

Dimensions Feature Matrix

July 29, 2019

License/Feature Matrix

User Licenses - Data Collection	License Levels		
	Standard User	Agent User	
Telephone Call Data Collection	✓	✓	
Agent/Availability Status Data Collection		✓	
Supervisor & Wallboard Licenses (Portal Access)	Standard Access	Supervisor Access	Wallboard
Scheduling	✓	✓	n/a
Call Lists (Segmented & Non-segmented)	✓	✓	
Calls by Phone Number	✓	✓	
Calls by Time	✓	✓	
Calls by Date & Time	✓	✓	
Calls By Month	✓	✓	
Calls by Week	✓	✓	
Calls by Day	✓	✓	
Lost Calls		✓	
Unreturned Lost Calls		✓	
Calls by User		✓	
Calls by Extension		✓	
Calls by DID/DDI		✓	
Trunk Usage		✓	
Agent Summary		✓	
Calls by Queue		✓	
Real Time Tiles			
Single Statistic		✓	✓
Circular Gauge		✓	✓
Ticker		✓	✓
Custom Data (Messages/Targets)		✓	✓
Images		✓	✓
Videos		✓*	✓*
Dual-Stat Cycling		✓	✓
Alarms (Visual, Email, Audible)		✓	✓
Multi Statistic List		✓	
Grids (User, Call, Queue)		✓	

* Wallboards/Dashboards are limited to a single video tile per view.

Note: Information above is valid from July 29, 2019. For latest information please speak to your Xarios Technologies sales representative.



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User Licenses - Data Collection

To use the Dimensions call analytics features, all users on the system must be monitored so that a complete breakdown of call traffic can be created. Each user on the communications platform needs to be licensed as either a Standard or Agent User for data collection:



Internal & External Call Traffic

Call Segment Tracking

Call Information, Including:

- DID
- Group/Queue
- Caller ID
- Contact Name, Durations (Ring, Talk, Hold)



All Call Traffic (as per Standard User)

Agent stats on User & Queue Tiles

Agent Status Information, Including:

- Login / Logout Tracking (at Queue Level)
- Time On Duty
- Wrap-up Time

Supervisor Licenses – Portal Access

Access to the Dimensions portal to view reports/wallboards/dashboards requires a supervisor account:

Standard Access

Reports:

- Calls by Number
- Call Lists (Segmented)
- Call Lists (Non-segmented)
- Calls by Time
- Calls by Date & Time
- Calls by Day
- Calls by Week

Customizable Reports

Chart & Table Views

Workspace Collaboration & Sharing

Report Scheduling with link delivery by email

Supervisor Access

Access to Real-Time Wallboard & Dashboard Interfaces

Extended Report Access:

- Calls by DID
- Calls by Queue
- Agent Summary
- Lost Calls
- Unreturned Lost Calls
- Calls by User
- Calls by Agent
- Calls by Extension
- Trunk Usage

Wallboard Access

Tile Support:

- Single Stat
- Dual-Stat Cycling
- Circular Gauge
- Ticker
- Video
- Image

Configurable Alarms:

- Flash Tiles
- Change Color
- Full Screen
- Send Emails



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