

Dimensions Supervisor

Historical & Live Call Analytics

Dimensions Supervisor is a powerful business and call center tool for monitoring customer communications and user performance. Using our secure portal, managers can review historical call records to find specific records or analyze call summaries to investigate whether service levels are being met to ensure a quality customer experience.

Key Benefits

- Monitor live information on call & user status
 - Share reports/filters with colleagues & control access using Workspaces
 - Analyze customer experience using a range of call & user reports
 - Configure alarms to warn when service levels may breach
 - Create different Wallboard views to monitor different area of your business
 - Access call recordings directly from reports
- ✓ **Call Lists & Summaries**
Analyze call & user data using pre-defined & customizable templates
 - ✓ **Automated Schedules**
Set reports to be delivered automatically by email
 - ✓ **Supervisor Wallboard**
Stay in control of service levels & staff performance by monitoring call traffic and user activity in on the live Wallboard



Historical Analysis

Analyzing call and user data over time is an invaluable way to identify missed call trends, spot consistently poor performers or pick out users who go above and beyond.

By monitoring summarized user, queue & call data, it is possible to change best practices and training to ensure that your communications platform and your customer service teams are providing the best service possible to your customers.

With secure access, pre-configured or customizable reports, comprehensive filtering & built-in scheduling features, Dimensions makes it easy to access the data you need, when you need it.



Workspaces Sharing & Security

Access to call and user data is through a Dimensions Workspace. This controls what data can be displayed and which users can access it.

Workspaces ensure users only have access to the data they are allowed to see and also controls whether they are allowed to modify, add or delete any of the workspace elements; reports, filters, wallboards etc.

By sharing data through workspaces, users can benefit from accessing previously created reports and filters, minimizing duplication and saving time.



Call Reporting Historical Call Reporting

Dimensions provides detailed access to all your call and user status data through a range of different pre-configured reports.

Each report can be customized and filtered to ensure the required information is displayed. Track lost calls using call list reports or analyze performance using summarized user or queue data to identify areas for improvement or trends.

Users have complete control over which fields are shown in reports and can view or save them at any time. Calls can even be played back through the reporting interface, providing a single interface for users to review call traffic and call content.



Scheduling Automatic Report Delivery

Using the built-in scheduling feature, reports can be run automatically - freeing up time and ensuring all the required data is at hand for meetings and analysis.

Schedules are great for running reports for large datasets, with the resulting data being emailed to other users or even external contacts using secure links.



Supervisor Licences

Users can be given enhanced access to the web portal to view reports with call and user data.

Reports Supervisor

- Access Workspaces
- Run Historical Reports
- Run Scheduled Reports
- Advanced Filtering
- View Call Sessions
- Listen to Call Recordings Where Available

Real-Time Supervisor*

All the access of Reports Supervisor, plus ability to view/configure Real-Time Wallboards through a web UI.

* Real-Time User Add-On licenses are automatically applied to all users when the first Real Time Supervisor/Wallboard is assigned.



Device Access Licences

The following license provides access to run a Real-Time Wallboard application on the Amazon FireTV. The Real-Time Wallboard displays live call analytics on fully customizable and filterable tiles.

Real-Time Wallboard*

Supported Tile Types

- Single Statistic
- Circular Gauge
- Ticker
- Dual-Stat Cycling
- Images
- Video (1 per view)

Other Features

- Custom Data (Messages/Targets)
- Alarms (Visual & Audible)

*Prerequisite of a Real-Time Supervisor role (Chargeable).