

Dimensions Voice

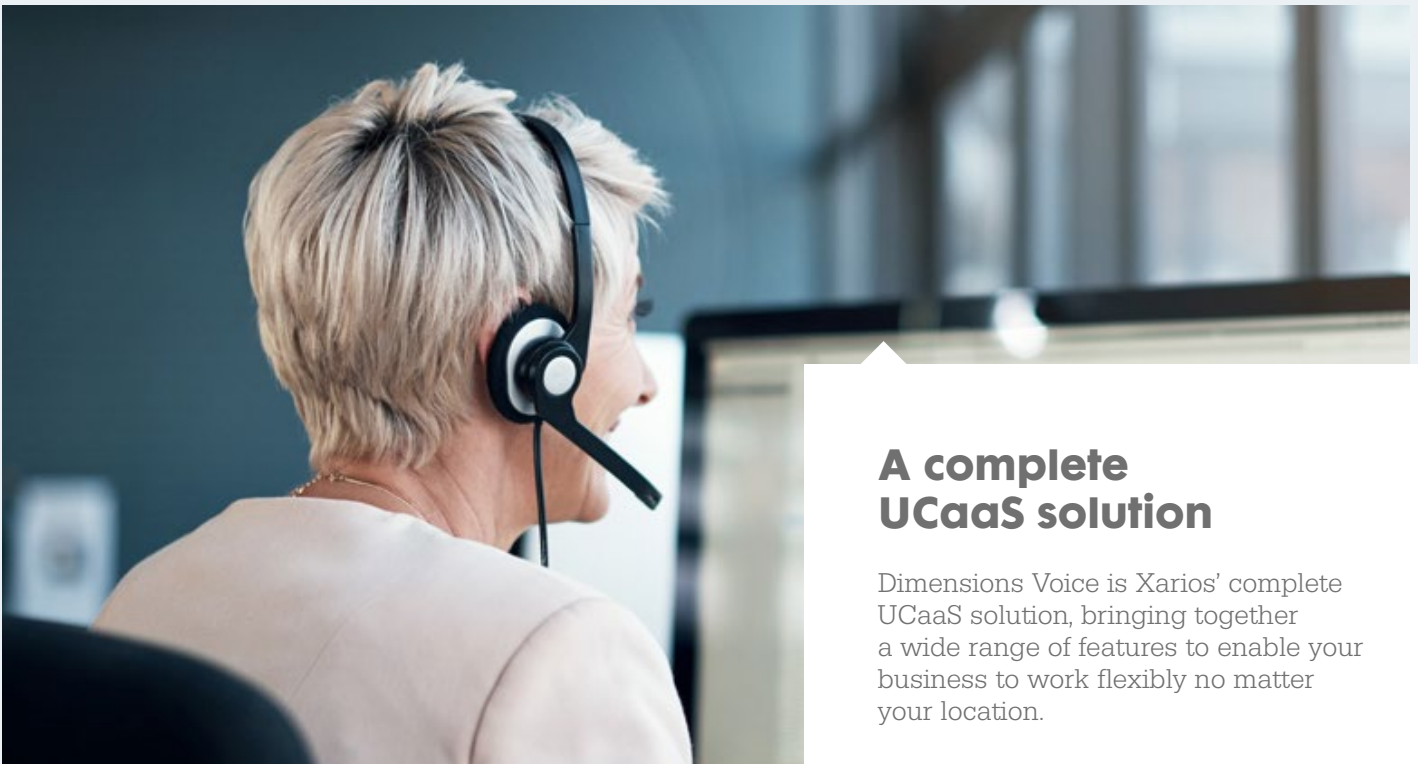
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www.xarios.com

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Dimensions Voice by Xarios



A complete UCaaS solution

Dimensions Voice is Xarios' complete UCaaS solution, bringing together a wide range of features to enable your business to work flexibly no matter your location.

Whether you have a handful of users, or a large multi-site deployment this innovative solution not only provides a broad set of functionality but also allows for customised features, providing a feature rich, highly flexible UCaaS platform.

Key Features

- ✓ Licensing
- ✓ Powerful Reporting & Analytics
- ✓ Voice Conferencing
- ✓ Call Recording



Licensing

Simple licensing makes it easy to provide users with a device that works for them, licensing a user for multiple devices rather than a per device model gives you the flexibility to allow users to choose how they connect, Desktop Handset, UConnect Softphone, UConnect Mobile, WebRTC and MS Teams provides a wide range of device choice.



Powerful reporting & analytics

Powerful reporting/analytics is available to each user as standard giving insights into useful historic call data, this can be enhanced to include real time wallboards and support full Contact Centre functionality, ensuring data can be tracked and analyzed to ensure peak efficiency for KPI driven businesses.



Voice Conferencing

Voice conferencing has been available for many years, in addition to this Video Conferencing can be accessed using compatible devices on the Dimensions Voice platform.

Supporting multi-party video calling, giving users the ability to easily set up video calls between colleagues.



Call Recording

Call Recording is a fundamental part of Xarios' business and as such it allows us to bring a secure and fully encrypted solution to the Dimensions Voice solution.

With DTMF and basic pause and resume already included within the standard call recording offering, full PCI compliance with agent assisted payments is available for customers that need to take payments in challenging and regulated environments.

With a long history of providing CRM Integration and customized solutions. Xarios have drawn on this extensive expertise allowing Dimensions Voice to give users a powerful tool to increase productivity whilst working efficiently.

Whether that is via one of Xarios' integrations, or by offering API connectivity to Dimensions Voice for the customer to develop with and create their own custom integrations.

