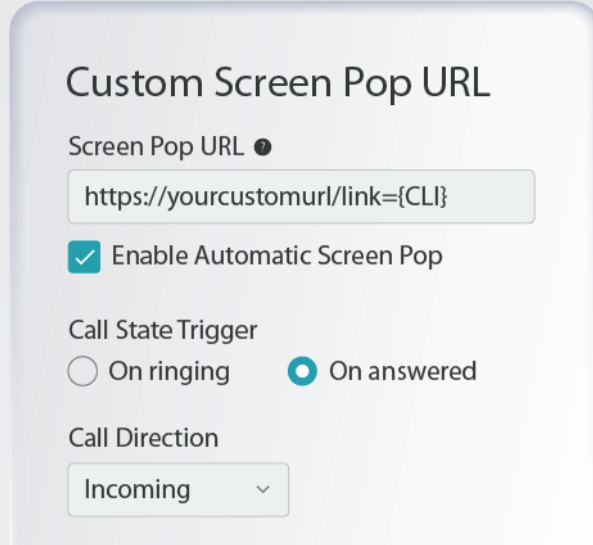
Customisable Hot Keys

Enhance key telephony features with the use of customisable keyboard shortcuts.

Hot Keys enable users to set a combination of keyboard shortcuts, providing access to commonly used telephony features within the Connect Desktop client.

The configuration of the hot keys is specific to each user, allowing dial, answer, hold, clear or even screen popping of calls directly from the keyboard.
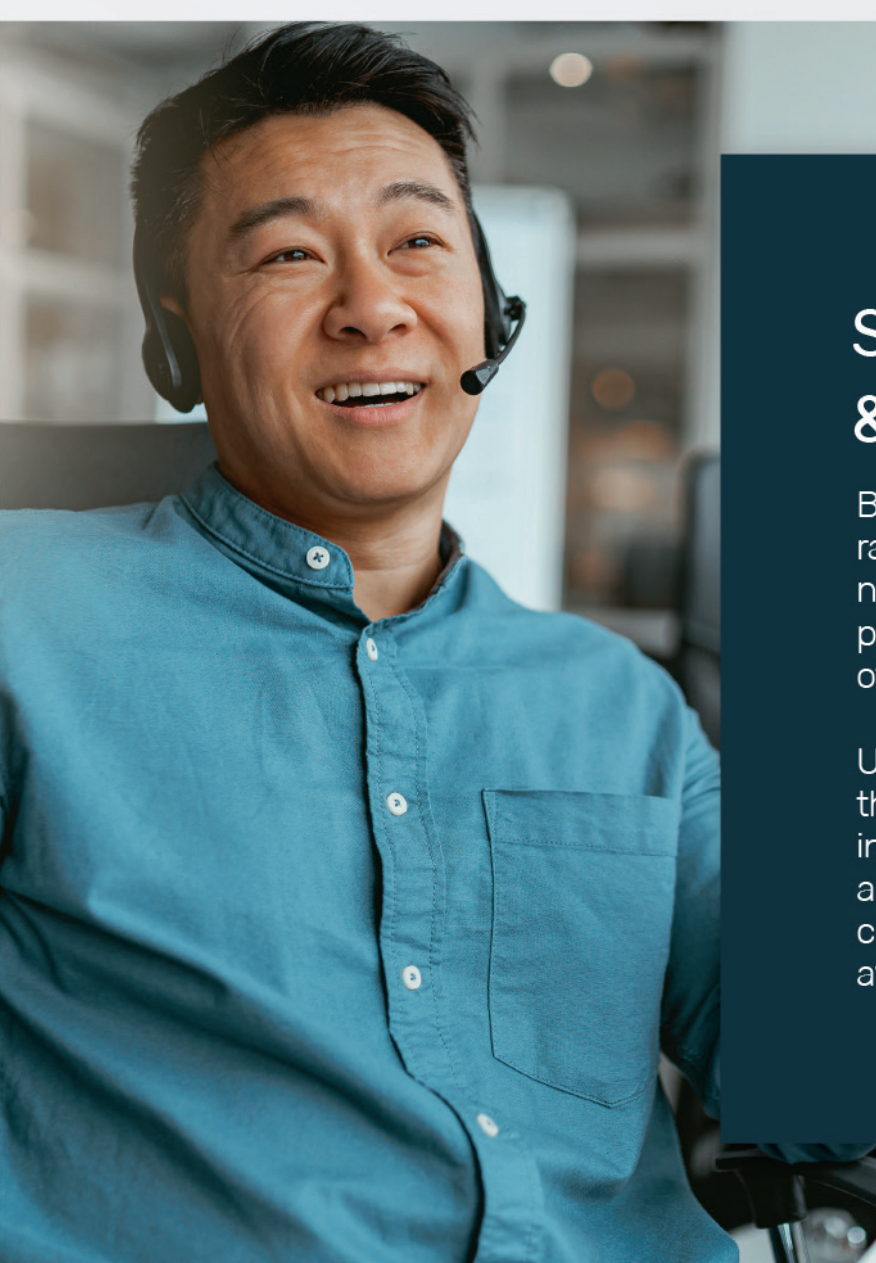
Client URL Screen Pop

The benefits of integrating telephony with CRM applications are clear, however integrating with custom CRM applications can be a time consuming and expensive exercise.

Connect Desktop's new URL screen pop feature allows integration into any URL based application, just by specifying the details in the client settings with the caller's CLI or incoming DDI.

URL screen pops can be triggered automatically when the call starts ringing or when the call is answered. Alternatively, screen pops can be initiated with the use of an assigned hot key, allowing the user to be in total control.

Support for Jabra
& Yealink Headsets

Building on support for the Plantronics range of headsets, Connect Desktop now includes support for the incredibly popular Jabra and Yealink brand of headsets.

Users can now instinctively control their calls directly from the headset's integrated buttons, with support for answer/clear call, as well as mute control and redial features where available.

Jabra **Yealink**

Wishing you a very Merry Christmas & a wonderful New Year.

All the Best,

Dimensions Team