

Kazoo Integration

Real-Time Analytics for the Kazoo Platform

Gain complete visibility into your Kazoo communications environment with advanced analytics, reporting and operational insight from Dimensions.

Our native Kazoo integration connects directly to the platform's APIs and event streams, enabling real-time monitoring of calls, users, devices, queues and business activity. The result is a powerful analytics solution that helps service providers and enterprise organisations improve performance, enhance customer experience and make data-driven decisions.

Whether you're operating a single customer deployment or a large multi-tenant environment, Dimensions provides the insight needed to manage communications effectively.

Key Capabilities

Real-Time Call Analytics

Monitor call activity as it happens with live dashboards, wallboards and performance metrics.

User & Device Monitoring

Track user activity, device utilisation and communications performance across the organisation.

Queue & Contact Centre Visibility

Gain insight into queue performance, agent activity and customer interactions.

Multi-Tenant Support

Designed to support service providers managing multiple customer environments from a single analytics platform.

Automated Provisioning & Synchronisation

User, device and callflow information is automatically synchronised from the Kazoo platform, reducing administrative effort.

Enterprise Reporting

Access detailed historical reporting for operational analysis, compliance and business intelligence.

Why Integrate Kazoo with Dimensions?

- Real-time communications analytics
- Centralised visibility across customers and tenants
- Improved operational performance

- Enhanced customer experience monitoring
- Reduced administration through automated synchronisation
- Scalable cloud-based reporting platform
- Support for complex UCaaS environments

How It Works

Dimensions connects directly to the Kazoo platform using secure API and event-stream integrations.

Configuration, user and device information is automatically synchronised while live communications events are processed in real time. This allows Dimensions to build a complete view of customer activity, user performance and communications behaviour without requiring manual data management.

The result is a continuously updated analytics environment that delivers actionable operational insight.

Key Benefits

Faster Problem Resolution

Identify issues, bottlenecks and service impacts before they affect users or customers.

Better Service Visibility

Monitor usage, performance and adoption across the entire communications estate.

Improved Agent Performance

Track contact centre and queue activity to support coaching, workforce management and service optimisation.

Scalable Analytics

Support growing customer environments without increasing reporting complexity.

Data-Driven Decisions

Turn communications activity into meaningful business intelligence.

Ideal Use Cases

- UCaaS service providers
- Multi-tenant communications environments
- Contact centre reporting
- Queue performance monitoring
- Customer experience measurement
- Executive dashboards
- Operational KPI reporting

Technical Summary

Feature	Supported
Real-Time Analytics	Yes
User Synchronisation	Yes
Device Monitoring	Yes
Queue Analytics	Yes
Multi-Tenant Support	Yes
Historical Reporting	Yes
Dashboard & Wallboards	Yes

Speak to a Specialist

Learn how Dimensions can provide real-time visibility and advanced analytics across your Kazoo communications platform.