



# Expand the offering of your Cloud Communications

Take your business communications  
to the **next level** with IPT Dimensions.

IPT Dimensions can provide the ultimate solution for your business. This is an innovative cloud-based call analytics platform, offering an enterprise level solution without the enterprise price tag.

#### **Your Business In Depth**

Our wide range of historic reports provide your business with a clear and in depth look at internal performance and customer satisfaction.

By offering the convenience of scheduled reports, you can be sure to always stay in control.

#### **Real-Time Statistics**

Take action in real-time with IPT Dimensions live call statistics, preventing service levels breaches before they happen.

No need to be enterprise sized to have enterprise capabilities. IPT Dimensions is the perfect solution for everyone.



# Historical Call Reports. Efficiency matters.

Save time with customizable reports, scheduled to be delivered directly into your inbox whenever you need.

## Get to Know Your Business

The **more you know** about your business communications the easier it becomes to gain results.

With IPT Dimensions call reporting, you can monitor staff performance and customer experience. Make it personal, filter reports and display only data relevant to you.

Anywhere, anytime, managers can use historic reports to track staff performance and compare users' productivity.

## The Complete Experience

To understand your customers' decisions, you need to understand their complete experience.

IPT Dimensions segments calls as they pass through announcements and queues, so no call information is lost. Access a complete breakdown of the call to **reveal each customer's experience**.



# When performance is **imperative**, avoid time wasted analysing and reporting manually.

Tailor your business to meet your customers' needs with **the powerful insights** of IPT Dimensions.



## Stay in Control

IPT Dimensions allows you to click through from a summarised report to see the underlying call data, helping to quickly understand what is happening.

Managers can have access to a complete breakdown of calls made and received including time spent handling and unavailable.

## Identify Trends

Ensure you have capacity to meet your customer requirements using line usage reports that enable you to track call volume and identify your business communication trends.

## Customer Satisfaction

A **lost call** means **lost revenue**.

IPT Dimensions dedicated '**Unreturned Abandoned Calls**' report will highlight all callers who have yet to be spoken to and allow you to call them directly back.



# Stay on top of your Live Response Times and KPIs with **Wallboards**

All businesses are **unique** in their communications.

With IPT Dimensions you can choose from hundreds of statistics and filters to instantly show what you need to **ensure peak staff performance**.

Our Wallboards can be used to draw your attention to possible issues in real-time. Use configurable alarms to alert managers and make intelligent decisions.

Anywhere, anytime, managers can use historic reports to track staff performance and **compare users' productivity**.

By tracking **live information** on active calls, IPT Dimensions enables you to make informed changes and avoid waiting calls transitioning into abandoned calls and lost revenue.

Motivate your staff using IPT Dimensions Wallboards to display their progress live. By combining metrics and alarms, performance against targets can be easily measured and communicated.

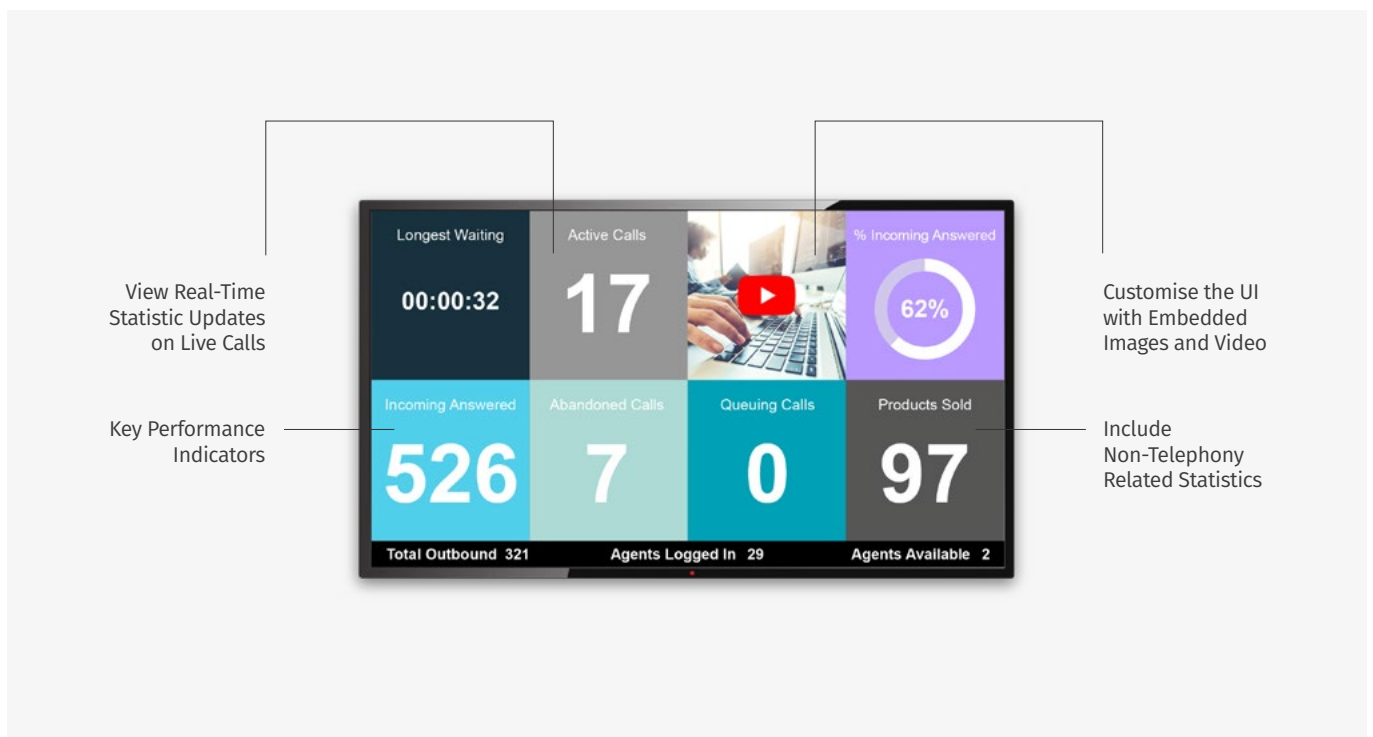
A chance to **improve your customers' experience** in Real-Time while maintaining performance targets.



# Keep your team **focused** with bright colours, alarms & easy to read metrics

Monitor and **evaluate** staff performance effectively

With IPT Dimensions you can choose from hundreds of statistics and filters to instantly show what you need to ensure peak staff performance. Our Wallboards can be used to draw your attention to possible issues in real-time. Use configurable alarms to **alert** managers and make **intelligent decisions**.



## Customisation

Use corporate videos on your wallboard to **communicate company messages** in customer facing areas of a building and to communicate employee goals or best practices.

The Scrolling Ticker Tape displays key notes, alongside real time statistics. The Wallboard becomes **the focal point** for your business operations.

Images can be used to segment data into teams or departments, so Wallboards are easy to read **at a glance**.



# Amazon Fire TV

**Save money & time** with our simple to use Amazon Fire TV application

Our dedicated Real-Time Wallboard application for Amazon FireTV **takes the complication out** of deploying a Wallboard.



By using a **FireTV to drive the screen instead of a computer**, implementation and ownership costs are reduced and user training minimised. Just link the application to a user on the system and select the Wallboard to display, it's that simple!

**To access the Wallboard from an Amazon Fire TV, the following requirements must be met:**

- Fire TV OS 6 or higher
- Mains USB Power
- Internet Access (via WiFi or using the optional Fire TV Ethernet Adapter)
- TV must meet Fire TV requirements (HDM linput, 1080 resolution etc.)

**At time of writing, these are currently the following models:**

- Fire TV 4K (2018 model)
- Fire TV Stick Lite (2020 model)
- All-new Fire TV Stick with Alexa Voice Remote (2020 model)
- Fire TV Cube



# Enterprise level call analytics for **every** business

This is **IPT Dimensions**, the perfect solution for your business.

If you're a small business or a large contact centre, IPT Dimensions is a **cost-effective** solution.

IPT Dimensions can scale to your requirements, ensuring you are always in control.

In-depth reporting as well as **Real-Time Wallboards** displaying information on live calls, all provided using a resilient and **secure** architecture.

At IP Telecom, we're passionate about communications, working with customers to reimagine the way their business functions and create genuine collaboration. We drive progress, innovation, and creativity to help businesses stay ahead of the curve and leverage the latest technology for greater efficiency and effectiveness.

## Talk to us Today

Book your free consultation  
Call us now on +27 87 551 4100

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