

RELEASE UPDATE | JUNE

Analytics Feature Focus Call Tagging

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PERFORMANCE TRACKING

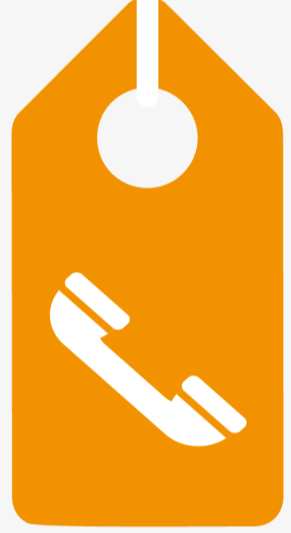
Drive Productivity with Live KPI Updates

Dimensions provides customizable tags, simplifying tracking call patterns, e.g. Sales & Appointment routing.

Live updates of these KPIs are easily visible on Wallboards & Dashboards, keeping supervisors up to date and motivating team members.

Easily tag calls from the desktop or the phone **with a simple button press**, eliminating manual data entry.

Streamline further by tagging calls automatically from within CRMs using web hooks, saving time, reducing errors, and gaining valuable insights.



CALL CATEGORIZATION

Add Context to your Data with Customer & Call Specific Information

Effortlessly categorize customer communications based on their unique requirements, organizing and classifying calls for in-depth analysis.



Gain actionable insights by analyzing call traffic over time, identifying trends, patterns, and emerging customer needs.

Categorize calls automatically based on **Auto Attendant** responses, or have users add context through disposition codes such as "lead", "opportunity", "escalate", etc. All tags are fully customizable to your requirements.

Stay one step ahead by understanding customer preferences and pain points, anticipating trends, and providing exceptional experiences.

POST CALL SURVEY

Enhance Service with Empowering Insights

Implementing post-call surveys is a powerful tool for understanding and meeting customer needs, enhancing service, improving satisfaction, and driving business growth.

Dimensions offers out-of-the-box implementation of post-call surveys. Surveys can be initiated manually or automatically by the phone system.



Post Call Survey Results

| Start Time ↑ | Outside Number | Name | Post Call Survey Q1 | Post Call Survey Q2 | Post Call Survey Q3 | Post Call Survey Additional Feedback Left |
|------------------|----------------|--------------|---------------------|---------------------|---------------------|---|
| 15/6/23, 3:34 PM | 1234 567 890 | Company.co | Neither | Satisfied | Very Satisfied | Yes |
| 15/6/23, 3:36 PM | 1987 654 321 | ABC Builders | Very Unsatisfied | Neither | Satisfied | No |
| 15/6/23, 3:38 PM | 1675 889 654 | 123 IT | Unsatisfied | Neither | Satisfied | No |

With post call routing, callers can participate in a survey automatically as soon as their call is completed.

Optionally, callers can leave voice messages for authentic and prompt feedback.

Benefits of Dimensions include:

- Real-time Customer Feedback
- Insight into Call Satisfaction
- Identifying Service Gaps and Areas for Improvement
- Enhancing Customer Loyalty and Retention

Best Wishes,

Xarios Team