

## 3CX Cloud Feature List

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General Features	Standard	Pro
Extensions	Unlimited	Unlimited
Call Logging	✓	✓
Call Forward on Busy or No Answer	✓	✓
Call Routing by DDI	✓	✓
Auto Attendant / Digital Receptionist	✓	✓
Voicemail/ Music on Hold	✓	✓
Central Phonebook	✓	✓
Call Transfer	✓	✓
MWI – Message Waiting Indicator	✓	✓
Mobile Twinning	✓	✓
Automatic Pickup on Busy	✓	✓
Headset Integration	✓	✓
Busy Lamp Field (BLF)	✓	✓
Call Reporting	✓	✓
Call Parking / Pickup	✓	✓
Call Queuing	✓	✓
Call Recording	✓	✓
Intercom/ Paging	✓	✓
Call Recordings Management	✓	✓
Configure BLF's from the Clients	✗	✓
Hot desking	✗	✓
Management and Scalability		
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	✓	✓
Click2Call Extension	✓	✓
Receive Faxes via Email as PDF	✓	✓
Integrated Fax Server	✓	✓
View Presence of Remote Offices	✗	✓
Call Centre / Contact Centre		
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 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	✗	✓
Call back 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	✗	✓
Web Conferencing		
Plugin Free – WebRTC	✓	✓
One-click conference	✓	✓
Meeting Recording	✓	✓
Remote Control / Assistance	✓	✓
Screen Sharing	✓	✓
Unlimited Users	✓	✓
Participants Included	<b>25</b>	<b>100</b>

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