

# 3CX Phone System 4SC to Professional Edition (3CXPS4TOPRO)



Product Name: 3CX Phone System 4SC to Professional Edition (3CXPS4TOPRO)

Manufacturer: 3CX

Model Number: 3CXPS4TOPRO

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The 3CX Phone System 4SC to Professional Edition allows users to upgrade from the 3CX Phone System to benefit from the advanced features that the 3CX Phone System Professional Edition has to offer.

3CX Phone System Professional Key Features

- Allow your customers to hang up and keep their position in the queue.
- Your customer is automatically called back when they reach the top of the queue.
- Monitor the status of queues by seeing how many callers are in the queue.
- Log staff in and out of queues.
- Review the time your staff logged in and out of queues.
- Easily see the number of answered and unanswered calls.
- Review the average and longest waiting time your customers were in a queue.
- Wallboards &ndash; Display real-time queue and call statistics directly on a monitor.
- Additional queue strategies include:
  - Round Robin
  - Longest Waiting
  - Least Talk Time
  - Fewest Answered
  - Hunt by Threes &ndash; Random
  - Hunt by Threes &ndash; Prioritised
- Get instantly notified when callers have been in a queue beyond the set SLA time.
- Meet your customer service requirements by viewing all call events.
- Screen calls by listening in without your employee or customer knowing about it with the Listen In feature.
- Relate important information to your employee whilst they're in a call with a customer with the Listen In & Whisper feature.
- Assist both your employee and customer by joining a call with the Barge In feature.
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**Price: £110.80**

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