

All the control you need with **IPT Dimensions Supervisor**

IPT Dimensions Supervisor is a powerful business and call centre tool for monitoring customer communications and user performance.

Using our secure portal, managers can review historical call records to find specific records or analyse call summaries to investigate whether service levels are being met to ensure a quality customer experience.

Call Lists & Summaries

Analyse call & user data using pre-defined & customisable templates

Automated Schedules

Set reports to be delivered automatically by email

Supervisor Wallboard

Stay in control of service levels & staff performance by monitoring call traffic and user activity in onthe live Wallboard

Key Features & Benefits

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



Historical Analysis

Analysing 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 summarised 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 customisable reports, comprehensive filtering & built-in scheduling features, IPT Dimensions makes it **easy to access** the data you need, when you need it.



Call Reporting Historical Call Reporting

IPT Dimensions provides **detailed access** to all your call and user status data through a range of different pre-configured reports.

Each report can be customised and filtered to ensure the required information is displayed. **Track lost calls** using call list reports or analyse performance using summarised 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 IPT Dimensions Workspace. This controls what data can be displayed and which users can access it.

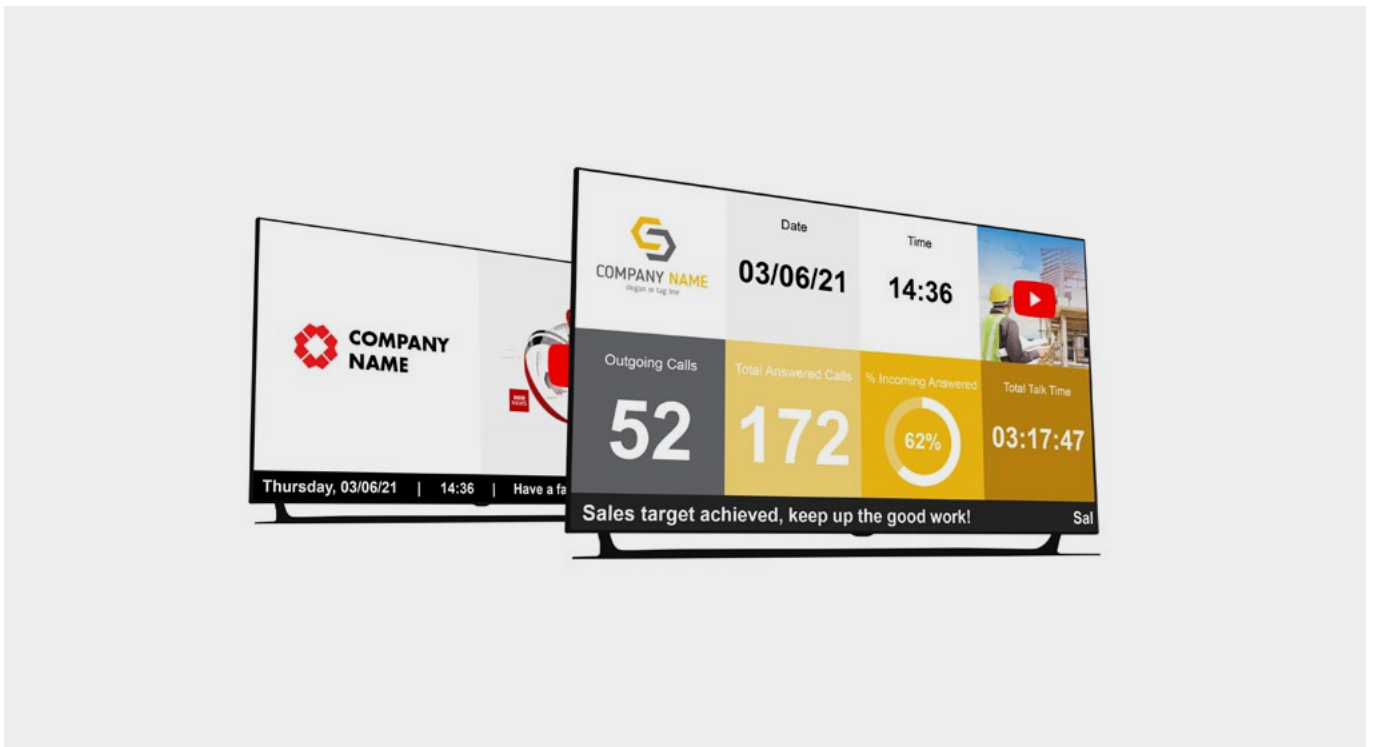
Workspaces ensure users only have access to the data they are allowed to see and also **controls** whether they are allowed to modify, add or delete any of the workspace elements, reports, filters, wallboards etc.

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



Device Access Licenses

The following license provides access to run a Real-Time Wallboard application on the Amazon FireTV. The Real-Time Wallboard displays live call analytics on **fully customisable** and filterable tiles.



Real-Time Wallboard*

Supported Tile Types:

- Single Statistic
- Circular Gauge
- Ticker
- Dual-Stat Cycling
- Images
- Video (One per view)

Other Features:

- Custom Data (Messages/Targets)
- Alarms (Visual & Audible)

*Prerequisite of a Real-Time Supervisor role (Chargeable).



Supervisor Licenses

Users can be given **enhanced access** to the web portal to view reports with call and user data.



Reports Supervisor

- Access Workspaces
- Run Historical Reports
- Run Scheduled Reports
- Advanced Filtering
- View Call Sessions
- Listen to Call Recordings where available

Real-Time Supervisor*

- Access Workspaces
- Run Historical Reports
- Run Scheduled Reports
- Advanced Filtering
- View Call Sessions
- Listen to Call Recordings where available
- Ability to view and configure Real-Time Wallboards through a web UI

*Real-Time User Add-On licenses are automatically applied to all users when the first Real Time Supervisor/Wallboard is assigned.

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
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