

Hosted PBX 2.1  
vs 3CX Cloud

## SIP Hosted PBX 2.1 vs 3CX Cloud Feature List Comparison



Feature	Hosted PBX 2.1	3CX Pro
<b>General Features</b>		
Extensions	Unlimited	Unlimited
Call Forwarding on busy or No Answer	✓	✓
Call Routing (Caller ID)	✓	✓
Audio Conference Calling	✓	✓
Auto Attendant / Digital Receptionist	✓	✓
Custom Music on Hold (PRS licence required)	✓	✓
Voicemail	✓	✓
Group Voice Mail delivered by email	✓	✓
Call Parking	✓	✓
Call Pickup	✓	✓
Intercom	✓	✓
Send Email Notifications for Missed Calls	✓	✓
Web-based Management Console	✓	✓
Call Forward on Busy or No Answer	✓	✓
Central Phonebook	✓	✓
Call Queuing	✓	✓
Call Transfer	✓	✓
Call Logging	✓	✓
Headset Integration	✓	✓
Busy Lamp Field (BLF)	✓	✓
Intercom/ Paging	✓	✓
Incoming call ring groups	✓	✓
Automatic or manual night service	✓	✓
Mobile Twinning	✗	✓
Call Recording	✗	✓
Call Recordings Management	✗	✓

Management and Scalability		
Web-based Management Console	✓	✓
Automated Provisioning of Devices	✓	✓
Real Time Web-based System Status	✓	✓
Integrated Web Server	✓	✓
Scheduled Backup	✓	✓
Easy Backup and Restore	✓	✓
Fail Over Functionality	✓	✓
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	✓	✓
Dial Name to Call Extension	✓	✓
View Presence of Remote Offices	✓	✓
Call Centre / Contact Centre		
Incoming Call Queues	✓	✓
Custom Call Queue Greeting	✓	✓
Listen In	✓	✓
Basic Call Reporting	✓	✓
Customer Name Based on Caller Id	✓	✓
Real Time Queue Monitoring	✓	✓
Call Recordings Search	✗	✓
Wallboard	✗	✓
Advanced Call Reporting	✗	✓
Real Time Queue Statistics	✗	✓
Link Company Directory with LDAP/ODBC	✗	✓
Sync Phonebook with Microsoft Exchange	✗	✓
Call Flow Designer	✗	✓
Queue Supervisor can Log Agents In/Out	✗	✓
Callback if Queue Full	✗	✓
CRM Integration / Scripting Interface	✗	✓

Mobility		
Integration with Bria and Zoiper Soft Client	✓	N/A
Android Client	✗	✓
iOS Client	✗	✓
Windows Client	✗	✓
Mac Client	✗	✓
Web client	✗	✓
Web Conferencing	✗	✓
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	✗	✓
Google Contacts	✗	✓

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