3CX Add-Ons

The Power of one.

CRM Integration

Zenoti Integration for 3CX

Streamline 3CX communication with our seamless Zenoti CRM integration

Product Overview

The Zenoti CRM Integration for 3CX is a premium TELIN solution that connects your 3CX phone system with Zenoti's all-in-one CRM platform. Designed to streamline communication and automate customer data workflows, this integration empowers your team to focus on what matters most—delivering exceptional service.

By providing real-time access to customer information during inbound and outbound calls, your team is always prepared with the insights they need to respond quickly and personally. Built in-house by TELIN with partner input, this tool is crafted for service efficiency and operational excellence.

Explore the 3CX Add-Ons Store to discover even more tools that help simplify communication and boost your customer engagement.
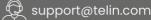
What is Zenoti CRM?

Zenoti is a leading cloud-based software solution built specifically for spas, salons, med spas, and wellness businesses. It combines powerful CRM tools with scheduling, POS, marketing automation, memberships, loyalty programs, and more—providing a complete customer management ecosystem.

The CRM module centralizes client information, giving your team access to visit history, preferences, feedback, and purchase behavior—all in one place. With this rich customer context, teams can deliver personalized service that drives loyalty and business growth.

Key Features

- **Real-Time Call Pop-Ups**

Instantly view customer profiles when receiving an inbound call. The integration performs a live lookup in Zenoti CRM and displays customer details either when the phone rings or once the call is answered. Choose between a new browser tab or a clickable link inside the dialer interface.

- **Automatic Contact Creation**

When a call comes in from an unknown number, the system automatically creates a new contact in Zenoti. During the call, your team is directed to the newly created record, making it easy to input additional customer details without disrupting the workflow.

- **Click-to-Call Functionality**

Simplify outbound communication with 3CX's Click2Call browser extension. From within the Zenoti CRM interface, agents can initiate calls with a single click—saving time and reducing dialing errors.

How It Works

1. When a call comes in, the integration checks for a matching contact in Zenoti CRM.

2. If matched, customer details are displayed instantly—either as a pop-up or clickable link.

3. If unmatched, a new contact is created automatically, with a live link to complete the profile.

4. Outbound calls can be made instantly from Zenoti via 3CX's browser extension.

Requirements

- Proxy server setup required

- Compatible with 3CX Web Client and 3CX Windows App

Pricing

Standard Fee Schedule

Our pricing is based on a simple, flat monthly subscription model, tailored to the size of your 3CX license. Once subscribed, you will gain full access to all applications, including the Zenoti CRM Integration, available in the TELIN 3CX Add-Ons store.

Adding New Applications

Interested in expanding your options? TELIN welcomes feedback and is happy to accommodate requests for new applications. If the Zenoti Integration isn't the only tool you're looking for, please let us know. You can add new applications to your subscription at the standard rate, with an initial 12-month agreement, which transitions to a month-to-month subscription thereafter.

For more information or to explore other 3CX Add-Ons, please contact us or visit the **TELIN Add-Ons store**. We are here to ensure your 3CX experience is seamless, efficient, and tailored to your needs.

For any questions or clarifications, please reach out to us.

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