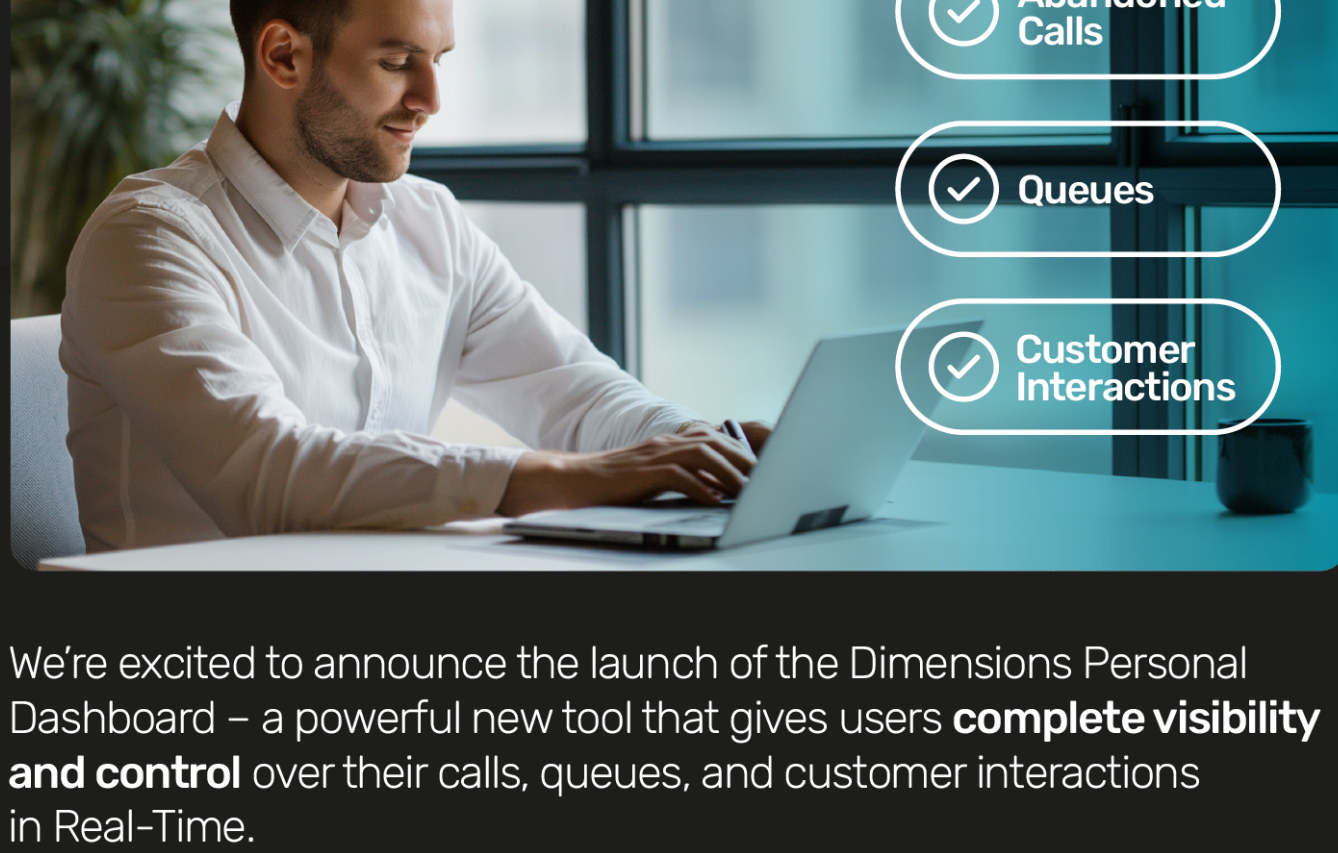


THE NEW DIMENSIONS PERSONAL DASHBOARD

Real-Time Insights at Your Fingertips

Take control of your calls like never before. Empower your team with **Real-Time visibility** and actionable insights.



We're excited to announce the launch of the Dimensions Personal Dashboard – a powerful new tool that gives users **complete visibility and control** over their calls, queues, and customer interactions in Real-Time.

The Personal Dashboard has been specifically designed with the agent in mind, providing the tools and insights they need to perform at their best

PERSONAL DASHBOARD TILES

Customize your view with four powerful tiles



User-Specific Insights

Track personal performance and queue activity.



Design Your Workspace

Choose background colours & layouts that suit your style.



Smart Filtering

Focus on specific queues, DIDs or segments.



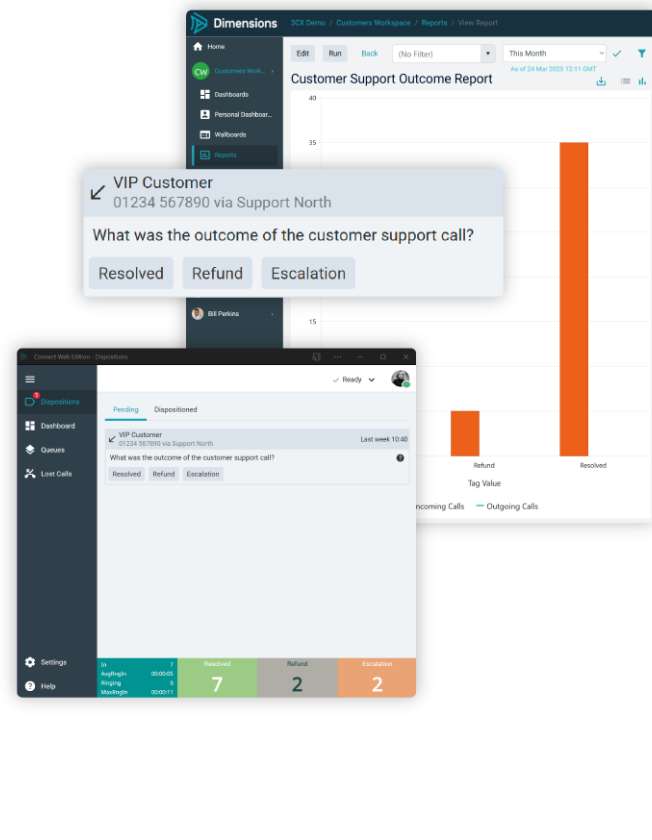
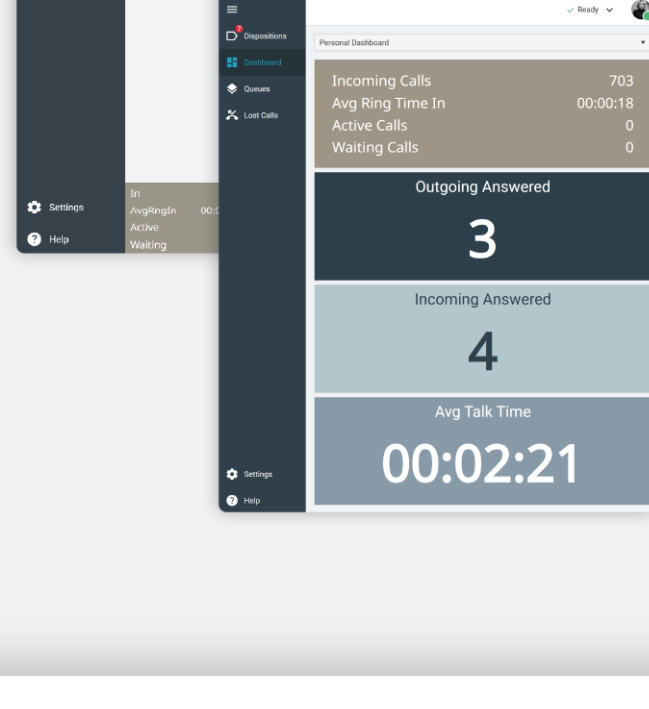
Company-Wide Metrics

Stay aligned with business performance.

LIVE QUEUE GRID

Make informed decisions in Real Time

- Monitor calls waiting, abandoned calls, and agent availability.
- Visual icons show agent status (green= available, yellow = unavailable) for instant clarity.



POST CALL DISPOSITIONING

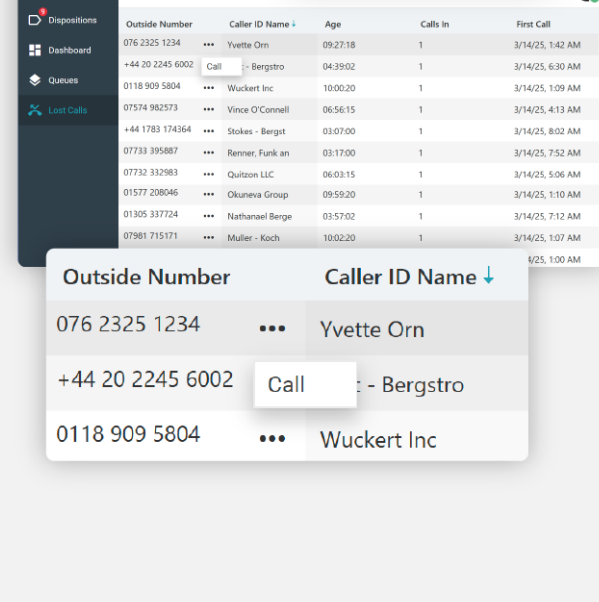
Streamline call categorization and reporting

- Assign relevant dispositions by user, group, or call direction.
- Red indicators alert users to undispositioned calls—ensuring nothing gets missed.

UNRETURNED LOST CALLS LIST

Never lose track of a missed opportunity

- Customize columns (call age, DID, queue).
- Apply filters to show only relevant abandoned calls for your role or team.



User-Controlled Queue Memberships

Flexibility when you need it

Agents can opt in/out of queues when allowed, giving teams agility while maintaining control via admin permissions.

Reporting & Analytics

Get both Real-Time and historical insights

- View live performance via dashboards and wallboards.
- Dive deep with historic call reporting for long-term trends.



Fully Configurable

From layout to permissions, everything is adaptable to your organisation's needs—whether you're a user customizing your dashboard or an admin defining global settings.

Ready to unlock the power of real-time call analytics?

Contact your account manager or visit our website to learn more about the new Dimensions Personal Dashboard.

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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