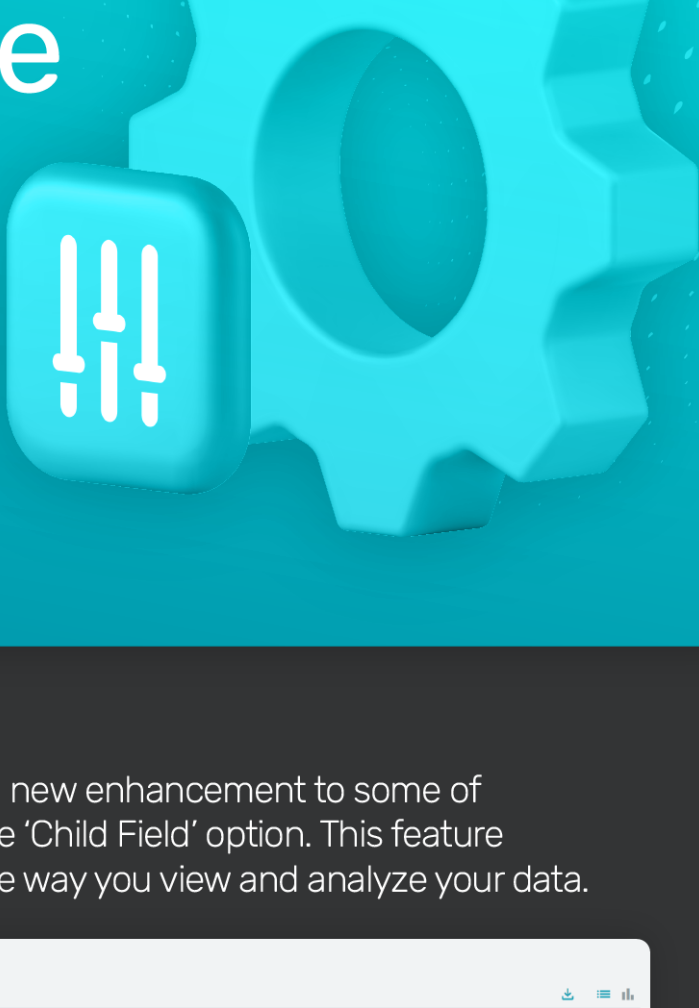


INTRODUCING

Customizable
Child Fields

Introducing Configurable
'Child Fields' for Historic Reports.
Greater Insight, Greater Flexibility.



Dimensions is proud to introduce a powerful new enhancement to some of Dimensions' historic reports: the configurable 'Child Field' option. This feature brings greater granularity and flexibility to the way you view and analyze your data.

*3CX - Queue Performance

Queue Name	Queue ID	Incoming Calls	Incoming Answered	% Incoming Answered	Answered	% Answered	Abandoned Calls	Abandoned	% Abandoned	Overlaid Out	Longest Ring Time In	Avg Ring Time In
Sales Team South	2001	18	12	66.7%	3	15.7%	6	3	16.7%	0	00:00:18	00:00:17
Client Support South	2002	16	12	75%	2	12.5%	4	0	0%	0	00:00:05	00:00:19

Queue Name

Queue ID

Incoming Calls

Incoming Answered

% Incoming Answered

Answered

% Answered

Abandoned Calls

Abandoned

% Abandoned

Overlaid Out

Longest Ring Time In

Avg Ring Time In

User Name

Arr. Ring Time

Arr. Talk Time

Incoming Answered

Incoming Overlaid

Total Calls

Perf

00:01:16

00:00:10

00:00:10

2

0

0

Perf

00:01:22

00:00:05

00:00:11

0

0

0

Luella

00:00:20

00:00:11

00:00:04

0

0

0

Greg

00:00:10

00:00:04

00:00:04

0

0

0

Chloe

00:00:16

00:00:07

00:00:12

0

0

0

Dave

00:00:23

00:00:12

00:00:12

0

0

0

Child Available Fields

These fields will appear as child records in the report

Agent Times

Agent Times (Average)

Agent Times (Max)

Hide intercom statistics

Chosen Child Fields

Away Reason

Total Away Count

Total Away Time

Avg Away Time

Longest Away Time


Save and run

Cancel

Most notably, the Agent Summary and Queue Summary reports now include a drop-down sub-section that allows you to select a Child Field.

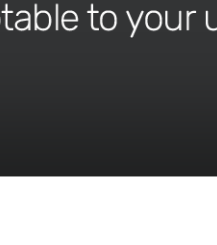
This enables a detailed, summarized breakdown of agent status information either by individual agent or by queue name—providing a clearer view of performance and activity across your organization.

Key benefits include:



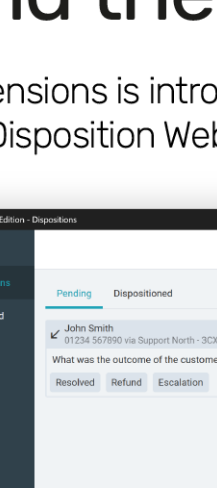
Granular Insights

Drill down into specific agents or queues for a more detailed understanding of activity and performance.



Customizable Reporting

Choose the Child Field that best suits your reporting needs, tailoring insights to your business requirements.



Seamless Scheduling

Reports, including the new Child Field information, can be added to an email schedule in Excel format, ensuring your team receives the right data at the right time.

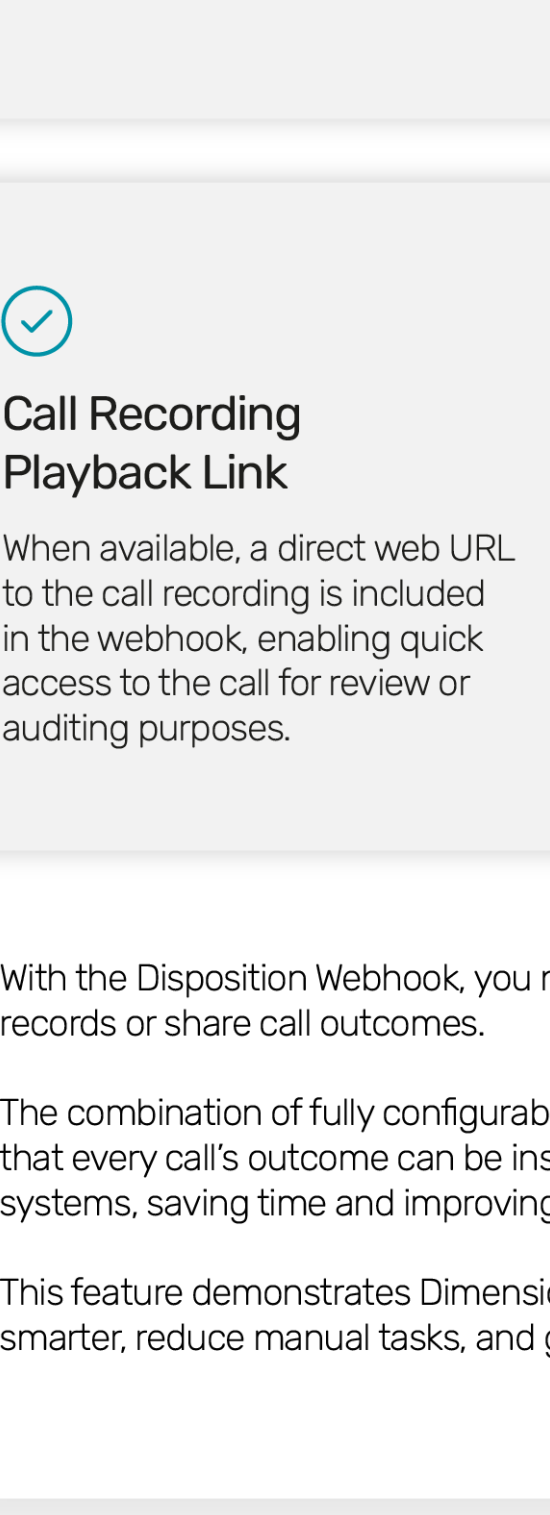
This enhancement empowers businesses to make more informed decisions by presenting historic data in a more structured and actionable way. Whether monitoring agent performance or queue activity, the Child Field feature provides the flexibility and clarity needed to optimize operations.

With this update, Dimensions continues to make reporting smarter, easier, and more adaptable to your unique needs.

DISPOSITION WEBHOOKS

Automate Post-Call Actions with
the New Disposition Webhook
and the Dimensions Web Client

Dimensions is introducing an exciting new feature for our Web Client users: the Disposition Webhook.



Webhook Service

Call Data + Disposition

Sending...

3rd Party CRM Application

Salesforce

John Smith

Sales Manager

Activity History

24/09/2025

07764532876

Available

Activity History

Call Disposition: Company Name

(Updated via Dimensions, 25/09/2025, 12:02pm)

Call Disposition: Company Name

(Updated via Dimensions, 25/09/2025, 14:46pm)

This functionality allows you to automatically trigger updates in your CRM or third-party platform based on the outcome of a call, streamlining post-call workflows like never before.

With the Disposition Webhook, you no longer need manual intervention to update records or share call outcomes.

The combination of fully configurable data fields and automated workflows means that every call's outcome can be instantly and reliably communicated to the right systems, saving time and improving operational efficiency.

This feature demonstrates Dimensions' commitment to helping businesses work smarter, reduce manual tasks, and get more value from every call.


CISCO & AVAYA PHONE SUPPORT

True Zero-Touch
Provision Support
Manufacturer
Additions

We're excited to announce that Cisco and Avaya hardware phones are now fully supported by Dimensions' Zero-Touch Provisioning capabilities!


With Zero-Touch Provisioning, simply enter a phone's MAC address into the Dimensions Provisioning Service and the handset will automatically configure itself on startup, ready to be centrally managed and customised from Dimensions.

This addition marks a significant step forward in making cloud communication more accessible, flexible, and efficient for businesses still using legacy hardware.




Centralized Directories

Maintain and manage your company contacts in one place, instantly available across all supported devices.



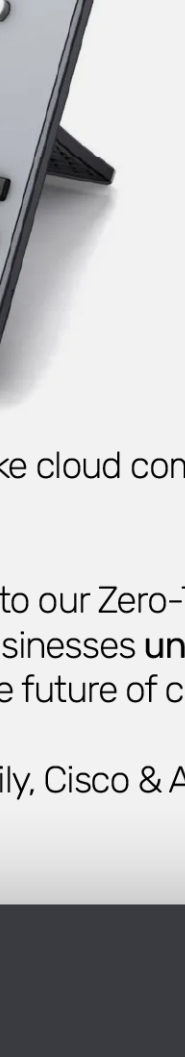
Centralized Keymap Configuration

Configure keys and shortcuts centrally, saving time and ensuring consistency across your fleet of phones.



Seamless Legacy Hardware Migration

Give your existing Cisco and Avaya phones a new lease of life by integrating them into a cloud communication environment effortlessly.



This update means that organizations no longer need to replace perfectly good hardware to benefit from the cloud.

Instead, your legacy devices can now enjoy all the advantages of a modern cloud phone system, including simplified management, streamlined deployment, and reduced operational overhead.

At Dimensions, our goal is to make cloud communication smarter and simpler for everyone.


The addition of Cisco and Avaya to our Zero-Touch Provisioning family is a testament to that commitment—helping businesses **unlock the full potential** of their existing investments while embracing the future of cloud communications.

Welcome to the Dimensions family, Cisco & Avaya!

CONTACT
CENTRE
EXPO

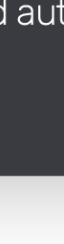
Join Us at the Contact Centre
Expo 2025 Live Demos with Fuse 2

We're excited to announce that Dimensions will be exhibiting alongside our 3CX distribution partner, Fuse 2, at the Contact Centre Expo 2025.




Live Demonstrations

of the complete Dimensions 3CX platform, including real-time dashboards, reporting, and Post Call Webhooks.



An Exclusive Sneak Peek

at our upcoming AI capabilities designed to make contact center operations smarter and more efficient.



Expert Advice

from the Dimensions and Fuse 2 teams on maximizing the value of your communications strategy.

For full event details and free registration, visit Contact Centre Expo <https://www.callandcontactcentreexpo.co.uk/>

We look forward to welcoming you to our stand and showing you the very best of Dimensions for 3CX — plus a glimpse into the future of AI-powered analytics and automation.

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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Conversation