

RELEASE UPDATE | JULY

# Introducing Connect for Freshdesk™

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## CONNECT FOR FRESHDESK™

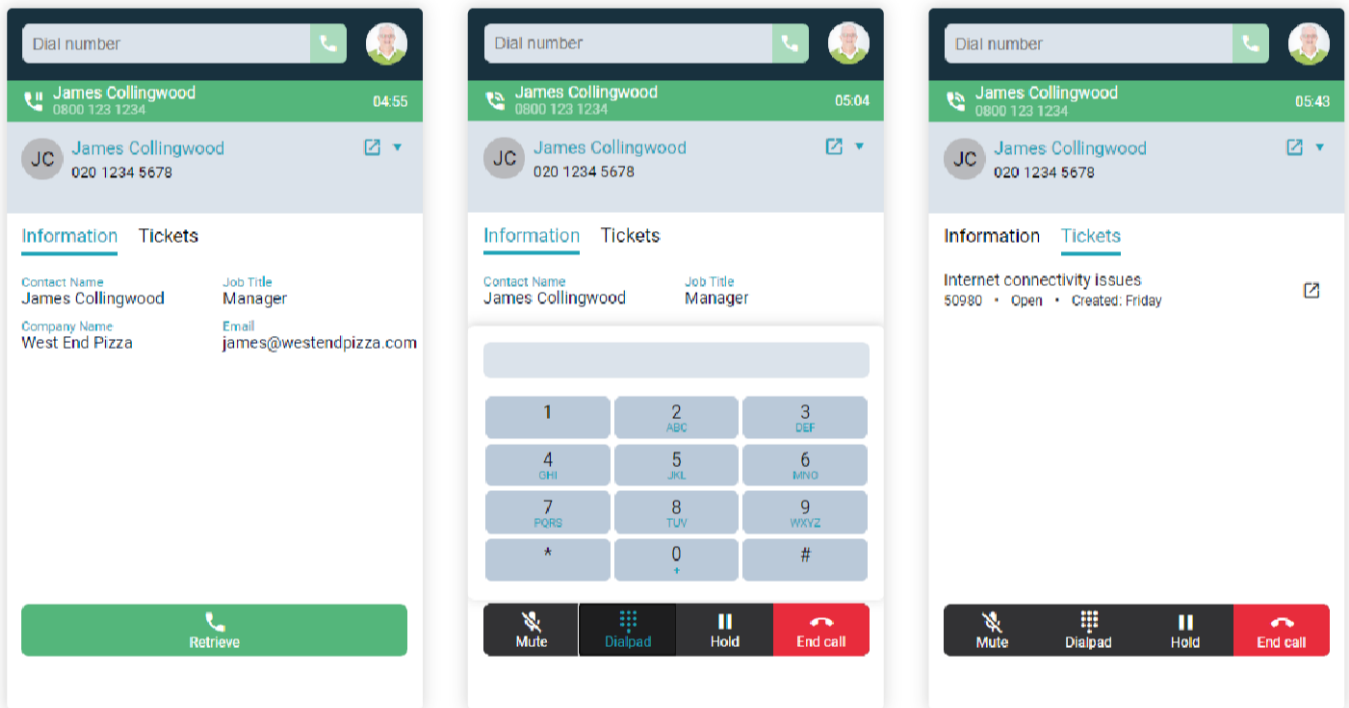
### Revolutionize Your Support Team with Dimensions Connect

Unleash the Power of Seamless Integration within Freshdesk™

Experience the power of Dimensions Connect and **streamline your customer service** within Freshdesk™.

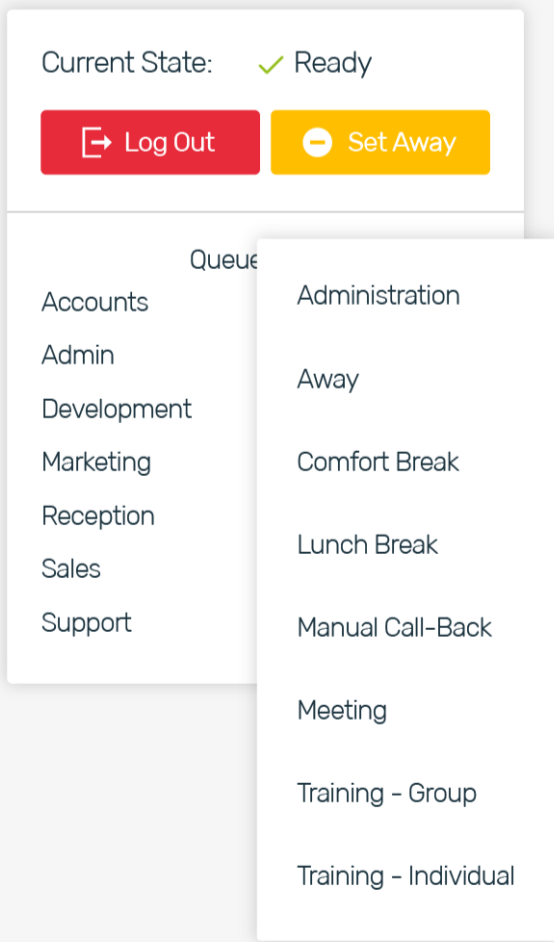


- ✔ Embedded softphone with browser notifications for a **seamless user experience** with reduced context switching
- ✔ Click-to-dial feature **eliminates misdials and optimizes time** from ticket or contact screens
- ✔ Auto-identifies callers, saving time and **improving customer experience** by providing a list of associated active tickets
- ✔ Logs telephone call history as a **comprehensive Note within tickets**, including a link to call recordings



## AWAY REASON CODES

### Enhancing Supervisor Insights



#### Introducing Away Reason Codes in Dimensions:

- ✔ Select from a preconfigured list of reason codes to indicate unavailability for calls
- ✔ Empowers supervisors, particularly for remote management, by providing key information about staff availability.
- ✔ Customizable away reason codes to fit your specific business needs.
- ✔ Historical display of away reason codes in reports enables monitoring of agent performance.
- ✔ Supervisors can update away reason codes for users via the Dashboard and create alarms based on different reason code types for effective user management.

User Name	Agent State	Time In Status	Call Direction	Outside Number	In	Out	Ref	Internal Calls	Queues	Avg Talk Time	Total Talk Time	Time On Duty
Sally Collins	Ready	3d 20:34:26			1	0	0	2	Development...	00:00:00	00:00:00	47d 14:41:53
John Ferguson	Ready	00:00:23			2	0	0	0	Sales, Develo...	00:03:07	00:03:07	40d 01:15:12
Charlie Phillips	Away	01:24:27			25	4	0	1	Development...	00:00:21	00:06:04	3d 20:21:09
Nicola Wright	Away	01:23:32			2	0	0	0	Sales	00:02:20	00:04:40	11d 22:48:19

Unlock the potential of Away Reason Codes, enhancing supervisor insights for optimized team performance.

Best Wishes,

*Xarios Team*