



3CX Features

General Features

- Call Logging
- Call Forward on Busy or No Answer
- Call Routing by DID
- Auto Attendant / Digital Receptionist
- Voicemail/ Music on Hold
- Central Phonebook
- Call Transfer
- MWI – Message Waiting Indicator
- Ring Extension & Mobile Simultaneously
- Automatic Pickup on Busy
- Supports SIP Trunks/ Gateways
- Sennheiser Headset Integration
- Extensive Codec Support (G711, G722, GSM, Speex, ILBC)
- G729 Codec Support
- Busy Lamp Field (BLF)
- Call Reporting
- Call Parking / Pickup
- Intercom/ Paging
- Custom SMTP Server3CX SMTP
- Custom FQDN3CX FQDN
- Configure BLF's from the Apps
- Hot desking

Management and Scalability

- StandardProEnterprise
- Web-based Management Console
- Automated Provisioning of Devices
- Real Time Web-based System Status
- Integrated Web Server
- Easy Backup and Restore
- SBC to Configure Remote Extensions
- VMware / Hyper-V / KVM Compatibility
- Scheduled Backup

Call Center / Contact Center

- StandardProEnterprise
- Call Recordings Search
- Call Recordings Management
- Call Queuing
- Call Recording
- Call Flow Designer
- Advanced Queue Strategies
- Advanced Call Reporting
- Real Time Queue Statistics
- Queue Reports
- Barge In / Listen In / Whisper
- Query Customer Name Based on Caller ID
- Ability to Use 3CX Apps API
- Link Company Directory with LDAP / ODBC
- Sync Phonebook with Microsoft Exchange
- Real Time Queue Monitoring
- Wallboard
- Switchboard Queue Manager View
- Supervisor can Log Agents In/Out
- Supports External Agents
- Callback if queue full
- CRM Integration / Scripting Interface
- SLA alerting/reporting
- Call Recording Control

Mobility

- StandardProEnterprise
- Android App
- iOS App
- Windows App
- Mac App
- Web client
- Manage the 3CX Apps from within the Console
- Includes 3CX Tunnel to Avoid NAT Problems

Connect Remote 3CX PBX Systems (Bridges)
Scheduled Restore
Inbuilt Fail Over Functionality
Standby Licence

Unified Communications

StandardProEnterprise
See the Presence of Your Colleagues
Receive Voice Mail via Email
Advanced Forwarding Rules
Setting Up Conference Calls
Click2Call Extension
Receive Faxes via Email as PDF
Integrated Fax Server
View Presence of Remote Offices

Web Conferencing

StandardProEnterprise
Plugin Free – WebRTC
One-click conference
Meeting Recording
Remote Control / Assistance
Screen Sharing
Unlimited Users
Participants Included 25100250

IP Phone Management

StandardProEnterprise
Automatic Plug & Play Phone Provisioning
Manage IP Phones Network Wide from Console
Restart Phones Remotely
Update & Manage Firmware Network Wide
Supports Popular SIP Phones

Application Integration

StandardProEnterprise
Office 365 (address book only)
Microsoft Outlook
TAPI
Office 365
Salesforce
Microsoft Dynamics
Microsoft Exchange 2013 / LDAP / ODBC
Google Contacts
Zendesk
Freshdesk
Datev
Hotel Module
Fidelio Certified
Mitel Compatible
Multiline TAPI