



Take Control of Your PBX

Deploy on Windows, Linux or in the Cloud

West Pier Telecom

Call Us: 0344 264 5522

Website: www.westpiertele.com





West Pier Telecom
 Call Us: 0344 264 5522
 Website: www.westpiertele.com

3CX Brochure

Gear Up Your PBX

On-Premise or in the cloud - cut costs!

Take Control of your Phone System. Anywhere.

3CX is an open-platform, software VoIP phone system that works with popular IP Phones and SIP trunks whether on-premise or in the cloud.

Offering a complete Unified Communications solution with advanced features, 3CX is more than just your average business telephone system. Simple, affordable and flexible, 3CX eliminates the cost and management headaches of outdated, traditional phone systems or the limitations of shared cloud PBXs.



Affordable, Easy to Install and Manage

3CX is free for unlimited extensions and the PRO Edition is completely free for 40 days – after which it’s available at one low yearly price. You have complete freedom of where to install your PBX and which SIP trunks or IP phones to use – saving you thousands per year on your business phone system. Setup 3CX in minutes – in the cloud using our PBX Express tool or using the wizard for on-premise installs.

- ✔ Plug and Play with IP Phones, Gateways & SIP Trunks
- ✔ No per extension licensing
- ✔ Save thousands on phone calls with YOUR choice of SIP Trunk
- ✔ Try the PRO Edition completely free for 40 days!

On-Premise – On Appliance or Virtualized

You decide where to run 3CX. Run the system on an existing server using Hyper-V, VMware or KVM, or run smaller installations on a low cost PBX appliance from Intel NUC, Shuttle, Zotac Zbox & Gigabyte. Easily move your office phone system to another server or into the cloud using built-in backup and restore.

- ✔ Virtualize with VMware, Hyper-V or KVM
- ✔ Easily scale your installation
- ✔ Run on a low cost MiniPC PBX appliance

In the Cloud – with YOUR Cloud Provider

Whether in the cloud or on-premise – you are in control. Self host with popular cloud providers offering standard Linux VPS. Pay a low monthly fee per PBX rather than an inflated price per extension and stay away from long term contracts, or outsource to a managed 3CX hosting partner.

- ✔ Self host on Google Cloud, Amazon Lightsail, Microsoft Azure & more
- ✔ PBX express tool launches your 3CX instance in minutes
- ✔ Easily move your hosted PBX between cloud providers with inbuilt backup & restore



West Pier Telecom
 Call Us: 0344 264 5522
 Website: www.westpiertele.com

Take control of Your PBX

Self host in the Cloud or Virtualize

Easy to Install & Manage On-Premise or Cloud PBX

3CX's Unified Communications solution sets itself apart with its easy installation and management. Setup takes minutes; the phone system will run on-premise on an existing Windows or Linux machine and can be virtualized on Hyper-V, VMware or KVM.

You can also host your PBX system in the cloud with Google Cloud, Amazon Lightsail, Microsoft Azure and many more. With its web-based setup wizard, provisioning IP Phones, Gateways, SIP Trunks and smartphone apps takes minutes and server-side CRM integration makes using 3CX with your preferred applications easy.



Plug and Play With IP Phones, Gateways & SIP Trunks

Plug-in an IP Phone or Gateway to your network and 3CX will automatically configure them, saving you countless hours of configuration time and removing the learning curve. Connect a SIP trunk within minutes with pre-configured templates for most popular SIP trunk providers, including end to end support from 3CX.

- ✔ Configuration templates for supported IP Phones, SIP Trunks, Gateways
- ✔ Guaranteed interop and support from 3CX for end to end PBX solution
- ✔ Inbuilt templates for easy configuration of VoIP Providers / SIP Trunks

Easy Management of IP Phones & Softphones

With 3CX you can manage your IP Phones from within the management console; deploy new firmware on many phones with a few mouse clicks. Guaranteed interop with supported IP Phones gives you peace of mind when updating your phones. 3CX apps can be easily be deployed via email, whilst software updates are automatic, eliminating help desk calls from end users.

- ✔ Upgrade IP Phone firmware from the management console
- ✔ Each new IP Phone firmware is tested by 3CX to avoid interop issues
- ✔ Reprovision, reboot IP phones remotely
- ✔ Configure advanced IP phone options from the console

On Windows/Linux, Virtualized On-Premise or Cloud

3CX is software based and multi-platform. Install the IP PBX on-premise and leverage your existing servers using Hyper-V, VMware or KVM, or install on a low-cost Mini PC. Easily deploy in the cloud on any Linux VPS using the PBX Express Tool. Stay in control of your PBX wherever you decide to install it!

- ✔ Available for Linux or Windows
- ✔ Virtualize for easy backup and redundancy
- ✔ Install on a low-cost Mini PC
- ✔ Deploy to any Linux VPS using the PBX Express Tool



West Pier Telecom
Call Us: 0344 264 5522
Website: www.westpiertele.com

Slash your Phone Bill by 80%

Use SIP trunks, WebRTC & Apps

Slash your Telco and Travel Costs with IP Telephony

In addition to the many features built to boost productivity, enhance customer service and increase efficiency, 3CX's Unified Communications system will also cut your telco costs in half with IP communications and SIP trunking.

With an IP telephony system your phone bill will be slashed, and so will the cost of buying, expanding and maintaining your VoIP phone system. If you decide to host in the cloud you can self host and pay a low monthly per PBX fee rather than an expensive per extension price per month.



Reduce your Phone Bill by 80%

Remote workers or employees on the go can make telephone calls free of charge with the 3CX softphone and mobile application. Easily connect the telephone systems of remote offices, improve communication, and make interoffice phone calls free. International DIDs and IP Telephony allow customers to call you cheaply, increasing customer satisfaction.

- ✓ Connect remote offices – eliminate interoffice call charges
- ✓ Teleworkers or traveling sales people make free office calls
- ✓ Save on monthly call costs using SIP trunks
- ✓ Leverage WebRTC & reduce 800 number phone bills

A PBX That Doesn't Break the Bank

Traditional phone systems or black box appliances are difficult to scale. Add more extensions and you are hit by licensing costs, underpowered hardware or you run out of ports. Cloud PBXs are all the rage but they can lock you into expensive per extension and per minute pricing...Not so with 3CX! Self host in your own cloud provider or virtualize on your own hardware.

- ✓ No per extension licensing, one low price per PBX
- ✓ Self host or run on own hardware on Windows or Linux
- ✓ Easily self manage, no additional training is required
- ✓ Open-platform – choose your IP Phones & SIP Trunks

Cut Travel Costs With Integrated Web Conferencing

When plain old voice communication just isn't enough, 3CX's integrated video conferencing solution saves you travel time and money by allowing users to connect and collaborate in real-time and enjoy face-to-face communication wherever they are. Attend meetings around the world with the cutting edge technology of the WebRTC-based 3CX WebMeeting.

- ✓ Eliminate expensive Web Conferencing Services
- ✓ All 3CX users licensed free of charge
- ✓ Save on call conferencing costs
- ✓ No monthly subscription fees



West Pier Telecom
Call Us: 0344 264 5522
Website: www.westpiertele.com

Unified Communications

Presence, Chat, Voicemail, Fax 2 Email

3CX. Your Unified Communications Solution Made Easy

No matter how big or small your company is, the right Unified Communications solution can take your business communications to the next level, helping to improve collaboration, boost productivity, increase mobility and enhance the customer experience. 3CX's UC functionality is inbuilt and included as standard on-premise or in the cloud, all on one user-friendly platform – no need to purchase add-ons or extras.

With 3CX's modern, intuitive VoIP softphone and smartphone apps, users have instant access to communication tools such as status, instant messaging, web conferencing, the ability to chat & talk with website visitors, fax & voicemail to email and more.



See the Status of Your Colleagues

The ability to view the status of other colleagues is a great time saver, avoiding unnecessary call transfers or voice mail tags, and makes managing and working with remote employees easier than ever. Need some quiet time to finish a project? Customize your status and prevent any annoying disturbances.

- ✓ Eliminate expensive voice mail tags
- ✓ Avoid unnecessary transfers of phone calls that irritate customers
- ✓ Visible from all 3CX Apps: Mac, Windows, iOS & Android & web

Deliver Faxes & Voicemail to Inbox

Inbound faxes are converted to PDF and forwarded to users via e-mail, without requiring any fax server software. Likewise, voicemails are converted to sound files and forwarded via e-mail.

- ✓ Forward voicemails to inbox
- ✓ Listen to voicemails without calling in
- ✓ Faxes are received as PDF files in your email

Instant Messaging / Text chat

Allow employees to communicate together via text messaging, without the need to rely on third party internet messaging systems or give out personal phone numbers. 3CX users can send and receive text messages via the 3CX web, Windows, Mac, iOS and Android apps from anywhere – a true unified communications solution!

- ✓ No need for third party messaging systems
- ✓ Send text messages, links and more at no additional cost
- ✓ Available on web, Mac, Windows, iOS & Android apps



West Pier Telecom
 Call Us: 0344 264 5522
 Website: www.westpiertele.com

Office Without Limits

Make calls anywhere using Android & iOS apps

Go Mobile with Leading Android and iOS VoIP Apps

3CX includes VoIP apps for Android and iOS which allow you to take your office extension with you anywhere. With a modern and intuitive user-interface, 3CX's integrated softphone applications offer a full range of Unified Communications features including presence, chat, conferencing and more.

Answer calls to your office phone extension via your mobile device and transfer to colleagues without asking customers to call another number. Slash your company's mobile phone costs, increase productivity and make sure you never miss a call again!



Acclaimed Android and iOS VoIP Apps

3CX features native Android and iOS VoIP apps that are continuously updated and tested and set the standard for mobile phone VoIP apps. With an inbuilt tunnel to avoid remote firewall issues, calling from over 3G or from any Wifi hotspot is extremely reliable. 3CX Android and iOS apps fully support PUSH, allowing the phone to be on standby and save battery life.

Use Your Extension From Anywhere

With the 3CX VoIP apps for Android and iOS you can take your extension wherever you go. 3CX delivers the one number concept meaning that you no longer have to give out your personal mobile number. Set your status so your colleagues can see whether or not you are available to take a call.

Easy to Configure and Manage

The 3CX apps for Android and iOS utilize VoIP and are secure and easy to setup and manage. The apps can be automatically provisioned from the 3CX Management Console, reducing help desk calls. Because of the inbuilt tunnel, the 3CX apps work seamlessly across all firewalls, making them even more reliable.

- ✔ Most advanced and reliable Android & iOS VoIP softphones on the market
- ✔ No additional licensing costs for softphones
- ✔ "PUSH" notifications save mobile battery life
- ✔ Inbuilt SIP tunnel/proxy resolves any remote firewall issues

- Make and receive calls from your smartphone – at no cost
- Set your status to available, away & out of office from your smartphone
- One number concept
- See the presence of your colleagues from anywhere

- Remotely configurable via QR code, no hassle setup
- Secure communication with end-to-end encryption
- Fully integrated, thus easy to use
- SIP Forking – use all apps simultaneously



West Pier Telecom
 Call Us: 0344 264 5522
 Website: www.westpiertele.com

Office Without Limits

Make calls anywhere using Windows & Mac softphones

Powerful, Easy to Use Softphones for Windows and Mac

With powerful softphones for Mac and Windows, 3CX allows you to easily manage your phone calls in the office, at home or on the road using your desktop PC or laptop.

Unlike other PBXs, no additional licence fees are charged – and because the apps are fully integrated they are easy to deploy and manage for administrators, as well as easy to use for employees.



Use your Softphone to Make & Receive Calls

With 3CX's VoIP softphones for Mac and Windows, you can manage your calls from your desktop and make, receive and transfer calls via the office phone system from your computer, even while out of the office. Using a headset you can even use a 3CX app as a full desk phone replacement.

Manage your Calls with the 3CX Switchboard

The 3CX softphone applications include a powerful switchboard function that can be tailored to the way you want to view and manage telephone calls in real-time. With 5 different views to choose from it can cater to any job role.

Integrates with MS Exchange, Outlook & Others!

Launch calls directly from your CRM software. Inbound calls are matched to customers based on the caller ID and logged in your CRM system. Accurate call journaling of inbound and outbound calls with call duration allows you to generate insightful reports on customer and agent activities.

- ✔ Launch calls on your IP Phone from your Windows desktop with CTI mode
- ✔ Access to full range of Unified Communications features
- ✔ Easy to use and manage with intuitive interface
- ✔ Work seamlessly as if you were in the office and save on call costs

- ✔ Drag and drop calls for quick transfer
- ✔ Ideal for Call Centers – includes Wallboard and Q-Manager view
- ✔ View the presence of colleagues easily
- ✔ Receptionist view allows easy management of incoming calls

- ✔ Use MS Exchange, Microsoft Outlook or internal phonebook
- ✔ Launch calls from your CRM
- ✔ Converts cryptical Caller ID to a customer name
- ✔ Detailed reports on customer / agent activities, no manual call logging



West Pier Telecom
Call Us: 0344 264 5522
Website: www.westpiertele.com

Web Conferencing

Clientless / Plugin Free - For all users at no cost

Integrated, Free Video Conferencing

Video conferencing has become an essential part of daily business communications. Whether its to catch up with a team member who is travelling or to give a sales presentation, no one can argue that its a means of communicating that has become a part of the norm. 3CX's integrated video conferencing is easy to use and enables businesses to save time and money by hosting virtual meetings, whilst enjoying the benefits of face-to-face communication.

Video conferences can be easily launched through the 3CX web client with a few mouse-clicks and can be used for a wide variety of everyday communication needs to boost productivity and efficiency.



Hassle-Free Video Conferencing with WebRTC

3CX harnesses Google's revolutionary WebRTC technology, which enables high-quality video and voice communications to take place through your Web browser. Participants will be able to seamlessly join meetings without the need to download any additional software or plug-ins, enabling a better user experience for your partners, customers and employees.

Video Conferencing for All

Whether a small business or large enterprise, companies of all sizes can now take advantage of video conferencing as an advanced real-time collaboration and online meeting tool. Avoid paying a monthly subscription fee for each user and implement open standard peripheral hardware for an inexpensive solution. Unlimited users means inefficient and unprofessional account sharing is eliminated.

Advanced Features for Ultimate Collaboration

3CX's video conferencing is feature-rich and user friendly. Participants can enjoy video communication without the need to login anywhere and easy setup of ad-hoc meetings makes launching conferences ever so easy for both participants and organizers – employees can even use their mobile devices to join meetings.

- ✔ Clientless
- ✔ One-Click Conference
- ✔ Interoperability with VoIP and video
- ✔ Bandwidth management and control
- ✔ Pricing based on number of participants, no per user licensing
- ✔ Unlimited users no matter which package you choose
- ✔ No per month costs, just one low, yearly payment
- ✔ Integrated with 3CX – free for up to 250 participants
- ✔ Plugin & download free video conferencing
- ✔ Remote control and screen sharing for quick & easy troubleshooting
- ✔ Pre-upload PowerPoints & PDFs for crisp, responsive delivery
- ✔ Easy to use polling tool for feedback



West Pier Telecom
Call Us: 0344 264 5522
Website: www.westpiertele.com

Take the PBX Express

Your PBX, Your Cloud, ready in minutes

Get Your Own Free Cloud PBX in 5 Minutes

Get your free, cloud-based PBX up and running in minutes with 3CX's web-based installation wizard.

3CX's free PBX gives you control over your business communications and lets you enjoy all the features of a full Unified Communications solution – no hidden costs or add-ons! Plug and play with popular IP Phone manufacturers; such as Snom, Yealink and Fanvil; SIP Trunks and gateways without the hassle of a long-winded installation process and tedious configuration. Utilize 3CX's open-platform technology to install your new phone system with your choice of cloud service provider. Run 3CX in your own cloud account today!



A free PBX – Hosted with your Cloud Provider

Take the PBX Express to get your own UC solution in the cloud. Create your own powerful IP PBX installation within minutes, hosted with your choice of cloud provider. Just 5 simple steps, 1 powerful PBX.

Pack your Bags – What You'll Need

The PBX Express will help you configure and deploy 3CX on Linux automatically in just 5 steps. Designed to make administrator's lives easier while giving the end user access to user friendly unified communications. If you want to deploy it with your own cloud provider, you will need to configure your account correctly with one of the following providers or use a 3CX Trial Account.

Get a Fully Licensed Free Cloud PBX

The PBX Express Tool will automatically issue a 3CX Standard licence for up to 16 simultaneous calls, absolutely free. You will get one year free DNS hosting and a free SSL certificate. No commitments!

- ✓ Choose from Google Cloud, Amazon Lightsail, Azure, OVH, or AWS
- ✓ Use your own cloud account or 3CX demo account
- ✓ Get your free 3CX license with three months free hosting!
- ✓ Retain control of your PBX and data!

- ✓ Google
- ✓ Amazon Lightsail
- ✓ Microsoft Azure
- ✓ OVH
- ✓ Amazon Web Services
- ✓ Openstack

- ✓ Free 16 simultaneous call licence (up to 50 extensions)
- ✓ One year free DNS Hosting and SSL certificate
- ✓ Free software and security updates
- ✓ Community based support

Increase Website Conversions

Chat with your website visitors real-time

Live Chat & Talk: Connect with customers from your WordPress website

The 3CX Live Chat & Talk plugin allows your website visitors to chat and call your company in real-time. No need to call your 800 number – they can connect with a single click. Connect visitors to your call centre or sales team and watch conversion rates skyrocket! Calls are forwarded to your phone system free of charge using WebRTC technology.

Keep all your communications on one platform and save admin time, learning curve and monthly subscriptions! Your agents will love it and so will your customers!

The plugin is free, the calls and chats are free – all you need is 3CX Phone System. Learn how!



Turn Visitors into Conversions

The average website visitor will only stay on your site for 15 seconds and most websites have a 20%-40% bounce rate – that's a lot of missed potential. With the 3CX plugin you can:

- ✓ Capture your website visitors once they're on your site
- ✓ Help them find what they're looking for in real time
- ✓ Turn visitors into leads faster
- ✓ Know what they're looking for before you start pitching

Chat Not Enough? Elevate to a Call

While there are many chat plugins available, only 3CX offers you the ability to elevate chats with your website visitors to voice or video calls – 'cause sometimes text chat just isn't enough!

- ✓ Elevate chat to voice or video call – Free of charge
- ✓ Avoid customers having to call a number and speak to another team/agent
- ✓ Convert more leads into sales
- ✓ Increase customer satisfaction – no need to dial a number

Chat and Call from a Single Interface

With 3CX agents can see all communication made with a customer in one place, and your customers never have to repeat themselves again. Make your company easy to do business with.

- ✓ Phone, Video and Chat from one interface
- ✓ All communications are visible to all agents
- ✓ Save money – pay for one system per year
- ✓ Learn and deploy one system



West Pier Telecom
 Call Us: 0344 264 5522
 Website: www.westpiertele.com

Boost Customer Service

With Advanced Call Center features

Customer Service with Contact / Call Center Software

3CX offers advanced call center features for maximum employee productivity and enhanced customer service. Make sales, offer support, resolve issues and build customer relationships using the latest in unified communications and call center technology. With the 3CX Live Chat & Talk plugin your agents can chat, video and call with your website visitors in real-time for a truly seamless customer experience. 3CX ensures that your employees can work more efficiently, track their progress and provide valuable interactions that your customers will remember.



Never Miss a Call – Advanced Contact Center Reporting

Traditional proprietary PBX's with call center functionality have proven to be either too expensive or difficult to set up. 3CX resolves this issue with 3CX PRO. Simple, intuitive call center management offers the information required to monitor call queues in real-time, ensuring that not a single inbound call is lost.

Advanced Queue Strategies and Real-Time Statistics

3CX call center software ensures you provide your customers with quality service, and that your agents always reach their targets. Check the average and longest waiting times as well as the least talk time to guarantee no customer leaves your call center unsatisfied.

Superior Call Center Features Included

3CX PRO provides you with all the tools you need to review your agents' performance. Answered calls, abandoned calls, average longest waiting time and more are all within easy reach, allowing you to ensure that your call center is running smoothly at any given time.

- ✔ Integrated Wallboard for real-time monitoring
- ✔ Detailed reports of longest wait time and abandoned calls
- ✔ SLA and Callback Statistics
- ✔ Call Back option for customers not willing to wait

- ✔ Log agents in and out of queues
- ✔ Round Robin
- ✔ Hunt by Threes – Random & Prioritized
- ✔ Call Back – callers can hang up and keep their position

- ✔ Listen in allows you to listen to a call without the caller or agent knowing
- ✔ Train new agents during a live call with the whisper function
- ✔ Live chat & talk with your website visitors
- ✔ Agents making a mess of a call? Use Barge in to take over



West Pier Telecom
 Call Us: 0344 264 5522
 Website: www.westpiertele.com

Maximize Agent Productivity

With out-of-the-box CRM Integration

Integrate your PBX and your CRM with 3CX PRO

With 3CX you can integrate your CRM, ERP and Accounting System with your PBX and be able to launch calls with a single click. Inbound calls are automatically linked to the customer record which pops-up on the screen and all calls are logged in the CRM package.

Additionally, your agents can easily keep track of customer interactions, ensuring that records are always up to date for real-time access to contact details and information. Integrate 3CX PRO with MS Exchange, Salesforce, Microsoft Dynamics, Microsoft Outlook, Office 365, Zendesk and more! If your CRM software is not included in our list of applications you can easily integrate it yourself.



Connect your CRM – Server Side

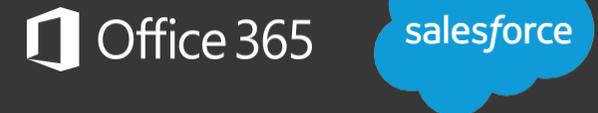
You can connect any of the following CRM systems to your PBX server-side. What does this mean? The CRM and the PBX can be integrated by the administrator; no plugins or manual configuration is required for any of the users. How can you do this? It's easy.

1C (Russian)	MS SQL Server, MySQL,	Nutshell
amoCRM	PostgreSQL	Salesforce
Bitrix24	MongoDB	Vtiger
ConnectWise	Freshsales	Zendesk
Datev (Plugin)	Microsoft Dynamics 365	Zoho
EveryoneAPI	Microsoft Office 365	Microsoft Outlook (Plugin)
Freshdesk	MS Exchange (Plugin)	Hubspot

DIY CRM Integration with the 3CX API

You can easily integrate your CRM yourself using the 3CX API. It's super easy to do all you need is someone with basic coding/web skills to develop the template for any REST based CRM system and then import the template into 3CX. It's not as complicated as it seems, just read our step-by-step guide on how to integrate your own CRM with the 3CX API.

- ✓ Easy and straightforward CRM Integration
- ✓ Requires RESTful API CRM
- ✓ Basic coding skills
- ✓ Use the 3CX CRM Template Generator



Edition Comparison

Choose the best solution for your business. No add-ons, expansion modules or additional licensing considerations. Three simple plans, one powerful communications system.

Core PBX Features

	Standard	Pro	Enterprise
Extensions	Unlimited	Unlimited	Unlimited
Import / Export Extensions via CSV	•	•	•
SIP Trunks / Gateways Support	•	•	•
Call Routing by DID & CID (DDI)	•	•	•
Extensive Codec Support	•	•	•
Receive Voice Mail via Email	•	•	•
Calling Line Identification Presentation (CLIP)	•	•	•
Call Transfers (Blind & Attendant)	•	•	•
Calling Line Identification Restriction (CLIR)	•	•	•
Call Forward on Busy (CFB)	•	•	•
Call Forward on No Answer (CFU)	•	•	•
Hold (CW) incl. Custom Music on Hold	•	•	•
Intercom / Paging	•	•	•
Call Parking / Pickup	•	•	•
Busy Lamp Field (BLF)	•	•	•
Real Time System Status	•	•	•
Easy Backup and Restore (incl. Scheduled Backup)	•	•	•
VMware / Hyper-V / KVM Compatibility	•	•	•
Amazon, Google Cloud, Microsoft Azure	•	•	•
3CX SBC Connectivity	•	•	•
Voicemail	•	•	•
Voicemail Transcription		•	•
Custom FQDN		•	•
Custom SMTP Server		•	•

Office Productivity

	Standard	Pro	Enterprise
Sennheiser Headset Integration	•	•	•
Auto Attendant / Digital Receptionist	•	•	•
Ring Extension & Mobile Simultaneously	•	•	•
Integrated Fax Server (Central and per User)	•	•	•
Supported SIP Phones Integration	•	•	•
Manage IP Phones Network Wide	•	•	•
Automatic Plug & Play Phone Provisioning	•	•	•
3CX Apps: Web Client, iOS, Android, Windows, Mac	•	•	•
Audio Bridge	•	•	•
Directory (Company & Private Phonebook)	•	•	•
Sync with Office 365 (Users' Phonebook)		•	•
Call Query against DB & CRM		•	•
Hotel PBX Features incl. Fidelio Certified and Mitel Compatible		•	•
Web Conference Dial-In		•	•
Web Conferencing (incl. Polls, PDF-Share, Screen Share, Remote Assist & Record)	25 Seats	100 Seats	250 Seats

Call Center Features

	Standard	Pro	Enterprise
Call Logging	•	•	•
Click2Call (Browser Extension)	•	•	•
Click2Talk	•	•	•
Click2Meet	•	•	•
Website Live Chat and Talk	•	•	•
Call Queue Group Rights Management		•	•
CRM Integration		•	•
Sync with Office 365 (Azure		•	•
AD) Call Queuing		•	•
Real Time Statistics & Monitoring		•	•
Supervisor Agent Status Override		•	•

Call Center Features (cont.)

	Standard	Pro	Enterprise
SLA Alerting	•	•	•
Switchboard	•	•	•
Wallboard	•	•	•
Callback	•	•	•
Call & Queue Reporting	•	•	•
Call Recording Transcription and Search	•	•	•
Barge In / Listen In / Whisper	•	•	•
See Group Recordings	•	•	•

Enterprise Features

	Standard	Pro	Enterprise
Call Flow Designer		•	•
Hot Desking		•	•
Scheduled Restore		•	•
Connect Remote Offices (Bridges)		•	•
Call Recording Restrictions (Start/Stop)			•
Skill based Routing			•
Customize IP Phone Logo			•
Inbuilt Failover			•

West Pier Telecom

Mocatta House
Trafalgar Place
Brighton
East Sussex
BN1 4DU

Call Us: 0344 264 5522

Website: www.westpiertele.com

