

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

✓ **Connect**

- ACD Control
- Softphone

✓ **Salesforce & Dynamics Integration**

✓ **Contact Directories**

✓ **Recording Access Profiles**

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2022 Roadmap Features Next Year

The ever evolving feature list of Dimensions will soon include:

Connect

- TAPI & CRM Support
- Zoho & Freshdesk Integration
- Video
- Optional & Forced Result Code
- Softkeys for Speed Dials
- Customer Conversation Insights

Analytics

- Supervisor Dashboard with User & Queue
- Statistics
- Supervisor Control over Agent Status
- Supervisor Access to Call Center Pro Settings
- Microsoft Teams Call Reporting

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Wishing you Happy Holidays & a Wonderful New Year!

All the best,

Xarios Team