

## 3CX IP PBX Enterprise Edition Annual 1024 simultaneous calls - with integrated AI features (3CXPSPROFENTSPLA12M1024)



Product Name: 3CX IP PBX Enterprise Edition Annual 1024 simultaneous calls - with integrated AI features (3CXPSPROFENTSPLA12M1024)

Manufacturer: 3CX

Model Number: 3CXPSPROFENTSPLA12M1024

**3CX Renewals Notice:** To prevent the risk of your licence expiring and loss of existing 3CX configuration, we recommend placing orders for any 3CX licence renewal at least 5 business days in advance of the expiration date for processing the order.

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This is the annual Enterprise Edition of 3CX, 3CXPSPROFENTSPLA12M1024. It supports up to 1024 simultaneous calls and all of the commercial edition features listed below.

3CX ENT/AI Edition brings you all the Enterprise Edition features, with added A.I. capabilities and options to bring modern intelligent capabilities to your modern phone system.

The extensive list of features 3CX AI capabilities in this edition of 3CX PBX includes:

• **A.I. Analytics:** Interacting with your customers becomes more intuitive and insightful than ever, with Sentiment Analysis, Call summary and Trend reporting - you can review your service team's Ring groups and Queues in real-time.

• **A.I. Transcription:** Powered by Google, OpenAI Whisper or 3CX's own transcription processes, you can now see your voicemails as well as calls in text form, with additional automation for summarisation and sentiment scoring built in

• **A.I. Receptionist:** You no longer need to pick up the phone for your common questions as well as direct your customer to the right agent every time, with AI-driven voice prompts, intelligent Call routing and 24/7 operation - all without having to intervene manually.

• **A.I. Improvements:** As 3CX expands its advanced A.I. featureset, you'll benefit from ongoing development and capability expansion

These reports include AI summaries and sentiment scores:

• **Call Log:** Shows transcription, summary and sentiment score per call.

• **Extension Statistics:** Includes average sentiment score with filtering options.

• **Ring Groups:** Displays sentiment score aggregated by ring group.

• **Queue Answered Calls by Waiting Time:** Shows sentiment scores for calls serviced after specific wait times

Note: Voicemail transcription is included in the PRO edition.

**Please Enquire**