



VOICE
SERVICES



Product Brochure

3CX Hosted

Phone System

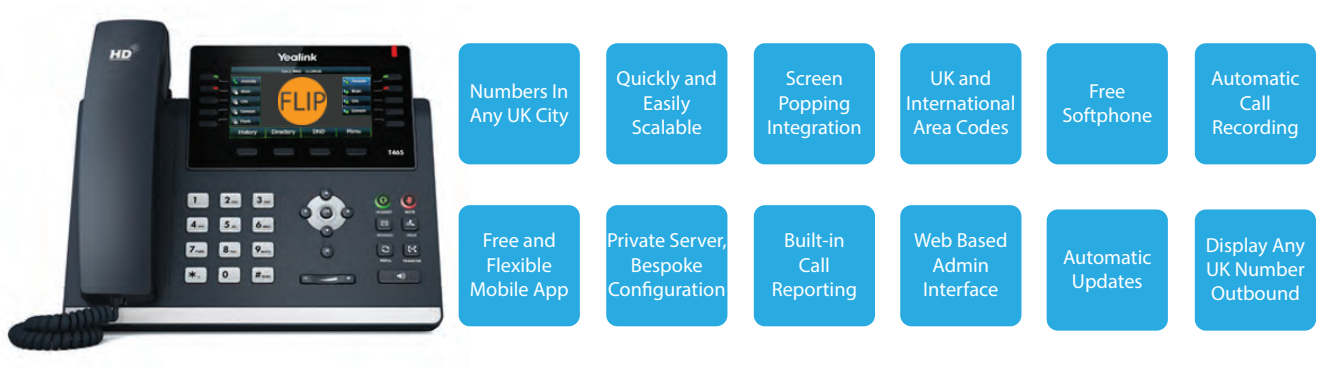


Who or What Is 3CX?

About 3CX

3CX delivers a complete Unified Communications solution which can be integrated with other applications such as Salesforce, Google Contacts, Office 365 and more. By relying on the SIP Standard, 3CX along with its technology partners, delivers a future proof, best of breed Unified Communications system.

With a full range of UC features integrated into the phone system, users can connect and collaborate through a variety of methods all under one platform. Video conferencing is easily accessed at the click of a button and, by using Google's WebRTC technology, it is completely clientless and plug-in free. As a result, 3CX increases productivity, reduces business travel time and costs, streamlines operations and improves customer service, thus propelling sales.



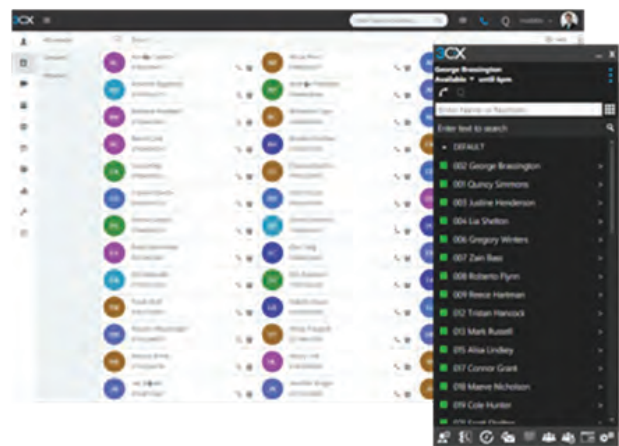
Feature Overview

Unified Communications for Every Business

3CX includes a full suite of unified communications features without the need for additional downloads, add ons or purchases. Integrated, WebRTC-based video conferencing via an open-standards browser or through the iOS/Android clients allows for face-to-face meetings to take place wherever you are. Productivity boosting features such as presence, corporate chat, whiteboard, screen sharing and more allow for employees to collaborate better and work more efficiently.

Presence, Fax & Voice Mail to email, web conferencing and instant messaging are child's play for 3CX.

With the integrated 3CX softphone and smartphone clients, users automatically get access to advanced unified communications features – without needing to learn separate software – features that are normally charged extra by other PBX vendors.



See Presence of Colleagues

The ability to view the status of other colleagues (“Presence”) is a great time saver avoiding unnecessary call transfers or voice mail tags and makes managing and working with remote employees easier than ever. Need some quiet time to finish a project? Customize your status and prevent any annoying disturbances.



- 1 Eliminate expensive voice mail tags
- 2 Avoid unnecessary call transfers that irritate customers
- 3 Visible from all 3CX clients: Mac, Windows, iOS & Android

Acclaimed Android and iOS VoIP Clients

3CX features native Android and iOS VoIP clients that are continuously updated and tested and set the standard for mobile phone VoIP clients. With an inbuilt tunnel to avoid remote firewall issues, calling from over 3G/4G or from any Wifi hotspot is extremely reliable. 3CX Android and iOS clients fully support PUSH, allowing the phone to be on standby and save battery life.



- 1 Most advanced and reliable Android iOS VoIP clients on the market
- 2 No additional licensing costs for softphones
- 3 "PUSH" notifications save mobile battery life
- 4 Inbuilt SIP tunnel/proxy resolves any remote firewall issues

Use Your Extension From Anywhere

With the 3CX VoIP clients for Android and iOS you can take your extension wherever you go. 3CX delivers the one number concept meaning that you no longer have to give out your mobile number. Set your status so your colleagues can see whether or not you are available to take a call.

Easy to Configure and Manage

The 3CX clients for Android and iOS utilize VoIP and are easy to setup and manage. The clients can be automatically provisioned from the 3CX Management Console, reducing help desk calls. Because of the inbuilt tunnel, the 3CX clients work seamlessly across all firewalls, making them even more reliable.



Web Conferencing Made Easy with 3CX

Hold face to face meetings at the click of a button! How? By using 3CX's web conferencing feature which is WebRTC based and eliminates the use of clients. It's an easy-to-use web conferencing solution, that transforms the way you communicate and collaborate within your company and with customers.

Save time and money by hosting your meetings online. The web conferencing feature is included in all editions of 3CX Phone System for free, for up to 250 participants.

Save Time & Money with Feature-Rich Web Conferencing

Today online meetings need more than video – presentations must be high definition and crisp audio quality as if you were there. Share your screen to demo software, or guide users to a particular website or manual using the remote assistance feature. Classroom features, such as surveying and feedback, allow you to keep your audience engaged. Assist your customers by offering them Remote Control and hand over the meeting control to another participant.



- 1 Visualize a sales pitch with video
- 2 Host effective webinars using the classroom features
- 3 Assist customers with screen sharing and remote control
- 4 Impress your audience with perfect quality presentations

Integrate your PBX and your CRM

With 3CX you can integrate your CRM, ERP and Accounting System with your PBX and be able to launch calls with a single click. Inbound calls are automatically linked to the customer record which pops-up on the screen and all calls are logged in the CRM package.

Additionally, your agents can easily keep track of customer interactions, ensuring that records are always up to date for real-time access to contact details and information. Integrate 3CX PRO to MS Exchange, Salesforce, Microsoft Dynamics, Microsoft Outlook, Office 365, Zendesk and more! If your CRM software is not included in our list of applications you can easily integrate it yourself.



- | | |
|--|--|
| <input checked="" type="checkbox"/> amoCRM | <input checked="" type="checkbox"/> Freshsales |
| <input checked="" type="checkbox"/> Bitrix24 | <input checked="" type="checkbox"/> Microsoft Dynamics 365 |
| <input checked="" type="checkbox"/> ConnectWise | <input checked="" type="checkbox"/> Nutshell |
| <input checked="" type="checkbox"/> EveryoneAPI | <input checked="" type="checkbox"/> Salesforce |
| <input checked="" type="checkbox"/> Freshdesk | <input checked="" type="checkbox"/> Vtiger |
| <input checked="" type="checkbox"/> MS SQL Server, MySQL, PostgreSQL | <input checked="" type="checkbox"/> Zendesk |
| <input checked="" type="checkbox"/> MongoDB | <input checked="" type="checkbox"/> Zoho |

For CRM systems, not in the list above, you need to download the 3CX Plugins and configure the integration from the 3CX App for Windows. CRM integration for Microsoft Outlook and Microsoft Office 365 is included with any 3CX Standard licence, otherwise, a PRO license is required.

Leading 3CX Customers

3CX's software PBX has been selected by leading companies worldwide to meet their Unified Communications and telephony requirements.



Feature Overview

Choose the best solution for your business. No add-ons, expansion modules or additional licencing considerations.

General Features	Pro	Enterprise
Extensions	Unlimited	Unlimited
Number of Simultaneous Calls Supported	>1,024	>1,024
Call Logging	✓	✓
Call Forward on Busy or No Answer	✓	✓
Call Routing by DID	✓	✓
Auto Attendant / Digital Receptionist	✓	✓
Voicemail / Music on Hold	✓	✓
Central Phonebook	✓	✓
Call Transfer	✓	✓
MWI - Message Waiting Indicator	✓	✓
Ring Extension & Mobile simultaneously	✓	✓
Automatic Pickup on Busy	✓	✓
Supports SIP Trunks / Gateways	✓	✓

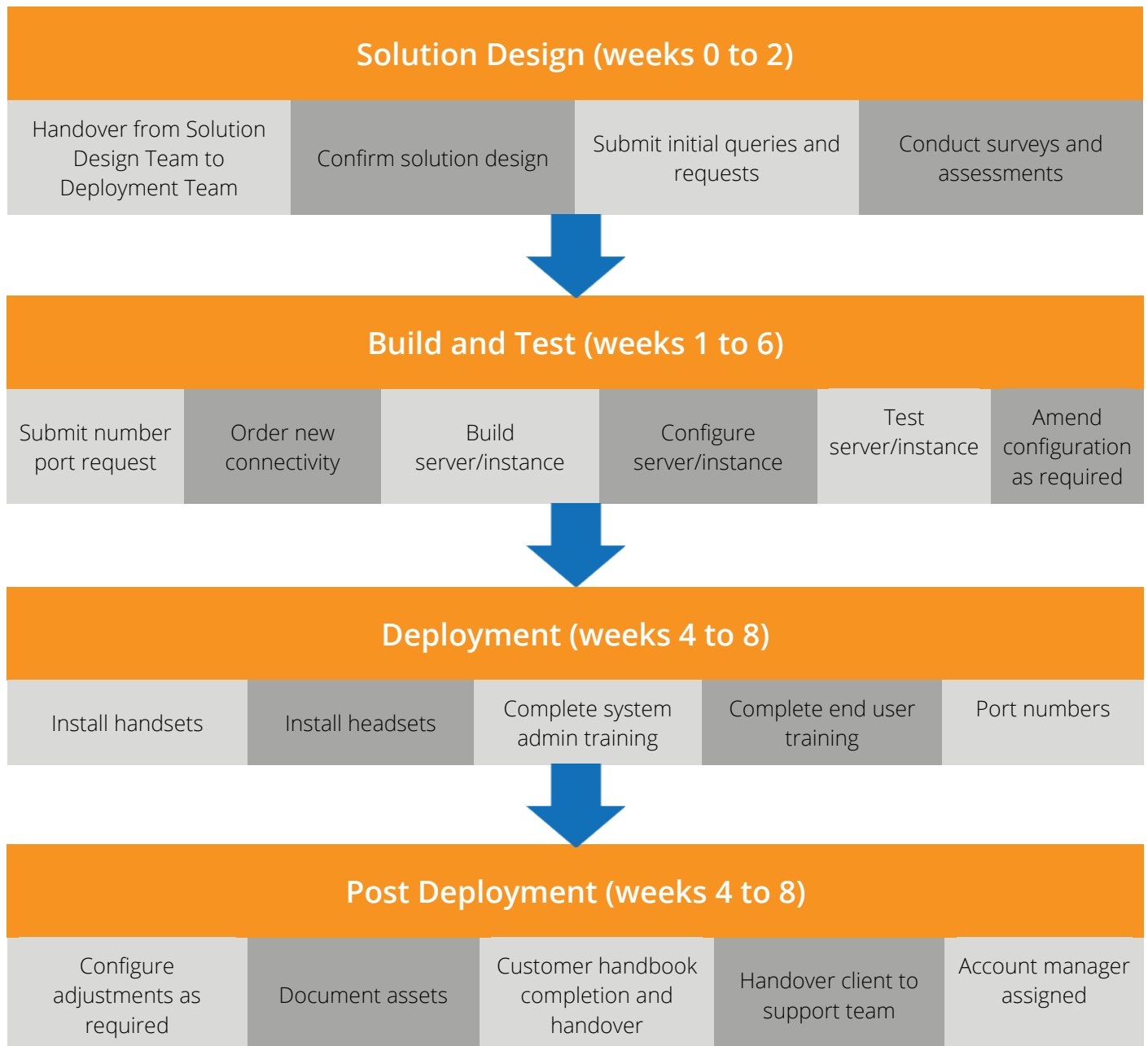
General Features (cont.)	Pro	Enterprise
Sennheiser Headset Integration	✓	✓
Extensive Codec Support (G711, G722, GSM, Speex, ILBC)	✓	✓
G729 Codec Support	✓	✓
Busy Lamp Field (BLF)	✓	✓
Call Reporting	✓	✓
Call Parking / Pickup	✓	✓
Intercom / Paging	✓	✓
Custom SMTP Server	✓	✓
Customer FQDN	✓	✓
Configure BLF's from the Clients	✓	✓
Hot desking	✓	✓
Management and Scalability	Pro	Enterprise
Web-based Management Console	✓	✓
Automated Provisioning of Devices	✓	✓
Real Time Web-based System Status	✓	✓
Integrated Web Server	✓	✓
Easy Backup and Restore	✓	✓
SBC to Configure Remote Extensions	✓	✓
VMware / Hyper V / KVM Compatibility	✓	✓
Scheduled Backup	✓	✓
Connect Remote 3CX PBX Systems (Bridges)	✓	✓
Scheduled Restore	✓	✓
Inbuilt Fail Over Functionality	✓	✓
Standby Licence	✗	✓
Unified Communications	Pro	Enterprise
See the Presence of Your Colleagues	✓	✓
Receive Voice Mail via Email	✓	✓
Advanced Forwarding Rules	✓	✓
Setting Up Conference Calls	✓	✓
Click2Call Extension	✓	✓
Receive Faxes via Email as PDF	✓	✓
Integrated Fax Server	✓	✓
View Presence of Remote Offices	✓	✓

Mobility	Pro	Enterprise
Andriod Client	✓	✓
iOS Client	✓	✓
Windows Client	✓	✓
Mac Clients	✓	✓
Web Client	✓	✓
Manage the 3CX Client from within the Console	✓	✓
Includes Tunnel to Avoid NAT Problems	✓	✓
Application Integration	Pro	Enterprise
Office 365	✓	✓
Microsoft Outlook	✓	✓
TAPI	✓	✓
Salesforce	✓	✓
Microsoft Dynamics	✓	✓
Microsoft Exchange 2013 / LDAP / ODBC	✓	✓
Google Contacts	✓	✓
Zendesk	✓	✓
Freshdesk	✓	✓
Datev	✓	✓
Hotel Module	✓	✓
Fidello Certified	✓	✓
Mitel Compatible	✓	✓
Multiline TAPI	✓	✓
Call Center / Contact Center	Pro	Enterprise
Call Recordings Search	✓	✓
Call Recordings Management	✓	✓
Call Queuing	✓	✓
Call Recording with Control	✓	✓
Call Flow Designer	✓	✓
Advanced Call Reporting	✓	✓
Real Time Queue Statistics	✓	✓
Queue Reports	✓	✓
Barge In / Listen In / Whisper	✓	✓

Call Center / Contact Center	Pro	Enterprise
Query Customer Name Based on Caller ID	✓	✓
Ability to Use 3CX Clients API	✓	✓
Link Company Directory with LDAP / ODBC	✓	✓
Sync Phonebook with Microsoft Exchange	✓	✓
Real Time Queue Monitoring	✓	✓
Wallboard	✓	✓
Switchboard Queue Manager View	✓	✓
Supervisor can Log Agents In/Out	✓	✓
Supports External Agents	✓	✓
Callback if Queue Full	✓	✓
CRM Integration / Scripting Interface	✓	✓
SLA Alerting / Reporting	✓	✓
Web Conferencing	Pro	Enterprise
Plugin Free - WebRTC	✓	✓
One-click Conference	✓	✓
Meeting Recording	✓	✓
Remote Control / Assistance	✓	✓
Screen Sharing	✓	✓
Unlimited Users	✓	✓
Participant Included	100	250

SOLUTION DELIVERY

All aspects of the project will be managed by one of our provisioning specialists, meaning that the whole process will go as smoothly and hassle-free for you as possible. From the get-go, we keep you informed at every stage as your solution progresses



You will be assigned a project manager who will be on hand to assist at any juncture. They will be there for all your telecom needs, whether that be pre, during or post this project. We believe in building long lasting relationships with our customers.

Ongoing...

Our in-house customer support centres are UK-based and provide technical support, with dedicated account managers and internal support teams making sure that name receives nothing less than the very best quality of support at all times.

The cover is a 4-hour technical response time during working hours. The below metrics should provide name with confidence that our Service Desk is the correct choice for hassle free tele-coms:

- ✓ 98% of calls to Flip Connect are answered in under 10 seconds.
- ✓ The support tickets are monitored, and quality scored to be either a negative, neutral or positive experience.
- ✓ Over 90% of our support incidents are marked as positive.
- ✓ 97% of incidents raised are fixed remotely.
- ✓ State of the art, proactive monitoring and remote diagnostic tools are used to ensure response times are kept to a minimum.

The system maintenance is provided for as part of the per user per month cost and includes:

- ✓ Full parts cover for all systems, handsets and proprietary equipment.
- ✓ Full labour cover in the event of a failure.
- ✓ Call outs and preventative visits.
- ✓ Replacement handsets*
- ✓ Remote diagnostics.

*Depending on contract type.

Along with our on-going maintenance service, you will have access to our Systems Consultants and you will be assigned a dedicated Account Manager who can give advice and guidance in the upgrading and expansion of your communications platforms as your company grows.



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The contents of this brochure are not intended to be contractually binding and shall not vary the terms and conditions under which this service is provided by Flip which shall continue to apply in full.

become greener and conform to new Government environmental policies. We're a certified Carbon Neutral* Company. This means you can demonstrate green credentials yourself. By working with us you have a solution that not only helps the environment but also enables you to