

A year like no other for **Dimensions**





2021 Wrapped Features This Year

Our Developers have been working tirelessly to enhance the performance of our products. Here is what we achieved this year:

- New Reports · Routh Path
 - · Calls by Number Type
 - · Agent Status Details · Agent Status Summary
- · ACD Control

Connect

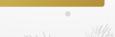
- · Softphone

Contact Directories

Integration Recording **Access Profiles**

⊘ Salesforce

& Dynamics



Discover More



Features Next Year The ever evolving feature list of Dimensions

will soon include:

O TAPI & CRM Support

Connect

- Zoho & Freshdesk Integration Video
- Optional & Forced Result Code
- Softkeys for Speed Dials Occident Conversation Insights

Supervisor Dashboard with User & Queue

Analytics

- **Statistics** Supervisor Control over Agent Status
- Supervisor Access to Call Center Pro Settings **O** Microsoft Teams Call Reporting

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Wishing you Happy Holidays & a Wonderful New Year!

Karios Team

All the best,



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