

INTRODUCING

Customisable
Child Fields

Introducing Configurable
'Child Fields' for Historic Reports.
Greater Insight, Greater Flexibility.

Dimensions is proud to introduce a powerful new enhancement to some of Dimensions' historic reports: the configurable 'Child Field' option. This feature brings greater granularity and flexibility to the way you view and analyse your data.

*3CX - Queue Performance

Queue Name

Queue T

Incoming Calls

Incoming Answered

% Incoming Answered

Answered

% Answered

Abandoned Calls

Abandoned %

Overlaid Out

Longest Ring Time In

Avg Ring Time In

Queue Name

Queue T

Incoming Calls

Incoming Answered

% Incoming Answered

Answered

% Answered

Abandoned Calls

Abandoned %

Overlaid Out

Longest Ring Time In

Avg Ring Time In

Child Available Fields

These fields will appear as child records in the report

Agent Times

Agent Times (Average)

Agent Times (Max)

Hide intercom statistics

Chosen Child Fields

Away Reason

Total Away Count

Total Away Time

Avg Away Time

Longest Away Time

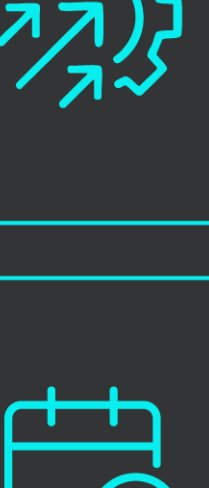
Save and run

Cancel

Most notably, the Agent Summary and Queue Summary reports now include a drop-down sub-section that allows you to select a Child Field.

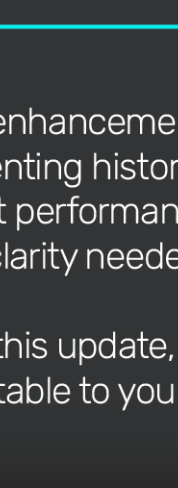
This enables a detailed, summarised breakdown of agent status information either by individual agent or by queue name—providing a clearer view of performance and activity across your organisation.

Key benefits include:



Granular Insights

Drill down into specific agents or queues for a more detailed understanding of activity and performance.



Customisable Reporting

Choose the Child Field that best suits your reporting needs, tailoring insights to your business requirements.



Seamless Scheduling

Reports, including the new Child Field information, can be added to an email schedule in Excel format, ensuring your team receives the right data at the right time.

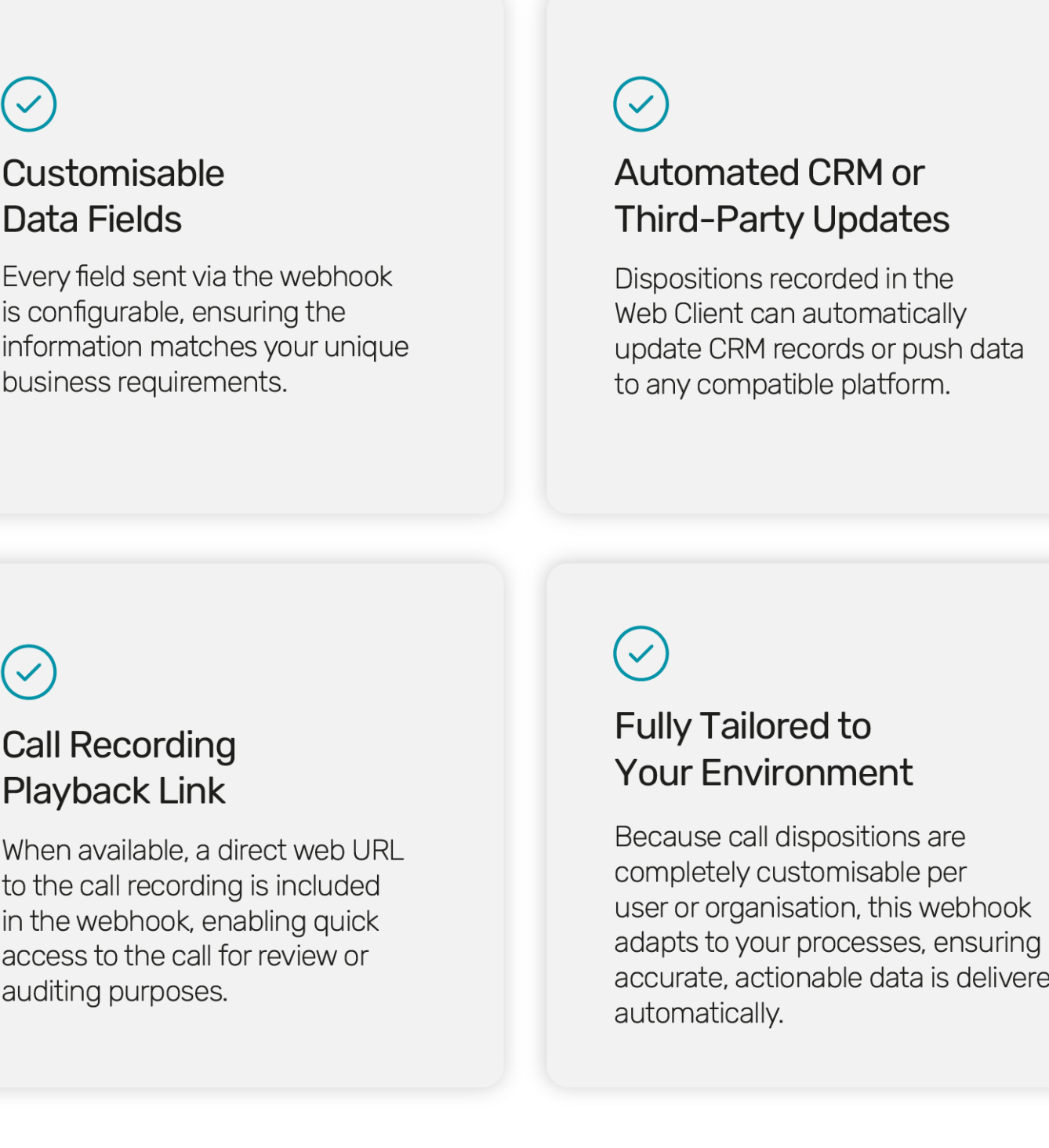
This enhancement empowers businesses to make more informed decisions by presenting historic data in a more structured and actionable way. Whether monitoring agent performance or queue activity, the Child Field feature provides the flexibility and clarity needed to optimise operations.

With this update, Dimensions continues to make reporting smarter, easier, and more adaptable to your unique needs.

DISPOSITION WEBHOOKS

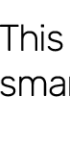
Automate Post-Call Actions with the New Disposition Webhook and the Dimensions Web Client

Dimensions is introducing an exciting new feature for our Web Client users: the Disposition Webhook.



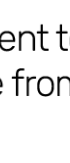
This functionality allows you to automatically trigger updates in your CRM or third-party platform based on the outcome of a call, streamlining post-call workflows like never before.

Key highlights of the Disposition Webhook include:



Customisable Data Fields

Every field sent via the webhook is configurable, ensuring the information matches your unique business requirements.



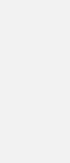
Automated CRM or Third-Party Updates

Dispositions recorded in the Web Client can automatically update CRM records or push data to any compatible platform.



Call Recording Playback Link

When available, a direct web URL to the call recording is included in the webhook, enabling quick access to the call for review or auditing purposes.



Fully Tailored to Your Environment

Because call dispositions are completely customisable per user or organisation, this webhook adapts to your processes, ensuring accurate, actionable data is delivered automatically.

With the Disposition Webhook, you no longer need manual intervention to update records or share call outcomes.

The combination of fully configurable data fields and automated workflows means that every call's outcome can be instantly and reliably communicated to the right systems, saving time and improving operational efficiency.

This feature demonstrates Dimensions' commitment to helping businesses work smarter, reduce manual tasks, and get more value from every call.

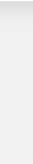
CISCO & AVAYA PHONE SUPPORT

True Zero-Touch Provision Support Manufacturer Additions

We're excited to announce that Cisco and Avaya hardware phones are now fully supported by Dimensions' Zero-Touch Provisioning capabilities!

With Zero-Touch Provisioning, simply enter a phone's MAC address into the Dimensions Provisioning Service and the handset will automatically configure itself on startup, ready to be centrally managed and customised from Dimensions.

This addition marks a significant step forward in making cloud communication more accessible, flexible, and efficient for businesses still using legacy hardware.



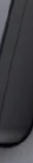
Centralised Directories

Maintain and manage your company contacts in one place, instantly available across all supported devices.



Centralised Keymap Configuration

Configure keys and shortcuts centrally, saving time and ensuring consistency across your fleet of phones.



Seamless Legacy Hardware Migration

Give your existing Cisco and Avaya phones a new lease of life by integrating them into a cloud communication environment effortlessly.



This update means that organisations no longer need to replace perfectly good hardware to benefit from the cloud.

Instead, your legacy devices can now enjoy all the advantages of a modern cloud phone system, including simplified management, streamlined deployment, and reduced operational overhead.

At Dimensions, our goal is to make cloud communication smarter and simpler for everyone.

The addition of Cisco and Avaya to our Zero-Touch Provisioning family is a testament to that commitment—helping businesses unlock the full potential of their existing investments while embracing the future of cloud communications.

Welcome to the Dimensions family, Cisco & Avaya!

CONTACT CENTRE EXPO

Join Us at the Contact Centre Expo 2025 Live Demos with Fuse 2

We're excited to announce that Dimensions will be exhibiting alongside our 3CX distribution partner, Fuse 2, at the Contact Centre Expo 2025.

ExCeL London Royal Victoria Dock

1 Western Gateway London E16 1XL

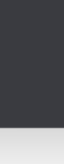
Wednesday 19th & Thursday 20th November

This is the perfect opportunity to explore the full Dimensions suite for 3CX and discover how our solutions can transform your communications. We'll also be showcasing some exciting AI-powered features set to launch soon — giving visitors an exclusive first look at what's coming next.



Live Demonstrations

of the complete Dimensions 3CX platform, including real-time dashboards, reporting, and Post Call Webhooks.



An Exclusive Sneak Peek

at our upcoming AI capabilities designed to make contact centre operations smarter and more efficient.



Expert Advice

from the Dimensions and Fuse 2 teams on maximising the value of your communications strategy.

For full event details and free registration, visit Contact Centre Expo <https://www.callandcontactcentreexpo.co.uk/>

We look forward to welcoming you to our stand and showing you the very best of Dimensions for 3CX — plus a glimpse into the future of AI-powered analytics and automation.

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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Developing Tomorrow's Conversation