

RELEASE UPDATE | SPRING 2026

# Dimensions Proudly Presents Conversational Intelligence

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Keywords:  
Innovation,  
Growth, Future

**Your customers already have the conversations.**  
Soon, they'll have the insight behind every word.

We're excited to give you an early look at Dimensions Conversational Intelligence – a powerful new AI-driven add-on for Dimensions Analytics that transforms everyday calls into measurable insight, performance intelligence, and customer experience improvement.

This is more than transcription. It's about understanding how conversations happen, what customers are really saying, and where businesses can improve.

### AI-powered transcription & summaries

Every call automatically transcribed and summarised – no more listening back to hours of recordings.

### Sentiment analysis, both sides of the call

Understand customer sentiment and agent sentiment independently to uncover experience gaps and coaching opportunities.

### Topic & keyword intelligence

Automatically identify key themes, trends, and recurring issues across thousands of conversations.

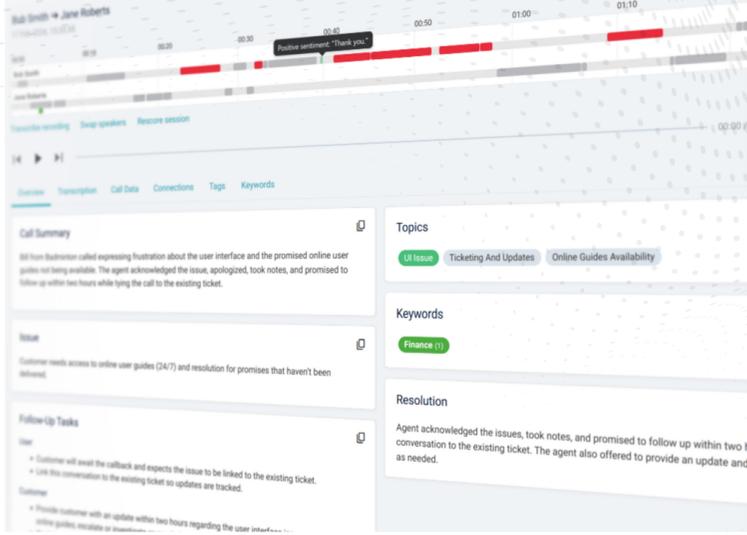
### Conversation scoring & Auto QA

Calls evaluated against key behavioural markers like politeness, empathy, balance of communication, and positive sentiment management – with optional custom QA templates.



## What Conversational Intelligence unlocks.

## Why this matters to your customers



- Improve customer experience without increasing management overhead**
  - Automatically analyse every customer conversation across your organisation.

- Reduce time spent reviewing calls manually**
  - AI automatically reviews and analyses conversations, removing the need for manual call listening.
  - Supervisors can focus only on important calls, saving hours of review time.

- Coach agents using objective, consistent insights**
  - Every conversation is analysed using consistent criteria, providing fair and objective performance insights.
  - Managers can deliver targeted coaching based on clear data rather than subjective observations.

- Identify trends, repeat issues, and operational inefficiencies faster**
  - AI identifies recurring issues, customer concerns, and conversation patterns across thousands of calls.
  - Teams can quickly address problems, improving processes, messaging, and the overall customer experience.

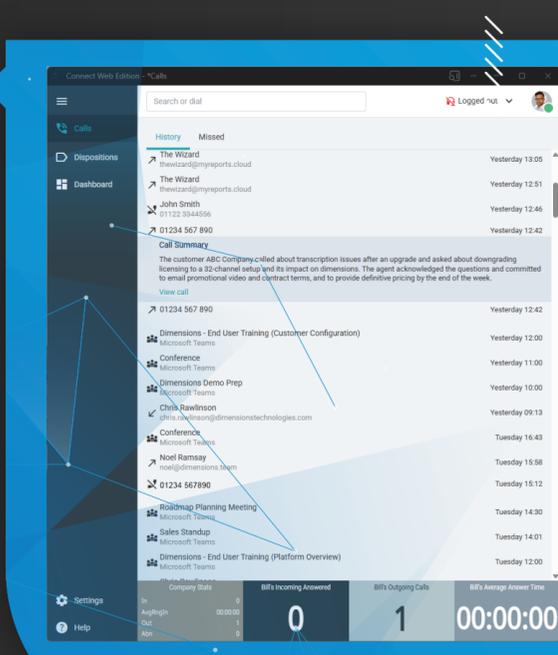
Conversational Intelligence isn't just for management reports. It's available directly where conversations happen – inside the **Dimensions Connect Client**.

## Elevated user experience

Users can view AI-generated call summaries, full transcripts, sentiment insights, and conversation scoring for their own calls, all within the familiar interface they already use every day. This gives agents immediate visibility into how conversations went, helping them learn from each interaction and continuously improve performance.

To learn more about Dimensions and **explore the possibilities** it brings to your business, please visit:

[www.dimensionstechnologies.com](http://www.dimensionstechnologies.com)



## About us

Dimensions Technologies is a communications SaaS provider **dedicated to delivering cutting-edge communication tools** that empower businesses to thrive in the digital age.

With a commitment to innovation and customer satisfaction, Dimensions Technologies is a reseller focused business offering unrivalled channel support.

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