

General Features	Standard	Pro	Enterprise
<ul style="list-style-type: none"> • Unlimited Extensions • Number of Simultaneous Calls Supported • 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 • Custom FQDN • Busy Lamp Field (BLF) • Call Reporting • Call Parking / Pickup • Call Queuing • Call Recording • Intercom/ Paging • Call Recordings Management 	✓	✓	✓
<ul style="list-style-type: none"> • Configure BLF's from the Clients 		✓	✓
Management and Scalability			
<ul style="list-style-type: none"> • Web-based Management Console 	✓	✓	✓
<ul style="list-style-type: none"> • Automated Provisioning of Devices 	✓	✓	✓
<ul style="list-style-type: none"> • Real Time Web-based System Status 	✓	✓	✓
<ul style="list-style-type: none"> • Integrated Web Server 	✓	✓	✓
<ul style="list-style-type: none"> • Easy Backup and Restore 	✓	✓	✓
<ul style="list-style-type: none"> • SBC to Configure Remote Extensions 	✓	✓	✓
<ul style="list-style-type: none"> • VMware / Hyper-V Compatibility 	✓	✓	✓
<ul style="list-style-type: none"> • Scheduled Backup 	✓	✓	✓
<ul style="list-style-type: none"> • Connect Remote 3CX PBX Systems (Bridges) 	✓	✓	✓
<ul style="list-style-type: none"> • Scheduled Restore 	✓	✓	✓
<ul style="list-style-type: none"> • Inbuilt Fail Over Functionality 		✓	✓
<ul style="list-style-type: none"> • Standby Licence 			✓
Unified Communications			
<ul style="list-style-type: none"> • 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 	✓	✓	✓
Call Center / Contact Center			
<ul style="list-style-type: none"> • Call Flow Designer 		✓	✓
<ul style="list-style-type: none"> • Advanced Queue Strategies 		✓	✓
<ul style="list-style-type: none"> • Advanced Call Reporting 		✓	✓
<ul style="list-style-type: none"> • Real Time Queue Statistics 		✓	✓
<ul style="list-style-type: none"> • Queue Reports 		✓	✓
<ul style="list-style-type: none"> • Barge In / Listen In / Whisper 		✓	✓
<ul style="list-style-type: none"> • Query Customer Name Based on Caller ID 		✓	✓
<ul style="list-style-type: none"> • Ability to Use 3CX Clients API 		✓	✓
<ul style="list-style-type: none"> • Link Company Directory with LDAP / ODBC 		✓	✓
<ul style="list-style-type: none"> • Sync Phonebook with Microsoft Exchange 		✓	✓

Call Center / Contact Center (Continued)	Standard	Pro	Enterprise
• SBC to Configure Remote Extensions		✓	✓
• Real Time Queue Monitoring		✓	✓
• Wallboard		✓	✓
• Switchboard Queue Manager View		✓	✓
• Call Recordings Search		✓	✓
• Supervisor can Log Agents In/Out		✓	✓
• Supports External Agents		✓	✓
• Callback if queue full		✓	✓
• CRM Integration / Scripting Interface		✓	✓
• SLA alerting/reporting		✓	✓

Mobility			
• Android Client • iOS Client • Windows Client • Mac Client • Web client • Manage the 3CX Client from within the Console • Includes 3CX Tunnel to Avoid NAT Problems	✓	✓	✓

IP Phone Management			
• 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			
• Office 365 (address book only)	✓	✓	✓
• Microsoft Outlook	✓	✓	✓
• TAPI		✓	✓
• Office 365		✓	✓
• Salesforce		✓	✓
• Microsoft Dynamics		✓	✓
• Microsoft Exchange 2013 / LDAP / ODBC		✓	✓
• Google Contacts		✓	✓
• Exact		✓	✓
• Zendesk		✓	✓
• Freshdesk		✓	✓
• Act!		✓	✓
• Datev		✓	✓
• Hotel Module		✓	✓
• Fidelio Certified		✓	✓
• Mitel Compatible		✓	✓
• Multiline TAPI		✓	✓

Web Conferencing			
• Plugin Free – WebRTC • One-click conference • Meeting Recording • Remote Control / Assistance • Screen Sharing • Unlimited Users	✓	✓	✓
• Participants Included	10	50	100