

Welcome to Dimensions Newsletter

Welcome to a new edition of our Dimensions Newsletter for the latest enhancements and customer success stories so far this year, and what a year it has been!



We finally see the light at the end of the tunnel, and we wish everyone a safe and quick return to business.

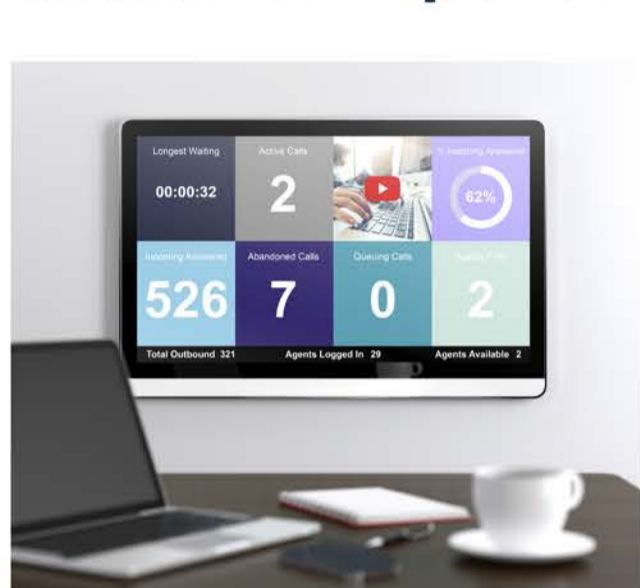
Now more than ever, we appreciate the need to be flexible with a remote workforce while empowering everyone to be at their best.

The economy is roaring back with real U.S. GDP jumping by 6.4 percent in the first quarter of 2021 on an annualized basis.

At Xarios, that has been our philosophy right from the beginning, with the goal to deliver powerful intelligence, allowing businesses to be more efficient.

There is no doubt, the great reopening is underway and Xarios is well positioned to take advantage of it, offering tremendous value to help businesses expand, with new and insightful reports and productivity tools for the best possible customer service.

Customer Experience



The idea is to deliver the best, most effective customer experience possible.

As with everything in life, not everything goes to plan. When that happens, get notified and easily determine the root cause.

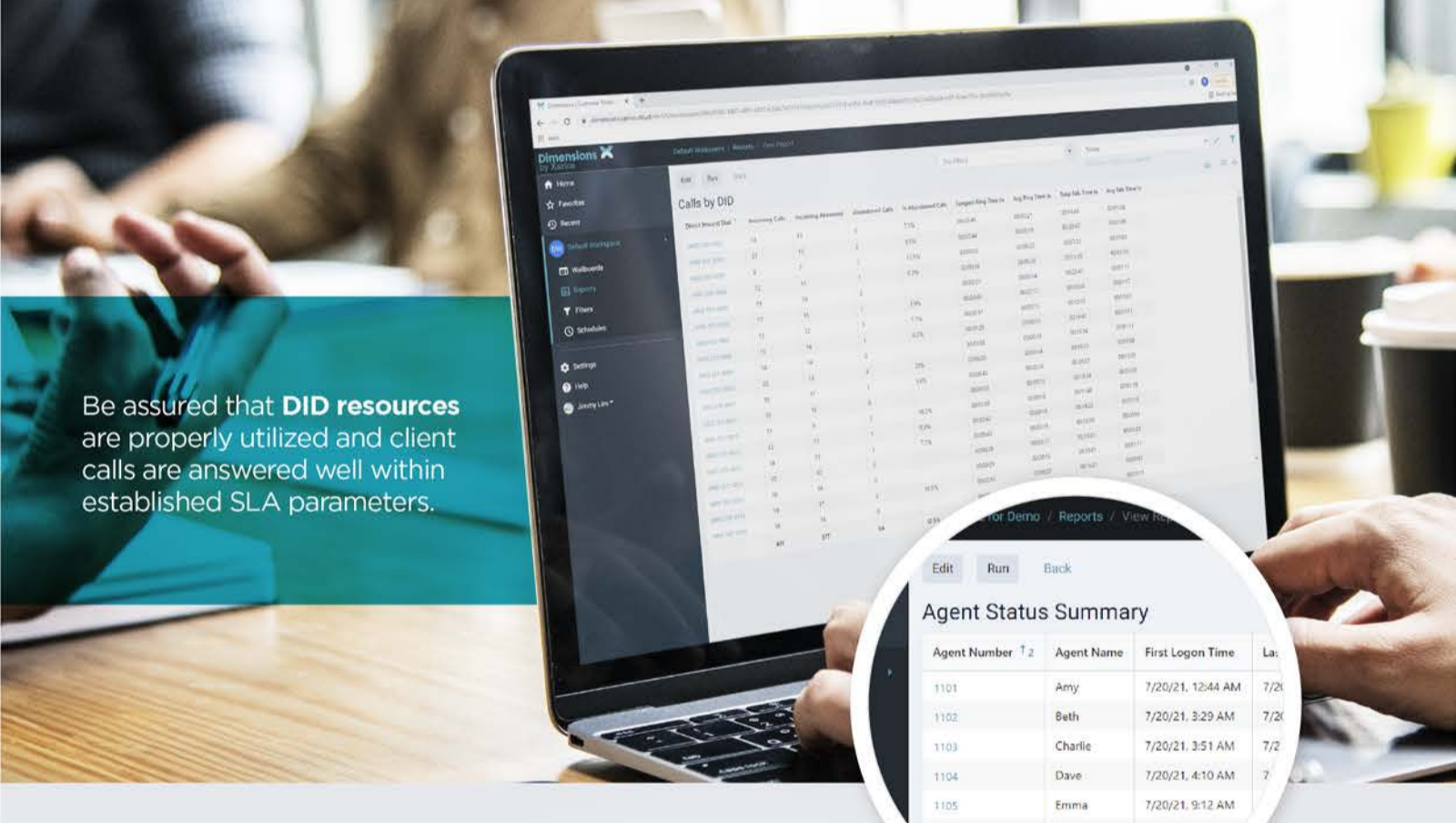
That is exactly what happened at one customer site. The alarm first went off on the Real-Time Wallboard when the number of waiting calls exceeded the preset threshold. The outgoing team knew immediately to assist in clear the backlog.

And with our call reports, supervisors thoroughly analyzed call volumes and answer/abandoned rates. They easily identified where the issue was and implemented improvements quickly.

With our Call Session View, supervisors can quickly pull-up call details, see how it was handled and even listen to the tone of the conversation in the recording. That is the level of detail possible with Dimensions.

Business Insights

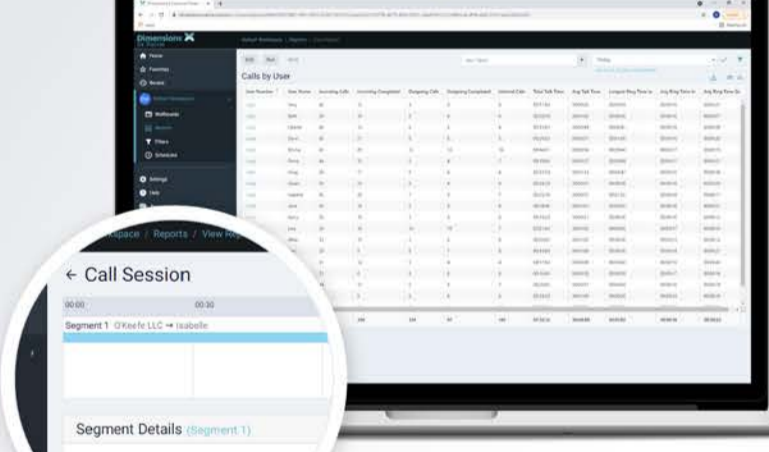
Customers have deployed the most powerful and robust communications system and configured it for their business operations. Now with our reports, they know exactly how it is performing.



Be assured that DID resources are properly utilized and client calls are answered well within established SLA parameters.

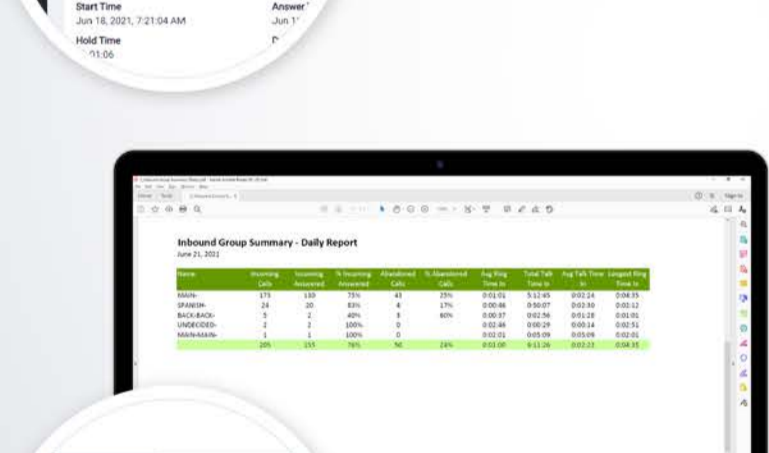
With the latest software version, get insight on what callers selected within the auto attendant e.g. Press 1-for Sales, 2-for Support, 3-for Spanish and Zero-for the Operator.

Now you can see where the calls are coming from.



Finally, report on how ring groups are handling those calls.

All these reports can be automatically sent to your inbox each and every morning with our Scheduled Reports feature.



Employee Productivity

In today's reality, businesses are learning to do more with less, the pandemic simply accelerated the process.



Employees are now expected to be more productive even while working from home.

Experience automatic Screen Pops, Customer Record Lookups & Call Log Task Creations, etc.

Xarios identified that critical link between productivity and customer service, by introducing a powerful integration with Salesforce Lightning (and soon other CRM packages).

Click-to-Dial on any customer record number field. Efficient, Convenient, & Productive.

[Visit Website](#)

Kind Regards,
Xarios Team