

# 3CX Communication System



# Introducing 3CX

## One System For Every Conversation

Since 2005, 3CX has helped organisations simplify business communications by bringing voice, video, live chat and messaging together into a single platform. Today, it is used by more than 350,000 businesses across 190 countries and supports over 12 million users worldwide.



For many organisations, business communications have evolved over time, often resulting in separate systems for calling, messaging, video meetings and customer engagement. Managing multiple platforms can increase administration, create unnecessary costs and make it harder to deliver a consistent experience.

3CX simplifies communications by bringing these essential tools together in a single, easy-to-manage solution.

## Built Around 3 Core Values



### Simplicity

3CX is designed to be easy to install, manage and use. Employees can access calls, meetings, chat and messages from a single interface, reducing complexity and improving adoption across the organisation.



### Affordability

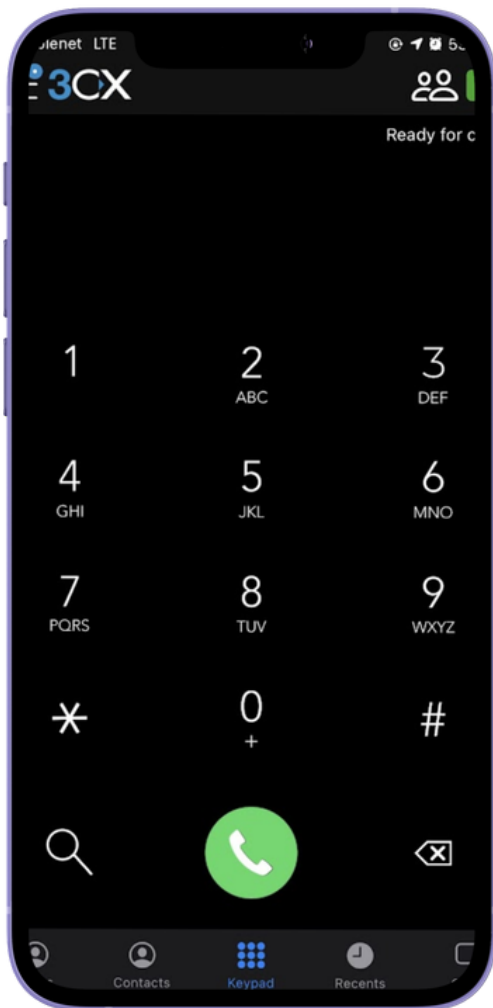
Not every organisation needs an enterprise-grade communications platform. 3CX delivers calling, video, messaging and collaboration in a straightforward package, providing an affordable option for businesses with simpler communication requirements.



### Flexibility

Choose the deployment model, hardware, SIP trunks and devices that work best for your business. Whether you prefer cloud, on-premises or a hybrid approach, 3CX adapts to your requirements.

# Why Businesses Choose 3CX



## Keep Every Conversation Connected

Bring calls, video, live chat and messaging together so your team has a clearer view of each interaction.

## Work From Anywhere

Employees can make and receive business calls, join meetings and manage conversations from wherever they are working through desktop, mobile and web applications

## Work With Existing Tools

Integrate with Microsoft 365, Google Workspace and CRM platforms including Salesforce, HubSpot and more.

## Security Built In

Advanced anti-hacking measures, encryption and automatic updates are included within the platform.

## Scale As Your Needs Change

Flexible deployment and subscription options adapt with your organisation.

## Smoother Customer Interactions

Route people to the right team, monitor service levels and use reporting to identify where communication can improve.

# Flexible Deployment Options

Run 3CX in the environment that suits you best.

### 3CX Hosted

Hosted directly by 3CX.

### Private Cloud

Deploy within your preferred cloud environment.

### On-Premise

Retain local control where required.

# Everything In One Platform

3CX combines the communication and collaboration tools businesses use every day, helping teams stay connected, support customers more effectively and work from anywhere.

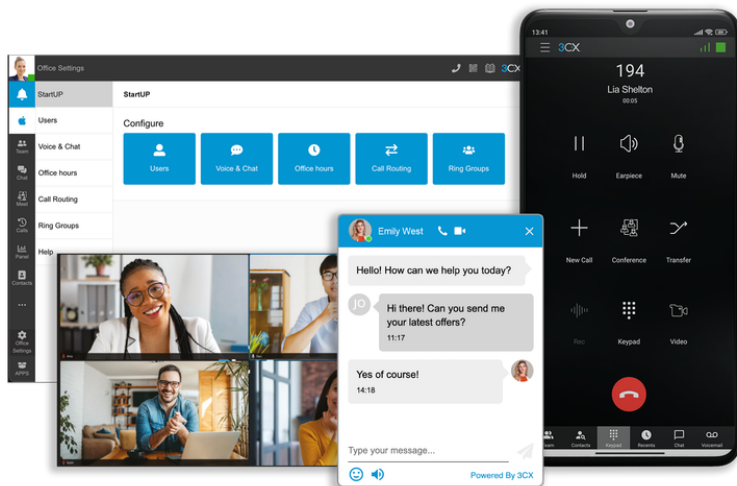
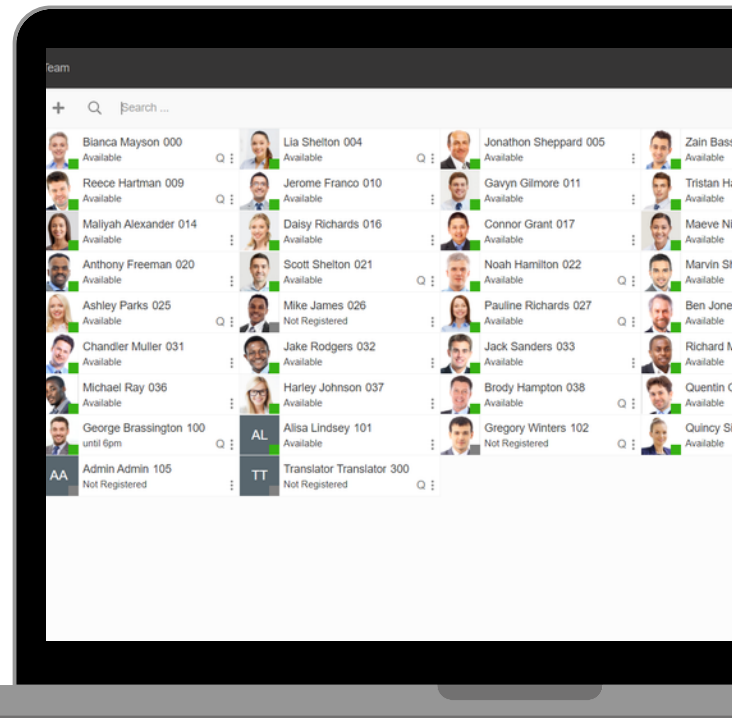
## Business Telephony

Manage incoming and outgoing calls with features such as:

- Call Queues
- Ring Groups
- Skill-Based Routing
- Hot Desking
- Click-to-Call
- Custom Call Flows

## Live Chat & Messaging

Engage customers through website live chat, WhatsApp, SMS and Facebook messaging from a single interface. Conversations can be escalated to voice or video in a single click.



## Video Meetings & Collaboration

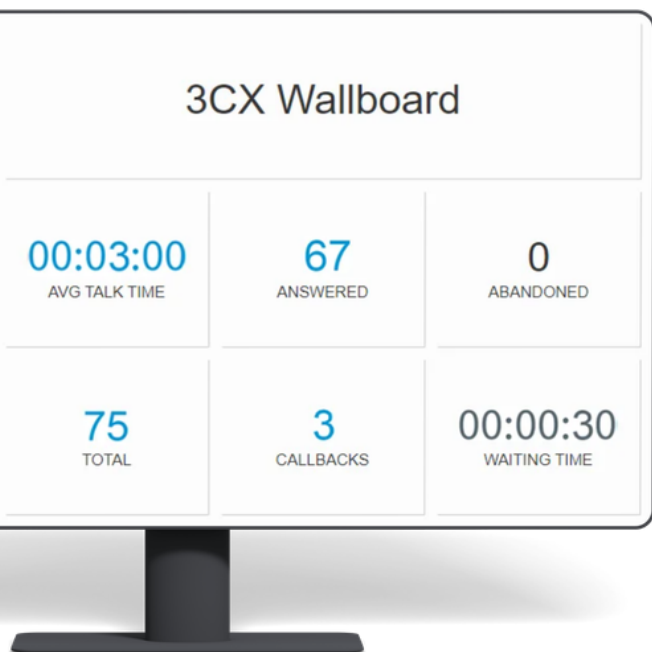
Host meetings and webinars for up to 250 participants without requiring attendees to download software. Screen sharing, recording, polls and interactive whiteboards are all included.

## CRM Integration

Connect communications directly with platforms such as Microsoft Dynamics, Salesforce, HubSpot and more. Automatically identify callers, log interactions and improve customer visibility.

# Better Customer Experiences

Every customer interaction matters. Whether someone is calling your organisation, sending a live chat message or getting in touch online, the experience they receive reflects directly on your business.



## Route Customers Faster

Direct callers to the right team using queues, ring groups and intelligent call routing to reduce delays and improve service levels.



## Gain Real-Time Visibility

Wallboards, switchboards and queue monitoring provide supervisors with immediate visibility of customer demand and team activity. SLA alerts help identify potential issues before they affect service delivery.



## Make Better Decisions

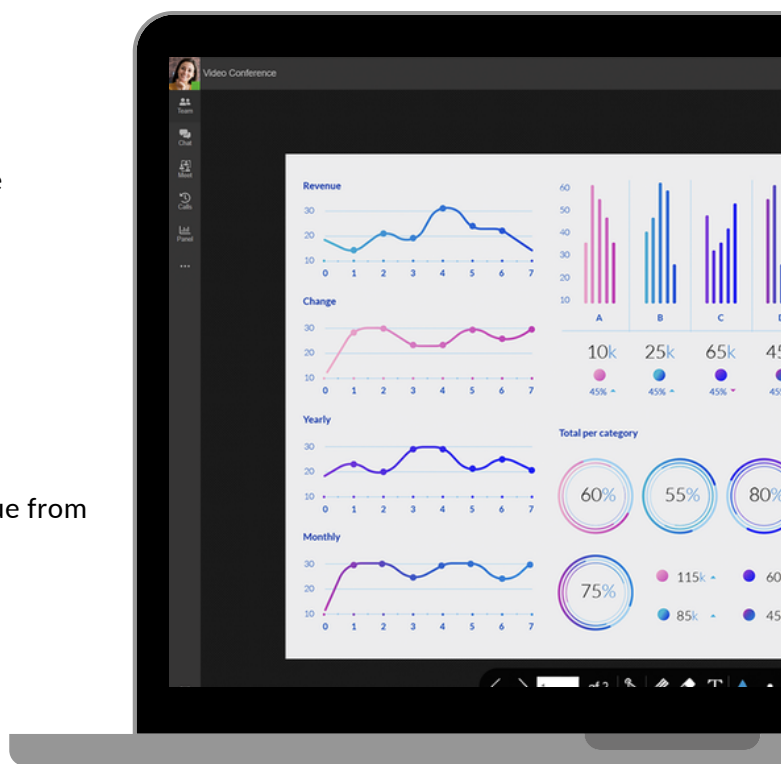
Detailed reporting, call recording and analytics provide valuable insight into call volumes, response times and overall communication performance.



## Save Time With AI

Built-in AI capabilities help organisations get more value from every conversation through:

- AI Call Summaries
- AI Call Transcription
- Sentiment Analysis
- Advanced Reporting Dashboards



# Contact Us

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