



Dimensions Supervisor

By Xarios

Call Lists & Summaries

Analyze call & user data using pre-defined & customizable templates

Automated Schedules

Set reports to be delivered automatically by email

Supervisor Dashboard

Stay in control of service levels & staff performance by monitoring call traffic and user activity in on the live Dashboard or Wallboard

Historical & Live Call Analytics

Key Features



- Monitor live information on call & user status
- Share reports/filters with colleagues & control access using Workspaces
- Analyze customer experience using a range of call & user reports
- Configure alarms to warn when service levels may breach
- Create different dashboard views to monitor different area of your business
- Access call recordings directly from reports

Dimensions Supervisor is a powerful business and call center tool for monitoring customer communications and user performance. Using our secure portal, managers can review historical call records to find specific records or analyze call summaries to investigate whether service levels are being met to ensure a quality customer experience.

Real Time Dashboard

The Dimensions Supervisor provides access to the dashboard for monitoring system and user performance in real time. Through various display options, information on service levels, talk time, availability etc. can all be monitored and reacted to, ensuring KPI targets are achieved. This includes tracking in-progress calls and current user status.

Historical Analysis

Analyzing call and user data over time is an invaluable way to identify missed call trends, spot consistently poor performers or pick out users who go above and beyond.

By monitoring summarized user, queue & call data, it is possible to change best practices and training to ensure that your communications platform and your customer service teams are providing the best service possible to your customers.

With secure access, pre-configured or customizable reports, comprehensive filtering & built-in scheduling features, Dimensions makes it easy to access the data you need, when you need it.



Call Reporting

Historical Call Reporting

Dimensions provides detailed access to all your call and user status data through a range of different pre-configured reports. Each report can be customized and filtered to ensure the required information is displayed. Track lost calls using call list reports or analyze performance using summarized user or queue data to identify areas for improvement or trends.

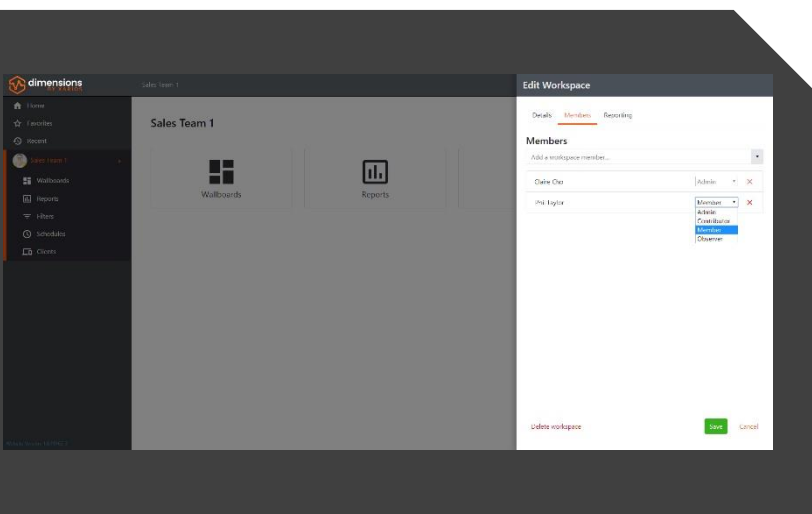
Users have complete control over which fields are shown in reports and can view or save them at any time. Calls can even be played back through the reporting interface, providing a single interface for users to review call traffic and call content.

Scheduling

Automatic Report Delivery

Using the built-in scheduling feature, reports can be run automatically - freeing up time and ensuring all the required data is at hand for meetings and analysis.

Schedules are great for running reports for large datasets, with the resulting data being emailed to other users or even external contacts using secure links.



Workspaces

Sharing & Security

Access to call and user data is through a Dimensions Workspace. This controls what data can be displayed and which users can access it. Workspaces ensure users only have access to the data they are allowed to see and also controls whether they are allowed to modify, add or delete any of the workspace elements; reports, filters, dashboards etc.

By sharing data through workspaces, users can benefit from accessing previously created reports and filters, minimizing duplication and saving time.

Dashboard

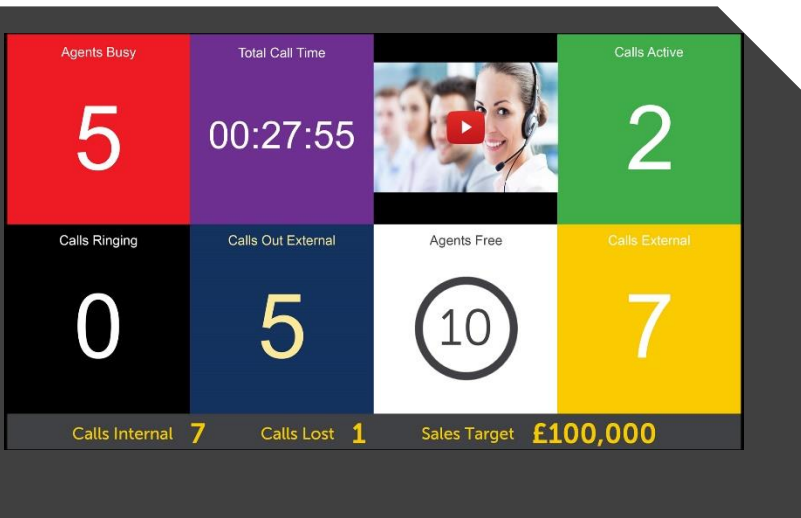
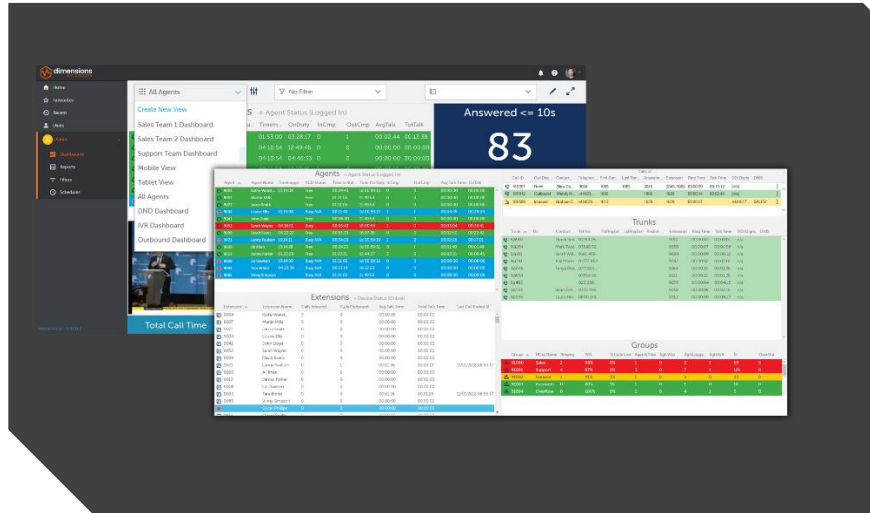
Live Call & User Analytics

The supervisor dashboard is designed to give managers and supervisors complete control over their users & agents. Accessible through any compatible browser, the dashboard displays the real time status of users and information on live telephone calls. The flexible interface can be configured to meet requirements, with multiple views and hundreds of different statistics available which can all be filtered to show the exact information required.

Live Status

User & Call Status in Real Time

All status and call information is updated in real time and is based on live call data. This allows customer experience to be actively managed, by monitoring queuing calls/wait times and acting if service levels are not up to standard.



Alarms

Email, Visual & Audible

All statistic-based tiles have configurable alarms where thresholds can be configured to; flash tiles, change color, play a sound, send an email or make a tile full screen.

Color changing alarms can be used to implement a traffic-light based system where the color of the tile changes as the statistic passes through multiple thresholds. This allows users to focus on areas which need attention.

Supervisor License

- Call List & Summarized Call Data*
- Dashboard & Wallboard Access
- Call & User Live Status Grids
- Automated Report Scheduling

Supervisor Call Center License

All the features of Supervisor, plus:

- Agent Availability Reports
- ACD & Queue Reports
- Agent & Queue Live Status Grids

** Refer to the Dimensions Feature Matrix for a full list of available reports*

General Requirements

- Chrome or Firefox
- Microsoft or Google Authentication Support
- Communications Platforms Supported: Kazoo by 2600Hz

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