



## Connecting customers and co-workers



Do you want to

- blend your customer service and office telephony, save costs, and have more control?
- integrate your phone system with Microsoft 365 and your CRM platform for more insights?

Jumpstart your communications with a 3CX hosted PBX that lets you keep control

Combined with a Sound of Data SIP trunk, you keep control of your phone numbers, and save money. 3CX's hosted PBX rings in at just a fraction of the price of comparable VoIP solutions, with more benefits. It includes integrated video conferencing software, mobile apps for iOS and Android, website live chat, Facebook messaging integration and much more.

Don't settle for just any phone system.

## Reinvented for remote workforce

3CX was built for mobility, with remote work apps that offer secured communication for the whole team. With the iOS and Android applications, business communication is no longer tied to the office building. Take your extension with you anywhere and work on-the-go. With 3CX your remote teams retain productivity and stay always connected to colleagues and customers.

- Reply to business SMS, Facebook, and website messages
- Make and receive calls, chat with co-workers, and start a video call on the fly
- Ensure your customers are satisfied even if you're working remotely



## Integrated call center

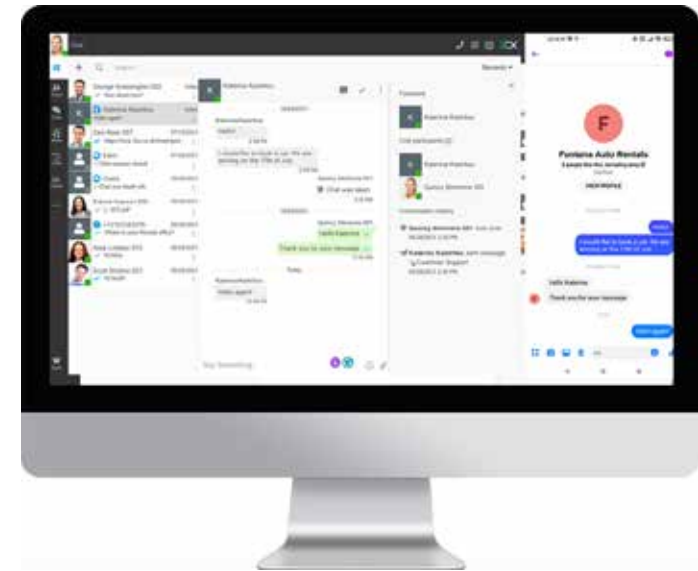
3CX integrates call center software features that help you satisfy the most demanding of customers. What's more, 3CX's CRM integration and call workflow eliminates tedious and time intensive tasks for your agents allowing them to focus on what's important. Increase customer satisfaction with localized support and time zones, and benefit from a global workforce that's always connected.

- Guarantee no calls are missed with call queues to individuals or groups
- Record calls for legal and quality monitoring purposes
- Monitor ticket responses centrally and check agent performance with built-in reports

## Live chat

Installing a live chat solution on your website will not only improve customer satisfaction, it will also increase your lead conversions. By integrating live chat with the 3CX phone system, website visitors can chat with agents in real time, and can switch to a live call or video call in a single click – with no dialing of phone numbers.

- The same agent can answer immediately from their 3CX web client, Windows desktop app or mobile app.
- Keep all your communication on one platform, including chats coming through your business Facebook page and business SMS
- Save on admin time, and monthly software subscriptions



## CRM integration

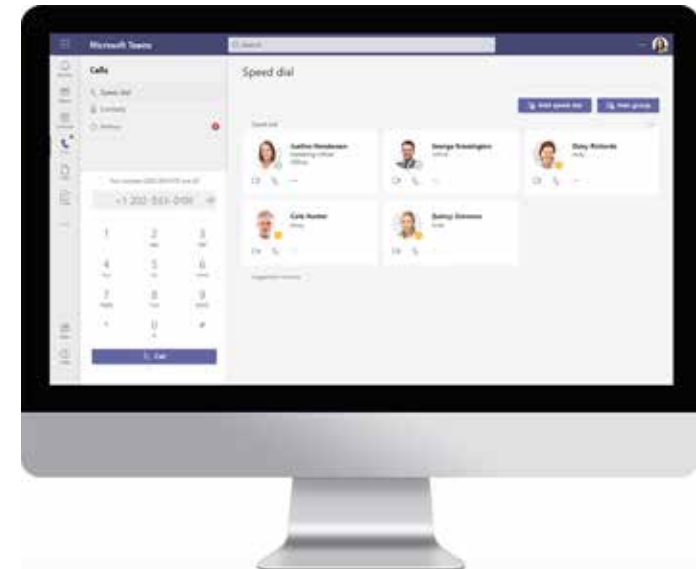
Know exactly who is calling before you pick up the phone: integrate your CRM software or helpdesk system with 3CX. Have the customer record open and ready, and see when they called last, who they spoke to and what it was about. Incoming calls from new numbers allow you to create new customer records automatically.

- Save your agents time and impress your clients with customer service records that make handling issues more efficient
- Call directly from your CRM system. Click on a number to initiate a call, and log and journal the call at the same time
- Work seamlessly across both apps, making and receiving calls without ever leaving the interface of your customer relationship management software

## Microsoft 365 integration

Does your company use Microsoft 365? Then 3CX is the ideal phone system for you as you can easily connect 3CX to Microsoft 365 and get the best of both worlds! Users can work seamlessly across both apps, managing contacts and streamlining tasks to increase efficiency and delight customers. The simple integration can be completed in minutes and takes the pressure off administrators.

- No more searching for lost passwords with the SSO authentication that allows your Microsoft 365 users to login in a single click
- Launch calls directly from the Microsoft 365 interface with the 3CX Windows Desktop App and Click2Call functionality
- Never miss an important call or message by working from the Microsoft 365 interface and apps



## Save costs

Switch to 3CX and enjoy big savings on telco and traffic costs. With one unified system, your team is able to work efficiently from anywhere at no extra cost. No need to purchase any add-ons for web conferencing, mobile apps, live chat, business text messaging and Facebook integration – all is included in the annual cost.

- Your team will only need the one system to connect with colleagues and respond to customers through their preferred channel of communication
- You get to choose your own SIP Trunk, endpoints, and operating system



### Hosted PBX

Hosted by Sound of Data if you want zero hassle, full control and save time. All data is stored in the Netherlands for maximum security and compliance. 99,99% uptime by using redundant components.



### Remote working

Call, message, video, meet – anywhere with the iOS and Android applications that offer secured communication.



### Integration call center

Easily connect on-site and virtual customer service teams with the integrated call center software features that help you satisfy the most demanding of customers.



### CRM integration

Integrate your CRM software or helpdesk system with 3CX. Save your agents time and impress your clients.



### Free video conferencing

No need to use separate apps for video with the integrated video calling. If you are in a call, a single click invites participants to switch to video.



### Cut telco costs

Use only one system to connect with colleagues and respond to customers through their preferred channel of communication and save costs.



## Why choose 3CX and Sound of Data?

Sound of Data is a certified 3CX Gold Partner. We have several 3CX Advanced Certified Engineers and experienced call flow designers on board.

We've been in business for over 30 years and have specialized in the human voice. We provide a variety of services in the customer service telephony domain and connect this seamlessly with today's omni-channel world.

Integrate customer service and office telephony with 3CX and Sound of Data and get the most out of your inbound & outbound channels.

3CX can easily be combined with other Sound of Data voice services such as:

- **Global customer service numbers:** worldwide geographic, national, business toll-free and UIFN telephone numbers
- **SIP trunks:** improved quality and reliability for inbound voice calls and lower pricing for high-volume outbound calls
- **Advanced call distribution:** Optimize the inbound call flows to your contact centers around the world
- **Overload solutions:** no longer worry about (un)expected call overloads with the right back-up plan
- **Cruise Control:** make sure incoming calls are most efficiently distributed across the different contact centers, without human interaction
- **Talk:** Turn customer service telephony into a modern online channel and integrate it into the online journey
- **Gearbox:** 24/7 insight into all your service numbers and call data, change routing plans on the go and much more

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[Call us now](#)