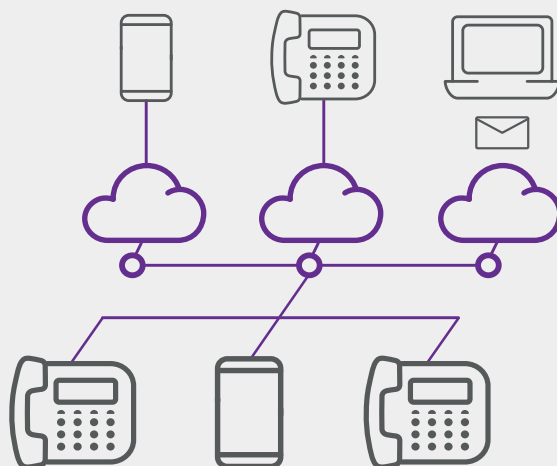**Voice**

CxC 3CX

Why CxC 3CX?

CxC 3CX is an HPBX phone system that is hosted in Convergia's Cloud environment which delivers unified communications to a single tenant. Clients can choose how they want to access their HOSTED PBX from the 3CX mobile app, web browser, desktop application or desk phone. They can also keep updated with their business from anywhere in the world as long as they have an internet connection

Solution Features

- Click2Dial
- Ad-hoc and scheduled meetings
- Web meetings with Dial-in option
- Meeting recording
- Share screen and share document
- Whiteboard
- Corporate chat
- 10,000 minutes of Audio Recording
- Voicemail per extension
- Digital Receptionist (IVR)
- Ring groups
- Fax2email
- Call parking
- Global and personal phonebooks

AUTOMATE CALL FLOWS WITH 3CX CALL FLOW DESIGNER

Save employees time and improve the customer experience with 3CX Call Flow Designer (CFD). The easy-to-use visual app lets you easily create strategic call flows and voice apps so agents can handle calls more efficiently and customers get where they need to go faster. Enhance your phone support structure and delight customers with a professional support portal. Create rules for call routing based on customer type, time of day, and more so no call goes unanswered. In addition, the authentication and credit card components ensure that security and privacy are taken care of.
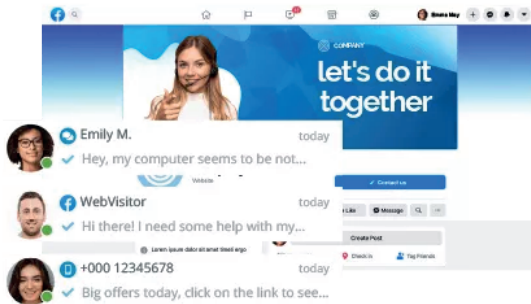
| Automate Call Handling | User-friendly Drag & Drop interface | Ready to use call flow building blocks | Automate responses using Text to Speech |

- Send and receive business SMS messages from 3CX
- Use SMS marketing to boost business and drive customer engagement
- All messages are monitored
- Incoming messages are be assigned to a queue of agents

3CX CRM Integration

- Know exactly who is calling and have the customer record open before picking up the phone
- Automatically create new contacts and answer existing leads with a personalized greeting
- Leverage and integrate your CRM and 3CX investments
- Improve your sales force efficiency
- 3CX supports popular CRM and helpdesks

BENEFITS

Quick Installation
The client can easily install desk phones by simply plugging in the phone to the network

Voice-to-Email
Voicemails get delivered as email with audio attachments to a user with the voicemail-to-email functionality

Smart Call
If client is busy or away, calls can be forwarded to an alternate location dependingon the status of their extension

Cost
CxC 3CX is more affordablehosted in the cloud than on premise, becauseConvergia covers the maintenance, administration, power, support and warranty,all while keeping clients updated

Coverage
Convergia helps you implement this solution with our PSTN service throughoutPan-America; Canada, United States, Mexico, Colombia, Peru, Chile, Argentina, and Brazil

Constant Connectivity
No matter the time or location, clients and their employees can access meetings as well as make and receive calls and messages from where in the world

convergia
The PanAmerican Connectivity Company

3CX

TELNYX

SCAN the QR code and
Contact us Today!