

Dimensions is always work in progress.

New Group Reports

Among the numerous features available in Kazoo, one of the most popular is the use of prepends. Call flows are tagged so that ring groups can identify the purpose of the incoming call.

Now you can report on those call flows to get valuable insights on your customers' calling patterns. Distinctive labels gave a general description of the call's purpose to the answering user.

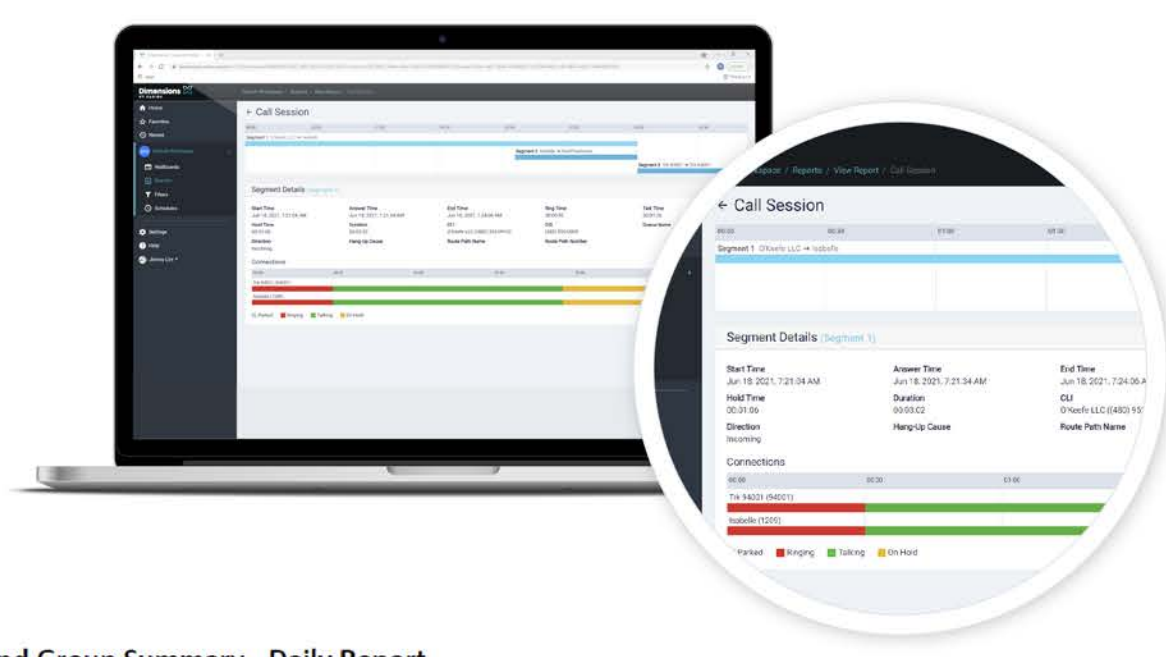


Dimensions
BY XARIOS 

Previously, contact centers were the only ones able to access reports on such calls through various queue & agent reports.

Now regular office customers can leverage Dimensions' powerful reporting services for their call flows & ring groups.

See how many callers pressed Option "1-for Sales", "2-for Support" in the auto attendant, or those who simply selected "0-for the Operator".



Inbound Group Summary - Daily Report

July 21, 2021

Route Path Name	Incoming Calls	Incoming Answered	% Incoming Answered	Abandoned Calls	% Abandoned	Avg Ring Time In	Total Talk Time In	Avg Talk Time In	Longest Ring Time In
MAIN-SPANISH-UNDECIDED-BACK-BACK-	179	109	61%	74	41%	0:01:07	3:28:14	0:01:54	0:03:07
	16	10	63%	6	38%	0:00:45	0:16:21	0:01:38	0:01:08
	3	1	33%	2	67%	0:02:17	0:01:14	0:01:14	0:02:58
	2	2	100%	0		0:00:16	0:05:38	0:02:49	0:00:26
	200	122	61%	82	41%	0:01:06	3:51:27	0:01:53	0:03:07

With these new group reports, regular office customers now get valuable insight previously only available to contact centers.

See how well various ring groups are performing, identify star performers or those needing more help.

When more detail is needed, drill down to specific extension and even to the call itself. View a visual representation and playback the call recording.

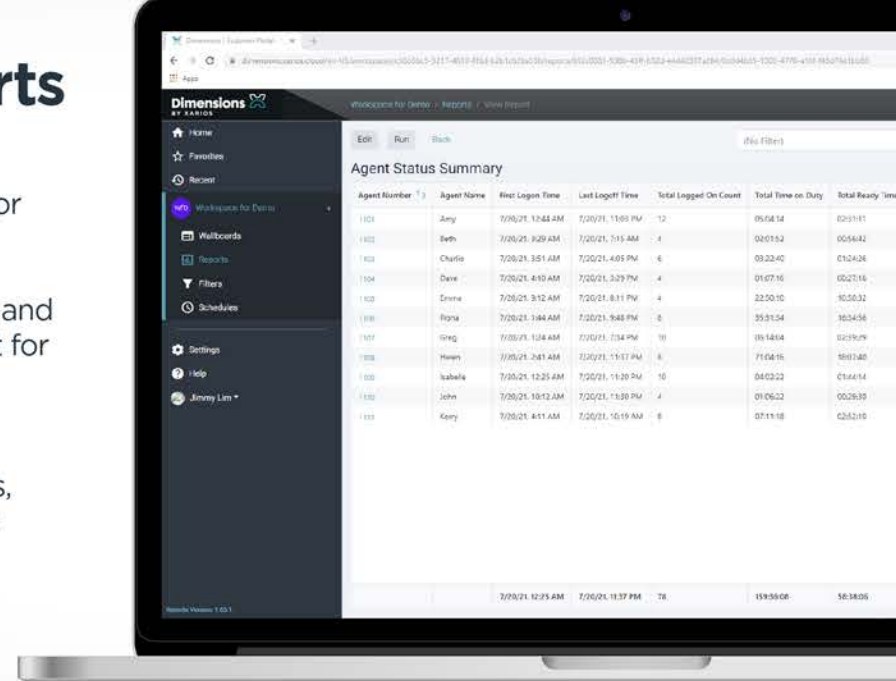
Features now available to standard office environment.

Agent Status Reports

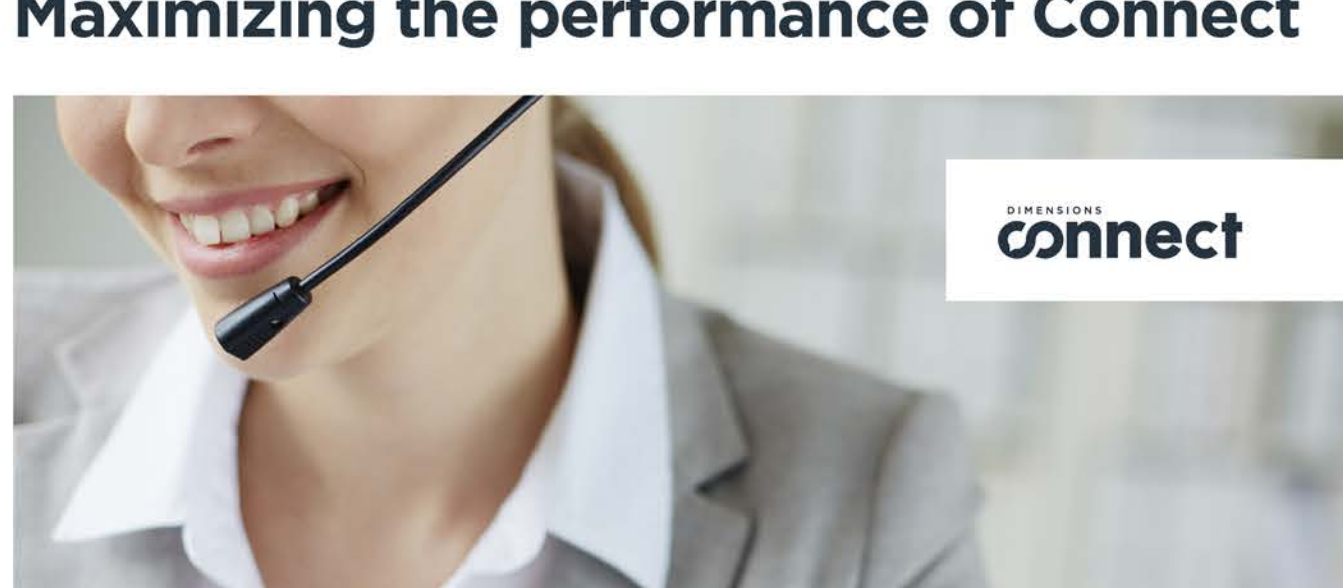
In today's highly distributed workforce (WFH), businesses need to closely monitor their agents more than ever.

Get a summarized report for every agent and easily click-through to an individual agent for a detailed report on every agent status change.

Avoid uncomfortable personnel situations, instead get a concise, summarized report on how agents are spending their time, by the second.



Maximizing the performance of Connect

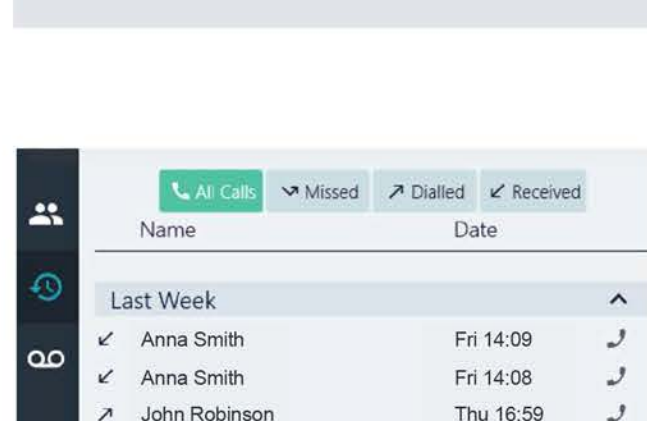


-  **Softphone**
-  **Call History**
-  **Busylight Support**

Dimensions Connect Softphone

All Dimensions users with a Professional license can now use Connect as a softphone device, allowing them to keep in contact whether on the move or working from home.

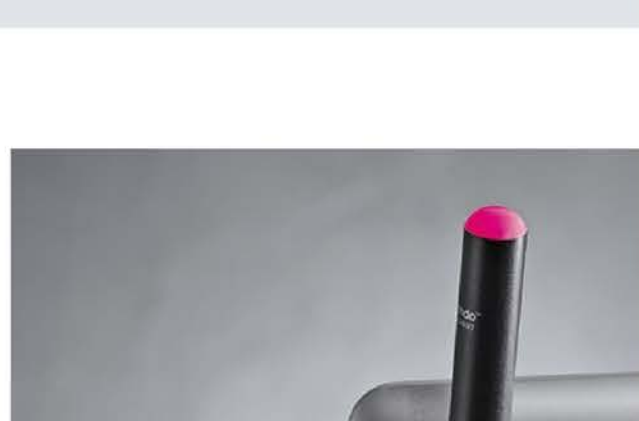
With zero configuration required by the user, Connect automatically knows the required connection and authentication details, minimizing the ongoing install and maintenance requirements.



User-Based Call History

For users with more than one device, finding the details of calls can be a pain – especially if you do not have the right device to hand. Dimensions Connect now incorporates a user-based call history, showing all the calls a user has made/ received on any of their devices, not just the integrated softphone.

This allows users to have a complete view of their communications, all from one place.



Busylight Support

The Kuando Busylight functions as a status light, which automatically changes its colors according to your current availability.

This makes it easy for co-workers to see your status and ensures you aren't interrupted when in a meeting or on a call using a headset.

Simply plug the Busylight's USB cable into the PC, and let Connect do the rest, no drivers or additional software are required.

[Visit Website](#)

Keep Safe & Enjoy the Summer!

Xarios Team