
3CX Communications System

About 3CX

Since 2005 3CX has provided businesses across the globe with a robust, secure & affordable solution.

350,000	12 Million	190	12
Businesses	Users	Countries	Global Offices

3CX - The Communications System of the future

First software based, open standards IP PBX

First to launch WebRTC Gateway

First to include integrated softphones

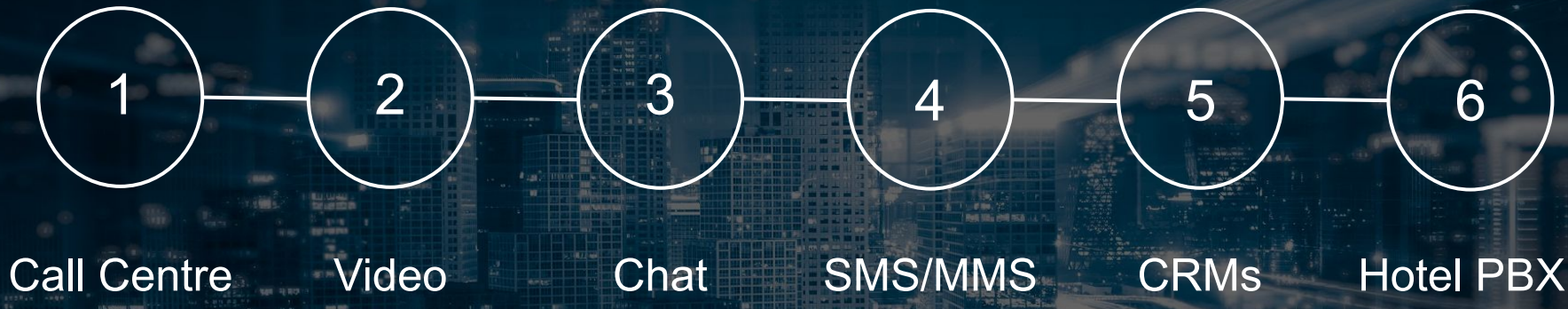
First to include integrated clientless web conferencing

First to integrate website Live Chat

Why 3CX?

- Available On-prem, Private Cloud or 3CX hosted
- Easy, low cost subscription
- Can use existing hardware / lines
- Live chat, WhatsApp, SMS / MMS, Video Conferencing included
- Free apps to facilitate remote working
- Integrates with CRM systems and MS 365

3CX Agent Toolkit



The 3CX Call Centre

- Call Queues
- Ring Groups
- Call Recording
- Call Reporting
- SLA Alerts
- Wallboard / Switchboard
- Hot Desking
- Click to Call / Meet
- Skill-based routing
- Customized call flows

Video Conferencing

- Included in your subscription! Up to 250 users
- No downloads required: Attendees click link or dial-in to join
- Create Webinars
- Recording enabled
- Screen & PDF Sharing
- Remote desktop
- Create Polls
- Interactive whiteboard

Chat & Messaging

- One interface for all live chat / WhatsApp / Facebook / SMS messages
- Website live chat for WP, Drupal, Joomla! or custom CMS
- Enable live chat to live call
- Chat Queues - multiple agents
- Get chat reports and chat ratings
- Added free with your subscription

CRM Integration

- Supports all major CRMs: Salesforce, Microsoft Dynamics, Hubspot & more!
- Saves times and increases agent productivity!
- Know who’s calling - matches caller ID to record in CRM
- Automatic creation of new customer records
- Call journaling & Chat logging

Hotel PBX

The Hotel PBX is optimised for internal and guest communication with features such as:

- Check-in/out of Guests
- Sets extension to match guest name
- Billing of external calls
- Scheduling of wake-up calls
- Blocking of external calls in vacant rooms

How can 3CX help your business?

- One single solution for all your business communications
- Improves agent productivity
- Enhances the customer experience
- Saves costs by up to 80%


For more information:
www.3cx.com
3CX