

DIMENSIONS VOICE

Release Update October

CRM Embedded Softphone with Dimensions Connect

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Connect CRM Softphone



Call History

Enhancing the CRM plugin further, each user's call history is available as standard within the Connect CRM window.

This allows users to easily track missed calls and quickly redial numbers directly from the CRM.



CRM Embedded Softphone (Preview)

Connect CRM now an optional softphone, allowing VoIP calling natively in the web browser without the need a desktop or alternative softphone.

This greatly simplifies the offering, allowing users to directly handle their calls easily from within their chosen CRM package. This powerful new feature, combined with the automatic screen popping and activity creation capabilities makes Connect CRM integration more versatile than ever.

Now available in preview, contact your sales representative for early access.

General Enhancements



Reporting Updates

Call list reports now include column totals, providing the user with an immediate quick summary of the report being viewed.

Additional call data fields have been added to this release, specifically designed for rapid availability of engineering diagnostic information.



Improved Resilience

DNS SRV records are now support for Softphone & platform connectivity, improving resilience in failover situations.

The use of DNS SRV records provides the ability to reroute to alternate nodes as a means of failover or backup strategy. This helps to maintain call data continuity and minimises disruption to users during upgrades or connectivity outages.

Best Wishes,

Dimensions Team