

Features in Focus Dimensions Dashboard



Your Dashboard, Your Way

FULL CUSTOMIZATION

Make your dashboard your own, with endless customization options. Dimensions

Dashboards provide a fully personalized view of your business communications, providing you with exactly the data that you need to be efficient and responsive.

Create alternate views for different

aspects of the business

Filter data to display the precise

information that you require

Add/remove and reorganize tiles

Apply corporate branding, colour

schemes and seasonal displays

and grids to suit your needs

Stay in the Loop

AGENT GRID

Whether working from home, or in the

to school runs and meetings,

office, Dimensions Dashboard allows supervisors to immediately see where agents are available, and where queues may be building, allowing for efficient management. From comfort breaks and lunchbreaks

supervisors always have a clear overview of their staff, alongside performance information. Agents can be moved in and out of queues, and logged in and out as required, both assisting agents as well

as ensuring a high-quality customer experience.



Green

Yellow

Our Queue Grid uses a traffic light system to clearly display active queue status.

Marketing

Admin

QUEUE GRID

Queues

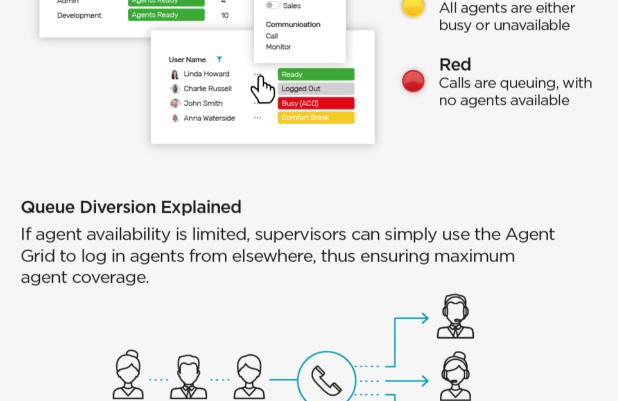
Get the **Green Light**

Agents are available to take calls Queues 0 Sales Admin 2 Support Reception

Development

Marketing

Sales





This enables swift identification of customers, and the recapture of otherwise lost business.

Calls In

24/04/2023, 10:38

24/04/2023, 17:47

DDI

01234 003 005

01234 008 006

Unreturned Abandoned Calls.

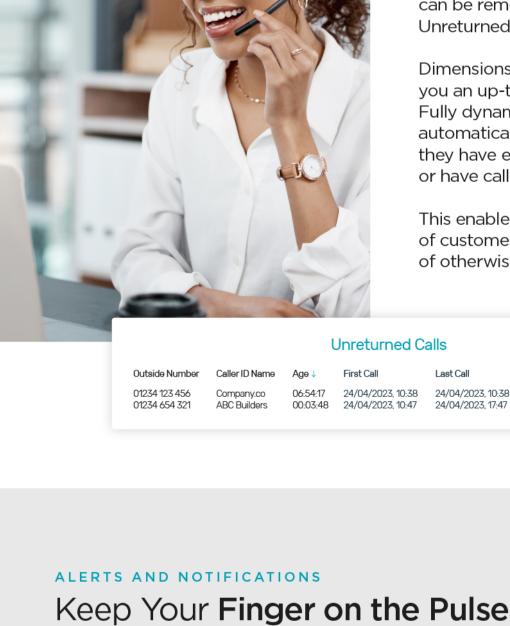
Fully dynamic, the list will

Dimensions Dashboard will give

or have called back themselves.

you an up-to-date view of any UACs.

automatically remove numbers once they have either received a call back,



00:01:02

Sales 2	Support 5	Accounts 3	the moment the quantity of calls breaches threshold, or wait time exceeds a given length, enabling a swift intervention.
Longest Waiting Sales	Longest Waiting Support 00:00:08	Longest Waiting Accounts O0:00:11	
Average Waiting Time	Average Waiting Time	Average Waiting Time	If wrap up or away status for an a surpasses expected length, a noti

Queuing Calls

00:00:16

Dimensions Dashboard will alert you the quantity of calls eshold, or wait time

pected length, a notification will allow supervisors to act quickly to ensure agent wellbeing and efficiency.

away status for an agent

Queuing Calls

00:00:29



