Xarios

DIMENSIONS

Release Update
November

Dimensions Connect CRM Plug-in with integrated WebRTC Softphone

Visit Website

Connect CRM Plug-in with Softphone

✓ Call History

Enhancing the CRM plug-in further, each user's call history is now available within the Connect CRM window.

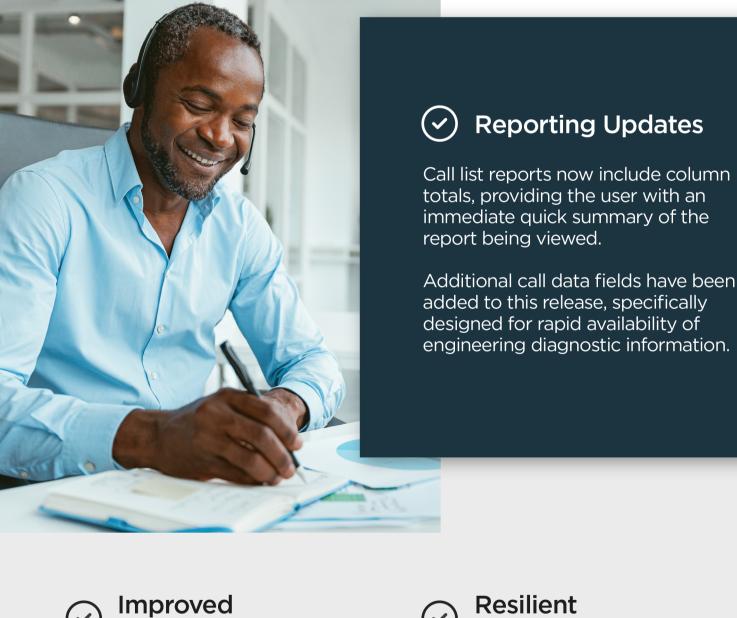Users can easily track missed calls and quickly redial numbers directly from within the CRM.

✓ CRM Embedded Softphone (Preview)

Connect CRM with optional softphone allows VoIP calling natively in the web browser without the need for a desktop or alternative softphone.

This greatly simplifies the offering, allowing users to directly handle their calls easily from within their chosen CRM package. This powerful new feature, combined with the automatic screen popping and activity creation capabilities makes Connect CRM integration more versatile than ever.

Now available in preview, contact your sales representative for early access.

General Enhancements

✓ Reporting Updates

Call list reports now include column totals, providing the user with an immediate quick summary of the report being viewed.

Additional call data fields have been added to this release, specifically designed for rapid availability of engineering diagnostic information.

✓ Improved Resilience

DNS SRV records are now supported for Softphone & platform connectivity, improving resilience in failover situations.

The use of DNS SRV records provides the ability to reroute to alternate nodes as a means of failover or backup strategy.

This helps to maintain call data continuity and minimizes disruption to users during upgrades or connectivity outages.

✓ Resilient Recording Access

With the continual growth of call data records, service providers are under increased pressure to preserve storage space with automated purging.

Using our new 'Direct Storage Access' feature, users of AWS S3 and Microsoft's Azure Blob Storage can still access call recordings, even after call log records have been removed.

Best Wishes,

Xarios Team