



VOICE  
SERVICES



# Product Brochure

## 3CX Hosted

## Phone System



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# Who or What is 3CX?

## About 3CX

3CX is a modern, future proof, intuitive unified communications solution that can help take your business to the next level, helping to improve collaboration, boost productivity, increase mobility and enhance the customer experience. Users have instant access to communication tools such as presence, CRM integration, live messaging, web conferencing, fax & voicemail to email and more.

3CX is a flexible, scalable, and feature-rich centralised cloud-based 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. Including enterprise calling features such as queues, ring groups, contact centre modules, advanced reporting tools and CRM integration with Office 365, Teams, Salesforce and Hubspot out of the box. Management and maintenance of your phone system is effortless, making it a great choice for modern businesses of any size.



# 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.

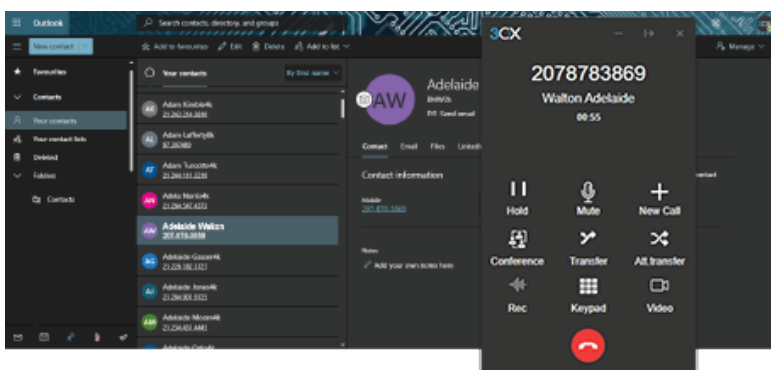
Productivity boosting features such as presence, corporate chat, whiteboard, screensharing and more allow for employees to collaborate better and work more efficiently.

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



## CRM Integration

3CX supports a large number of CRMs out of the box. If your CRM is not in the list, we have created a server-side integration engine to enable someone with basic coding / web skills, to easily create an XML template / configuration for any REST-based CRM/ERP system for integration with 3CX.





## Live Chat

Statistics show more than half of all customers prefer to chat with someone in real-time! Installing a live chat solution on your website will not only improve customer satisfaction, it will also increase your lead conversions. But what if a query becomes too hard to handle over chat? Enter 3CX Live Chat.

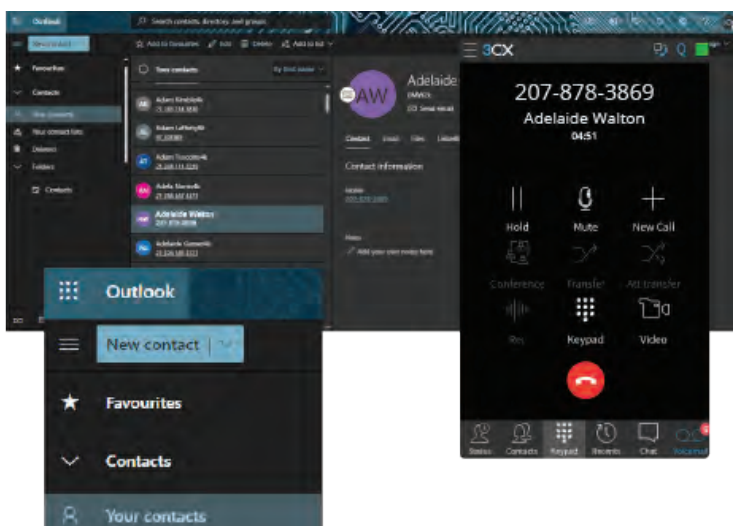
By integrating live chat with our phone system, website visitors can chat with agents in real time, and can switch to a live call or video call in a single click – with no dialling of phone numbers. That same agent can answer immediately from their 3CX Web Client, Windows Desktop App or mobile app.



How's that for customer service? What's more you get to keep all your communication on one platform, including chats coming through your business Facebook page and business SMS. Watch conversion rates and customer satisfaction skyrocket. Save on admin time, and monthly software subscriptions!

## MS 365 & Teams

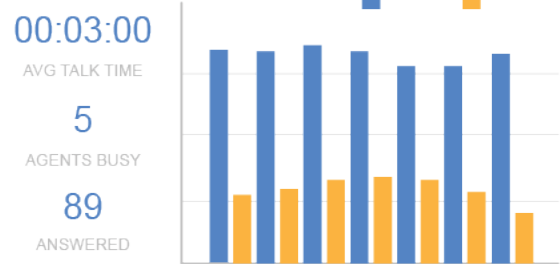
Does your company use Microsoft 365? Then 3CX is the ideal phone system for you as you can easily connect 3CX to Microsoft 365 and get the best of both worlds! Users can work seamlessly across both apps, managing contacts and streamlining tasks to increase efficiency and delight customers. The simple integration can be completed in minutes and takes the pressure off administrators.



Enhances productivity and makes tedious tasks more bearable while SSO authentication allows your Microsoft 365 users to login in a single click. No more searching for lost passwords! You can even launch calls directly from the Microsoft 365 interface with the 3CX Windows Desktop App and Click2Call functionality. Employees can work from the Microsoft 365 interface and apps and never miss an important call or message! Happy administrators, happy agents, happy customers!

## Call Reporting

In depth call reporting is essential for gaining real-time insights into your contact centre performance and customer needs. How long do your agents spend on a phone call? What's the number of calls they make and receive? What is the overall performance of your queues? Which agent is under performing or burning out?

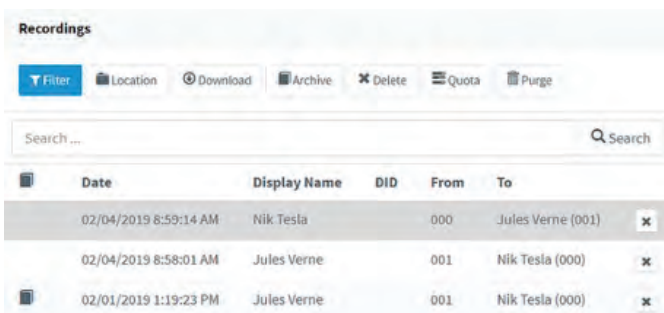


SLA statistics, unanswered calls, abandoned calls – the list goes on.

With 3CX's advanced Call Reporting feature, you can utilize reports to make informed decisions about your business, restructure your call centre, optimize agent productivity and increase customer satisfaction.

## Call Recording

Want to record all your calls? Just log into your online dashboard and set the call recording feature to "Record all calls." Want to record some calls and not others? Simple. Choose "on-demand recording." The recording feature can also be turned off if needed. You can record from all devices, deskphone, mobile app or desktop - it's as flexible as you need it to be!

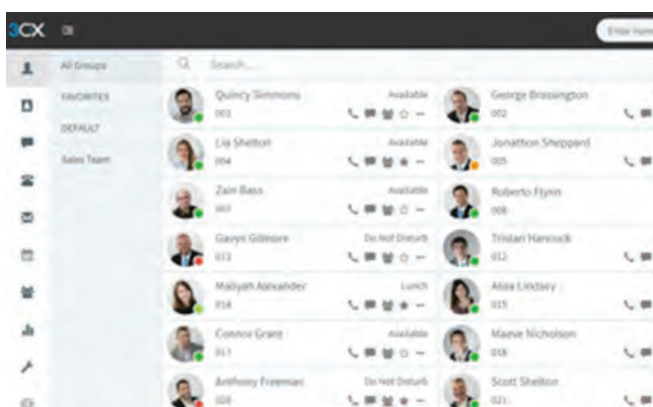


Date	Display Name	DID	From	To
02/04/2019 8:59:14 AM	Nik Tesla	000	Jules Verne (001)	
02/04/2019 8:58:01 AM	Jules Verne	001	Nik Tesla (000)	
02/01/2019 1:19:23 PM	Jules Verne	001	Nik Tesla (000)	

- Flexible storage space
- Retention policies
- Choose who to record
- Choose when to record

## 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

## 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.



## 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





## Remote Working

Covid-19 caught many businesses unprepared for remote work. Employees had to quickly adapt by using their personal messaging apps to communicate. It works to an extent, but personal information (status, phone number etc) is disclosed and you are unable to record and log calls. 3CX was built for mobility, with remote work apps that offer secured communication for the whole team. With the iOS and Android applications, business communication is no longer tied to the office building.

## Remote Working (cont.)

Take your extension with you anywhere and work on-the-go. Reply to business SMS, Facebook and website messages, make and receive calls, chat with co-workers, start a video call on the fly and ensure your customers are satisfied even if you're working remotely. With 3CX your remote teams retain productivity and stay connected at all times to colleagues and customers.

## Call, message, video, meet - anywhere

-  Easily transfer calls and chat with colleagues.
-  Change your status and see your team's availability.
-  Start a video call from your smartphone.
-  Call hands-free with Siri and bluetooth integration.

## Leading 3CX Customers

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





# Who or What Is Flip?

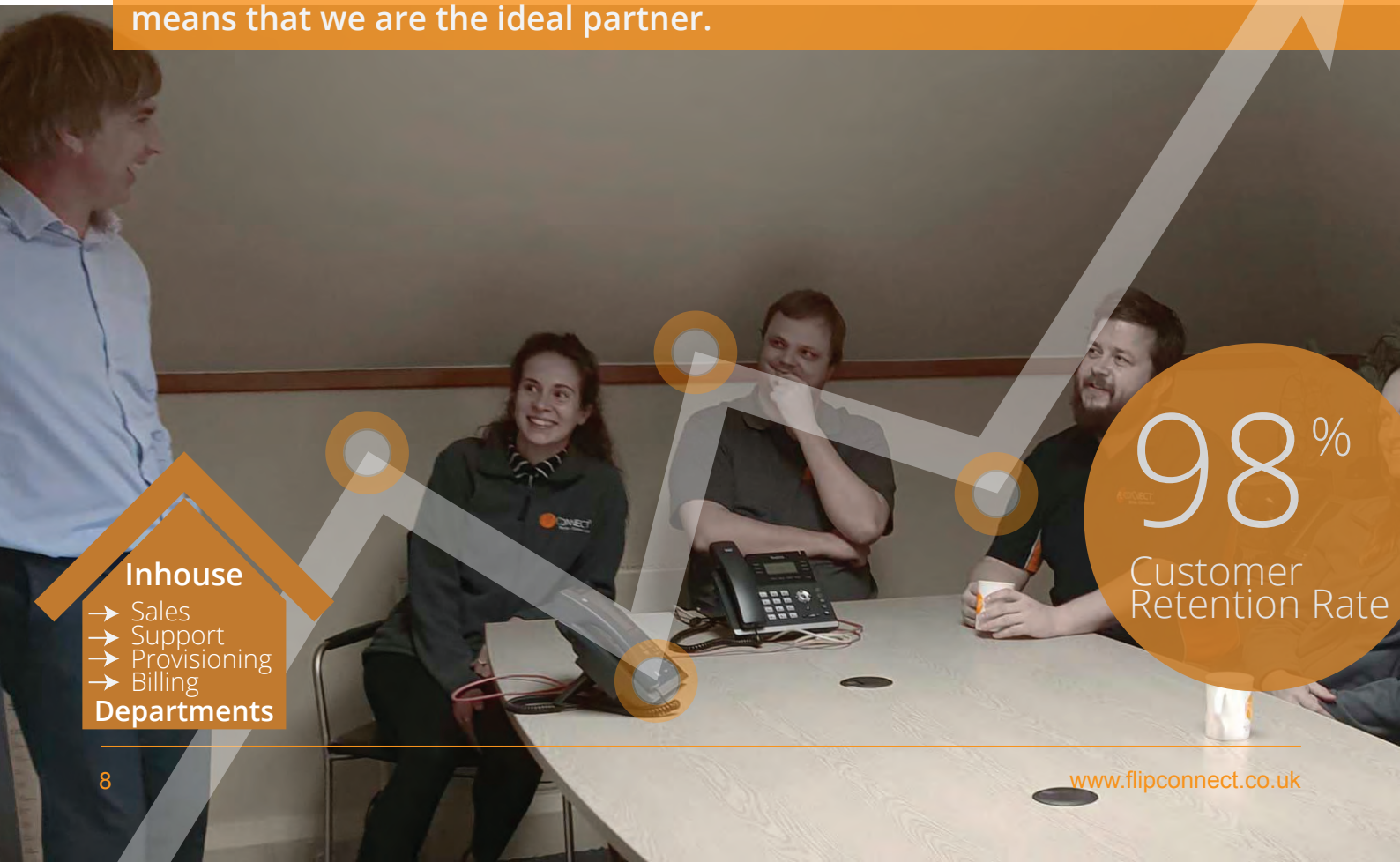
Flip Connect is a leading, independent UK supplier of cost-effective services and bespoke unified business communications solutions to SME, mid-market and corporate businesses. We have been providing unrivalled and award-winning customer care since 2001.

Our advisors know you need a hassle-free reliable service and will listen to all your business requirements before recommending the most appropriate solutions from Flip's unified, extensive, flexible and fully-customisable product portfolio.

Our products have been designed to ensure a perfect fit for your business now and in the future, empowering you to consolidate to one supplier and one point of contact for all your data, voice, mobile, telephone systems and maintenance requirements. A single operational platform saves you time and money, improves workflow, drives efficiencies and results in issues being resolved quickly.

Being an independent provider without bias, we can give you a balanced assessment of technologies in use today and into the future. We can then deliver bespoke solutions to meet the requirements of your business at best value prices.

As an Ofcom registered telecom provider, our in house billing team, expansive telecoms knowledge and comprehensive portfolio of tried and tested products means that we are the ideal partner.



98%  
Customer Retention Rate

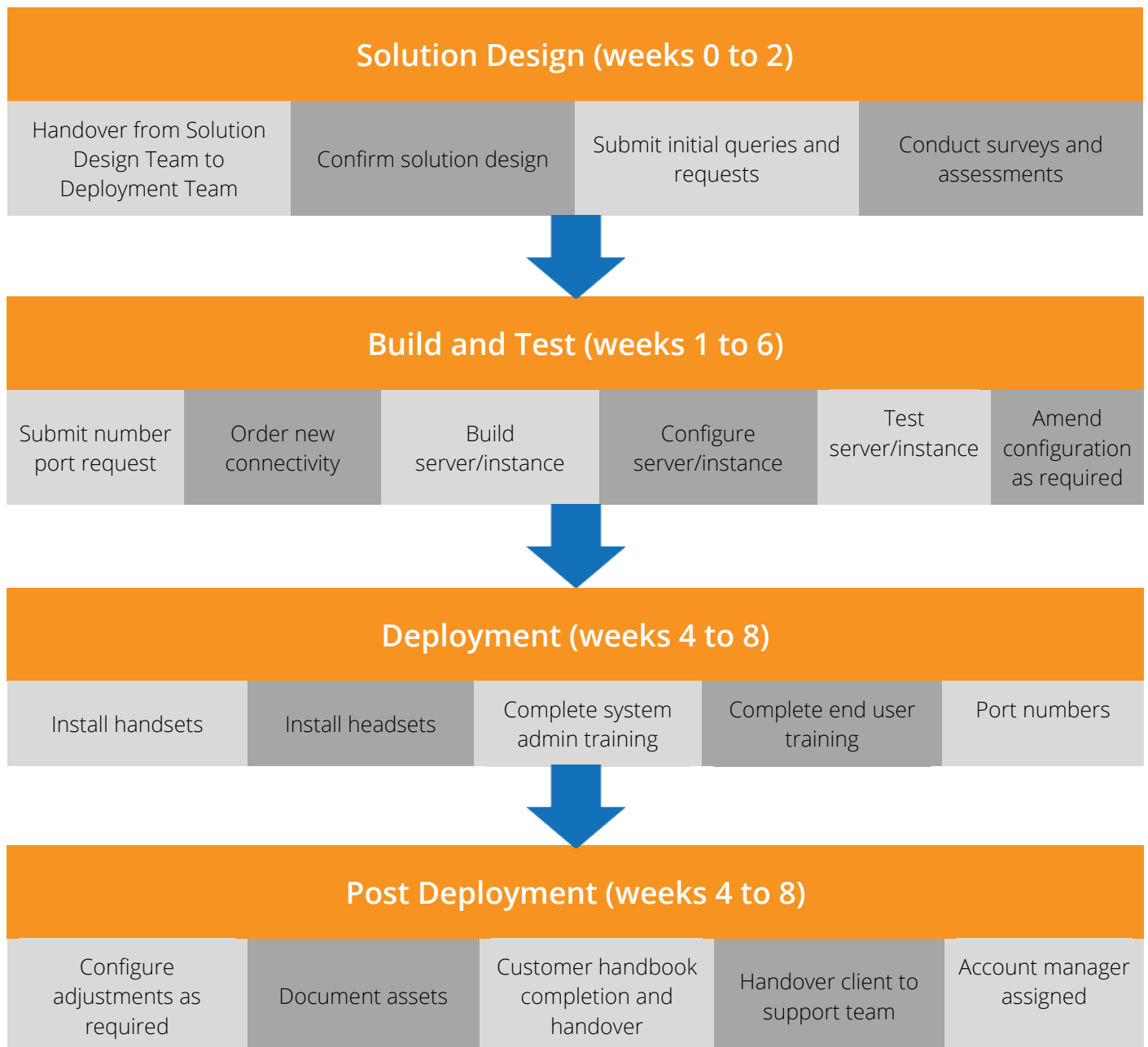
### Inhouse

- Sales
- Support
- Provisioning
- Billing

### Departments

# 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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Web [www.flipconnect.co.uk](http://www.flipconnect.co.uk)



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<sup>®</sup> 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