



3CX Communications System

About 3CX

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

350,000
Businesses

12 Million
Users

190
Countries

10
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

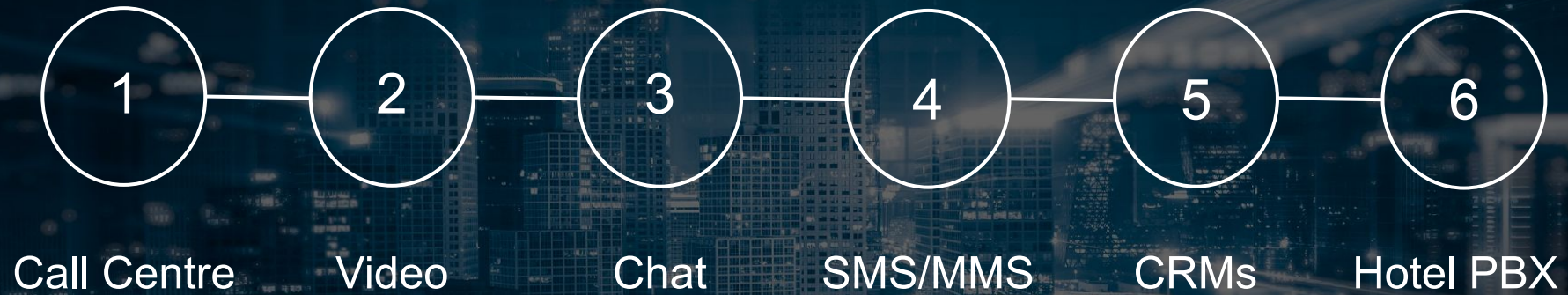
First to include
integrated
clientless web
conferencing

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, Google Workspace and MS 365
- Built-in security with advanced anti-hacking, encryption, and automatic updates

3CX Agent Toolkit



The 3CX Call Centre

- Call Queues
- Ring Groups
- Call Recording
- Call Reporting
- SLA Alerts
- AI Analytics & Reporting
- Wallboard / Switchboard
- Hot Desking
- Click to Call / Meet
- Skill-based Routing
- Customized Call Flows
- AI Call Transcription

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
- No time caps or per-user fees

Chat & Messaging

- One interface for all live chat / WhatsApp / Facebook / SMS messages
- Website live chat for WP, Drupal, Joomla or custom CMS
- Switch to voice or video with one click
- Monitor chats and team performance in real time
- Route chats by department or priority with chat queues
- Track response times, volumes, and satisfaction with chat reports
- Added free with your subscription

CRM Integration

- 3CX can be integrated with CRMs like Salesforce, HubSpot, Dynamics, Zoho, and others.
- 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
- Dial directly from the CRM with Click2Call

Hotel PBX

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

- **Check-In/Out:** Manage via PMS or 3CX Web Client
- **Guest Extensions & DND:** Assign extensions and control Do Not Disturb settings
- **Call Controls:** Block external calls in vacant rooms. Schedule wake-up calls
- **Billing & Housekeeping:** Bill room calls via Fidelio. Update room status by phone
- **Live Chat Integration:** Handle guest chats from websites, WhatsApp, or Facebook. Convert to calls with one click
- **PMS Support:** Integrates with systems like Micros-Fidelio, Protel, and roomMaster. Shows guest details across departments

AI

- **Sentiment Analysis**

- Monitor sentiment by call, agent, queue, and ring group
- Identify top-performing agents and flag interactions needing follow-up
- Use sentiment trends to guide training and improve service

- **AI Call Summaries**

- Speed up issue resolution - no need to review full call recordings
- Improve follow-ups with clear, concise context

- **Advanced Reporting Dashboards**

- Call Logs: Sentiment, summary, and transcript in one view
- Agent Performance: Track average sentiment per extension
- Ring Group Stats: Spot sentiment trends across teams
- Queue Reports: Compare wait times with customer mood

How 3CX Helps Your Business?

- Saves costs by up to 80%
- Scales with your business as you grow
- Easy set up simplifies IT management
- Unifies all communications with a single platform
- Improves agent productivity with easy to use tools
- Enhances the customer experience
- Enables remote & hybrid work



For more information:
www.3cx.com