Xarios

DIMENSIONS

Our Year In Review
2022
How Dimensions Works For You

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Your Favourite Enhancements

As we start a new year, we wanted to take a moment to look back on what we accomplished in 2022.

Last year we saw accelerated growth, not only in subscriptions but also in major feature developments.

We continued to listen to our partners, delivering features that mattered the most in the timescales you require. We're incredibly proud to hear that our solutions are continually proving to be the best for our clients.

Our Standard Features:
Great Value, Easy To Use

New and enhanced reporting, including Unreturned Lost Calls, Outbound Caller ID, PSTN Forwarded Calls, & Agent Status Details.

Powerful Call Tag reporting on all your call routes, AA IVR selections and call survey results.

Preconfigured filters allow users to easily refocus reports as needed.

Scheduled reports, available in your inbox every day as an attachment or a link.

Easily accessible call recordings, with configurable access levels - a must for various businesses.

New CTI client with powerful embedded OS features such as detailed notifications, answer/decline features, and click-to-dial capabilities.

Quick & Easy
Call Recording Access

- Unlocks the value of the embedded call recording feature of your platform

- Access and save recordings from your own and your team's calls.

- Conveniently select from any entry in your call history

- Comes as standard in our basic call reporting package

- Our Direct Access feature ensures that even when platform CDR logs are purged, call recordings will still be accessible.

Real-Time Wallboards

Display & monitor service levels and team performance. Ensure a proper customer experience, minimizing the number of calls in queue and wait times. Be confident in knowing you have the proper staffing levels.

For all types of business, not just for formal call centers when a ring group is more than enough

Amazon Fire TV Stick integration makes screensharing easy & accessible.

Desktop Client / Plug-in

This productivity tool offers essential call information and automates tasks for improved efficiency.

WebRTC softphone is a tremendously significant introduction. A powerful & simple solution, no longer needing a hard phone on your desk or another soft phone application.

It includes support for Salesforce, MS Dynamics 365, Zoho, and is compatible with softphones and desktop phones alike, including Yealink, Polycom & Mitel.
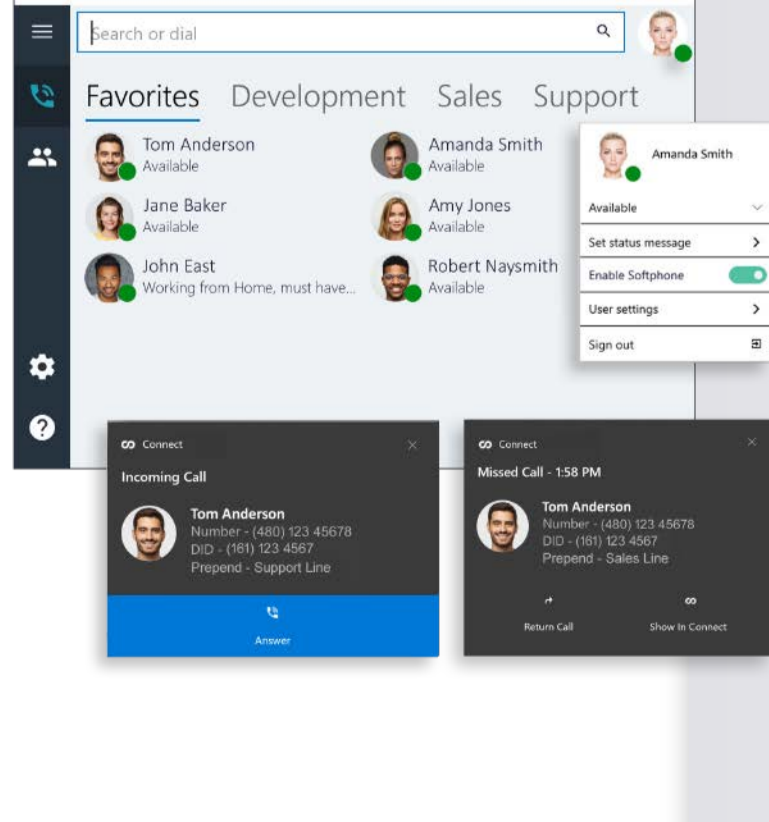
Connect Desktop

Call recording playback from Connect. Playback calls from the call history area.

Connect Presence Profiles - Control DND, Forwarding & Find-Me-Follow-Me.

New Custom URL screen pop feature.

Headset support added for Plantronics/Jabra/Yealink.

New 'Pull Call' feature, allows users to be pull calls in progress on their different devices.

If you would like to download a copy of our newsletters, visit Xarios' website.

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All the best,

Xarios Team