

# Edition Comparison

	PBX Edition (Free)	Standard	Pro	Enterprise
<b>General Features</b>				
Extensions	Unlimited	Unlimited	Unlimited	Unlimited
Number of Simultaneous Calls Supported	8	> 1,024	> 1,024	> 1,024
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	✓	✓	✓	✓
Supports Popular SIP Phones	✓	✓	✓	✓
Ring Extension & Mobile Simultaneously	✓	✓	✓	✓
Automatic Pickup on Busy	✓	✓	✓	✓
Supports SIP Trunks/ Gateways	1	✓	✓	✓
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		✓	✓	✓
Configure BLF's from the Clients			✓	✓
Sennheiser Headset Integration			✓	✓

<b>Management and Scalability</b>				
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 Compatibility	✓	✓	✓	✓
Scheduled Backup	✓	✓	✓	✓
Connect Remote 3CX PBX Systems (Bridges)		✓	✓	✓

Scheduled Restore			✓	✓
Inbuilt Fail Over Functionality			✓	✓
Standby Licence				✓

## Unified Communications

See the Presence of Your Colleagues	✓	✓	✓	✓
Receive Voice Mail via Email	✓	✓	✓	✓
Advanced Forwarding Rules	✓	✓	✓	✓
Setting Up Conference Calls		✓	✓	✓
Receive Faxes via Email as PDF		✓	✓	✓
Integrated Fax Server		✓	✓	✓
Integrate Offices with 3CX Bridge		✓	✓	✓
CallVia3CX			✓	✓
View Presence of Bridged PBXs			✓	✓

## Call Center / Contact Center

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 Clients API			✓	✓
Link Company Directory with LDAP / ODBC			✓	✓
Sync Phonebook with Microsoft Exchange			✓	✓
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 Phone Client	✓	✓	✓	✓
CTI Support	✓	✓	✓	✓
Seamlessly Create Conference Calls	✓	✓	✓	✓
Users can Configure their Own Extension	✓	✓	✓	✓
Provisioning by Email	✓	✓	✓	✓
Manage the 3CX Client from within the Console	✓	✓	✓	✓

Includes 3CX Tunnel to Avoid NAT Problems	✓	✓	✓	✓
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## IP Phone Management

Automatic Plug & Play Phone Provisioning	✓	✓	✓	✓
Manage IP Phones Network Wide from Console	✓	✓	✓	✓
Restart Phones Remotely	✓	✓	✓	✓
Update & Manage Firmware Network Wide	✓	✓	✓	✓

## Application Integration

Office 365 (address book only)		✓	✓	✓
Microsoft Outlook		✓	✓	✓
TAPI			✓	✓
Office 365			✓	✓
Salesforce			✓	✓
Microsoft Dynamics			✓	✓
Microsoft Exchange 2013 / LDAP / ODBC			✓	✓
SugarCRM			✓	✓
Google Contacts			✓	✓
Exact			✓	✓
Zendesk			✓	✓
Freshdesk			✓	✓
act!			✓	✓
Datev			✓	✓

## Web Conferencing

Plugin Free – WebRTC	✓	✓	✓	✓
One-click conference	✓	✓	✓	✓
Meeting Recording	✓	✓	✓	✓
Remote Control / Assistance	✓	✓	✓	✓
Screen Sharing	✓	✓	✓	✓
Unlimited Users	✓	✓	✓	✓
Participants Included	5	10	25	25

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