3CX Phone System Professional - 256SC inc 1 year Maintenance (3CXPSPROF256)

Product Name: 3CX Phone System Professional - 256SC inc 1 year Maintenance (3CXPSPROF256)
Manufacturer: -
Model Number: 3CXPSPROF256

Please Note: This product has been discontinued. Please see the 3CX IP PBX Professional Edition Annual - 256 simultaneous calls (3CXPSPROFSPLA12M256).

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The 3CX Phone System Professional 256SC enables users to boost sales by providing superior customer service and to reduce call costs and increase staff productivity. The 3CX Pro 256SC edition includes all the award-winning features of the Standard 3CX Phone System edition but also adds fantastic advanced call center features that are geared to step up customer service and ensure companies stay ahead of the competition.
3CX Phone System 256SC Key Features

ï¿½ Allow your customers to hang up and keep their position in the queue.

ï¿½ Your customer is automatically called back when they reach the top of the queue.

ï¿½ Monitor the status of queues by seeing how many callers are in the queue.
ï¿½ Log staff in and out of queues.
ï¿½ Review the time your staff logged in and out of queues.
ï¿½ Easily see the number of answered and unanswered calls.
ï¿½ Review the average and longest waiting time your customers were in a queue.
ï¿½ Wallboards – Display real-time queue and call statistics directly on a monitor.
ï¿½ Additional queue strategies include:

ï¿½ Round Robin
ï¿½ Longest Waiting
ï¿½ Least Talk Time
ï¿½ Fewest Answered
ï¿½ Hunt by Threes – Random
ï¿½ Hunt by Threes – Prioritised

ï¿½ Get instantly notified when callers have been in a queue beyond the set SLA time.
ï¿½ Meet your customer service requirements by viewing all call events.
ï¿½ Screen calls by listening in without your employee or customer knowing about it with the Listen In feature.
ï¿½ Relate important information to your employee whilst they’re in a call with a customer with the Listen In & Whisper feature.
ï¿½ Assist both your employee and customer by joining a call with the Barge In feature.

Users can tntegrate the 3CX Phone System Pro with a Microsoft Exchange 2013 phone book to instantly see who’s calling. This also enables 3CX’s Unified Communications features to work across offices by viewing the presence of your colleagues in other offices. Enterprise-style PBX features are provided at a fraction of the cost, unlike proprietary phone systems that are either too expensive to purchase and maintain as well as being difficult to setup. 3CX Phone System Pro changes the agenda by providing your company with the modern call center features it needs to stay ahead of the game.

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ï¿½ 3CX Downloads
ï¿½ 3CX Product Tour
ï¿½ Benefits of an IP PBX
ï¿½ Case Studies
ï¿½ 3CX Reviews
ï¿½ 3CX Comparison Table
ï¿½ 3CX FAQs
ï¿½ Entering License Key
ï¿½ 3CX Skype Gateway
ï¿½ Become a Registered 3CX Partner
ï¿½ 3CX Related Presentations
ï¿½ 3CX Technical Presentations

Price: £26,980.00