

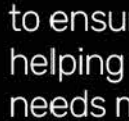
NEWSLETTER | OCTOBER

Unlocking the Power of Dimensions Disposition Codes

DISPOSITION CODES

Boost Business Efficiency with Dimensions Disposition Codes

Disposition codes, applied at the end of telephone calls, allow businesses to categorise call outcomes, providing a simple yet powerful way to enhance communication management and overall efficiency.



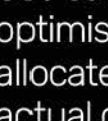
Improved Customer Service

Track and categorise interactions to ensure prompt follow-ups, helping teams respond to client needs more effectively.



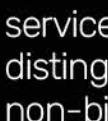
Increased Efficiency

Easily identify calls requiring further action, streamlining workflows and preventing missed tasks.



Data-Driven Insights

Use call data to analyse trends, optimise services, and better allocate resources based on actual client interactions.



Accurate Billing

In sectors like consulting or legal services, disposition codes help distinguish between billable and non-billable calls for more precise invoicing.



Compliance and Accountability

Maintain clear, organised records of communications, essential for compliance and auditing in regulated industries.

For more specific insights on how disposition codes benefit the legal sector, read Jimmy's insightful blog on how Dimensions dispositions can prove invaluable to the Legal sector:

www.dimensionstechnologies.com/news/2024/november-blog-spot/

By implementing disposition codes, businesses can optimise call handling, improve service delivery, and make data-driven decisions for long-term success.

FEATURE KEYS

Don't Overlook these Key Legacy Telephony Features

As businesses move to modern hosted telephony systems, some valuable legacy features are often forgotten, yet they can greatly enhance operations. Here are three features that Dimensions believe shouldn't be overlooked:



Dimensions Manual Night Mode

This allows businesses to quickly change call routing with a physical button on the phone, providing flexibility to divert calls based on immediate needs like after-hours service or staff shortages.



Dimensions Centralised Keymaps

Instead of manually configuring each phone's key functions, Centralised Keymaps let admins program and distribute key layouts to all devices at scale, saving time and ensuring consistency across phones.



Dimensions Global DND Status

Synchronizing Do Not Disturb status across all a user's devices ensures unified control, preventing missed calls or unwanted interruptions.

By integrating these legacy features into modern systems, businesses can enhance efficiency, flexibility, and user control. If your current system lacks these functionalities, it might be time to revisit your telephony solution.

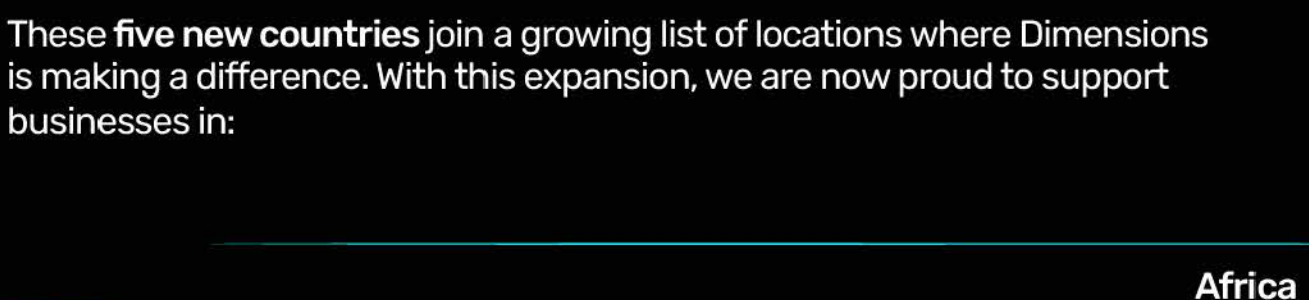
Reach out to schedule a demonstration on providing disposition code capabilities for your customers.

CELEBRATORY MILESTONE

Celebrating Dimensions' Global Expansion to New Countries

We are thrilled to announce that Dimensions is continuing to grow its global presence, with our platform now serving businesses and organisations in Indonesia, Brazil, Puerto Rico, Ghana, South Africa and Mexico.

This exciting expansion marks a new chapter in our journey, reinforcing our commitment to providing world-class telephone call analytics across diverse markets and helping companies optimise communication and customer interactions no matter where they are.



These **five new countries** join a growing list of locations where Dimensions is making a difference. With this expansion, we are now proud to support businesses in:



Africa

Ghana, South Africa

Asia

China, Indonesia, Philippines, South Korea

Australia/Oceania

Australia, New Zealand

Europe

Czech Republic, France, Germany, Ireland, Italy, Netherlands, Poland, Spain, United Kingdom

North America

Canada, Cuba, Dominican Republic, Mexico, Puerto Rico, United States

South America

Brazil

As we continue to expand, we remain committed to providing the highest quality analytics solutions, empowering organisations to enhance customer experiences, improve efficiency, and make data-driven decisions.

Our growth into these new regions is a testament to the hard work of our team and the trust that our clients place in us. Every new country we reach brings new opportunities to collaborate, innovate, and deliver exceptional value to even more businesses.

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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