

You can trial a fully equipped 3CX System today. Contact Jensam echnologies on info@jensam.co.za
Or call us on 011-902 - 7686.

Our team will gladly give you a quick demo and answer any questions!

3CX Apps & Features

3CX enables you to take your extension with you wherever you go. With apps for Android, iOS, web browsers and Windows, you are guaranteed to be kept in the loop, always and everywhere. What's more, customers can instantly reach you directly from your website with the [3CX Live Chat](#), [Facebook](#) and [WhatsApp integration](#).

3CX Apps for [Android](#) & [iOS](#) Devices

- Make and take calls from anywhere
- Video Conferencing
- Instant Messaging and Chat
- Answer WhatsApp messages
- Conference Calls
- Free VoIP calls with your smartphone
- Encrypted and Secure

User-friendly [Web Client](#) / Desktop Apps

- Work from anywhere - multifunctional web app with inclusive UC features
- Call from your browser, control your IP phone or smartphone
- Answer customer queries from live chat, WhatsApp and SMS from one interface
- Video conferencing at the click of a button
- Native Desktop App for calls
- Launch calls directly from your CRM
- Integrate seamlessly with Microsoft 365
- View the status of your colleagues

[3CX Live Chat](#): Next Level Customer Communications

- Chat with your customers on your website
- Create Chat queues
- Answer from your webclient or 3CX App
- Transfer chats to other team members
- Elevate a chat to a call or a video with a click
- Chat reporting available

- Chat monitoring feature for Managers!

Facebook Messenger Integration

- Integrate with your FB business page - All Messages are sent to your web client
- Agents can answer customer queries without having access to Facebook
- Forward to a queue with multiple agents
- Chat reports available per agent and queue

WhatsApp Integration

- Manage WhatsApp messages directly from one platform
- Messages are logged, to ensure no response violates company policies
- Staff do not need to give out their personal WhatsApp numbers
- Chat conversations are logged centrally
- WhatsApp messages can be sent to a queue of agents to share the load

Send & Receive Business SMS / MMS

- Send SMS / MMS to your customers
- Route SMS to multiple agents so no message goes unanswered
- Keep personal mobile numbers private

Integrated Video Conferencing

- Free for up to 250 participants
- Initiate with a single click
- Video conference dial-in
- Create as a conference or a webinar
- Remote control assistance for quick & easy troubleshooting
- Pre-upload PDFs before meetings
- Includes a whiteboard
- Share your screen
- Polling tool
- Record your videos
- Includes chat

The 3CX Call & Contact Center

With 3CX you get advanced call center features. Increase your customer service, sales, boost productivity and offer support with 3CX's [contact center](#) technology.

- Switchboard and wallboard
 - Call Center Reporting – user activity, team queue, SLA and more!
 - Queue Strategies and real-time statistics – round robin, hunt by threes and more
 - Call & Chat Monitoring available for Managers
 - Integration with Microsoft 365
 - CRM integration with popular CRMs – Salesforce, Freshdesk and more
 - 3CX CRM API to develop your own CRM integration
 - Call Recordings
 - Hot Desking
 - Create your own call flows with [3CX CFD](#)
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Slash Costs

With 3CX, your ongoing [telco costs](#) will be reduced significantly.

- Decrease your Phone Bill by up to 80%
 - Licensing based on number of simultaneous calls and not extensions
 - Make free interoffice calls and branch calls
 - Free calls to remote workers with web client and iOS / Android apps
 - Use prominent SIP trunks to reduce outbound call charges
 - Eliminate 800 number phone bills with WebRTC integration
 - Use International DIDs & IP Telephony so customers can call in at competitive rates
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Security & Backup

When it comes to VoIP security, 3CX sets the standard. 3CX's inbuilt security features have been exclusively developed to protect your PBX system from attacks.

- Increased secure web server configuration
- Automatic detection & blacklisting of SIP attack tools
- Global IP Blocklist automatically updated for participating PBXs
- Traffic to 3CX apps is encrypted via the 3CX Tunnel
- Voice traffic is encrypted via SRTP
- Automatic generation and management of SSL certs
- Qualys labs A+ rating and Immunilabs A Rating
- Automatic failover for instant backup
- Encryption between browser and the website ensured via HTTPS

- Limit access to 3CX management console based on IP
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Call Flow Designer

By utilising 3CX's Call Flow Designer you can handle incoming calls effectively, efficiently and much faster. Here are just a few examples of how 3CX can improve your customer service:

- Call routing based on customer authentication
 - Automatic outbound dialler
 - Callback scheduler
 - Credit Card Authentication
 - Phone Orders
 - Surveys
 - Automated Text to Speech & Speech to Text in 120 languages
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CRM Integration

3CX CRM integration can improve customer satisfaction, increase staff productivity and save you time. It supports all major CRMs including Salesforce, Microsoft Dynamics, Hubspot and more!

This is how it can help you:

- Call journaling
 - Creates a new customer record for new numbers
 - Saves agents time searching
 - Chat journaling when using 3CX Live Chat
 - Call logging in your CRM records - even when using 3CX Apps!
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Hotel PBX

3CX's hotel module enables you to provide high-end service, minus the cost. The Hotel Module is optimised for internal and guest communication with features such as:

- Check-in/out of Guests
- Sets extension to match guest name
- Billing of external calls
- Scheduling of wake-up calls
- Blocking of external calls in vacant rooms