

3CX Phone System Gets Chatty With Instant Messaging Feature



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Author: Marika Charalambous
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New version 8 completes unified communications offering with text chat, remote phone management, CRM integration and call center features

London, UK – 6 October 2009 – **3CX today announced a new version of its popular [VoIP PBX for Windows](#), 3CX Phone System v8.0. With the new instant messaging feature, [3CX Phone System](#) becomes a complete VoIP Unified Communications Solution. Other new features include improved IP phone management & provisioning, integrated soft phone, find me follow me and support for the new low cost Cisco SMB phones. 3CX has also expanded its PSTN connectivity options by supporting the new low cost Berofix cards.**

“3CX Phone System has gone from strength to strength – it’s now installed in more than 10,000 companies worldwide and version 8 can scale up to 512 simultaneous calls and 2000+ extensions on a single server. The new version increases employee productivity and at the same time reduces TCO because of its easy administration.” said Nick Galea, 3CX CEO “Customers already report significant savings, and with support for lower cost [VoIP gateways](#) and the prices of [IP phones](#) coming down, ROI will accelerate even further.”

Full CRM integration

Version 8 now includes full integration with Microsoft Outlook & Salesforce.com. Users of the system can automatically launch calls from Outlook without having to enter the number on the phone. All calls are automatically logged for better reporting. Inbound calls can automatically be matched to a customer record based on caller ID.

Improved 3CX Assistant

The [3CX Assistant](#), a Windows utility that allows desktop call control and shows presence of other users, now includes the ability to trigger recording of a phone call, as well as an integrated corporate and personal phonebook for each launching of calls. It also features an integrated soft phone, and can be used from remote locations.

Improved Call Center features

3CX now boasts advanced Call center features at a fraction of the price of traditional PBX solutions. A 'Call Barge-in' feature allows supervisors to literally barge in to calls. A prioritized Hunt Queue strategy allows the order to be determined in which calls should be distributed to agents. With this queue strategy it is possible to do skills based routing. A 'ring all' queue strategy was also added.

Mobility

Additional mobility features have been added. Calls forwarded to a mobile can be sent to company voice mail if not answered or refused by the callee, making the call forwarding feature more practical. In addition the web based MyPhone user Portal was extended to include new pages for Outbound/Inbound/Missed calls. The MyPhone portal now also includes a new, easier to use, Call Forwarding interface, as well as an extension monitoring page. Presence of other users, as well as key extension settings, can now be monitored from anywhere in the world and from any operating system!

Other features

- Ability to black list callers
- Company and Personal phonebook for easy launching of calls
- Provision personal phonebook to selected IP phones
- Improved IP Phone management: Monitor all connected [IP phones](#) and re provision or reboot if necessary
- Secure RTP – ability to encrypt voice

About 3CX

3CX is the market leader in Windows VoIP PBX software. Its product, [3CX Phone System for Windows](#), has earned [Windows Server Certification](#) and has received numerous awards, including [The Windowsnetworking.com Gold Award](#), the [Windows IT Pro magazine 2008 Editor's Best Award](#) and a Best Buy Award by Computer Shopper Magazine. 3CX has offices in the UK, USA, Germany, Cyprus, Malta, Australia and Hong Kong. For more information visit www.3cx.com.

Contact Details:

Marika Charalambous
Block B, Office 303
1, 28th October Street
Nicosia 2414
Cyprus
Tel: +357 22444032
Email: info@3cx.com

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