3CX

THE BEST
UNIFIED
COMMUNICATIONS
FEARTURES
TO LOOK FOR

CALL RECORDING

CONFERENCE

IVR

PHONE BOOK

PABX

SAVE COST

QUEUE

CLOUD UC

See your conversions sky rocket

VOICE MAIL

VIDEO CALL

MOBILITY

CALL BACK

LOW MAINTENANCE

3CX COMMUNICATIONS SYSTEM

CONNECTING CUSTOMERS & CO-WORKERS

interconnect solutions

Can your employees work productively from anywhere using voice apps on their smartphones? Conduct remote business meetings via web conferencing without requiring apps Service customer requests via website live chat? With 3CX PBX they can do this and much more. The freedom of choice doesn't end there, with 3CX you can choose to deploy on-premise on Windows or Linux, in your private cloud account or opt for 3CX to host your PBX for you. Whatever your preference, you are guaranteed a hassle-free PBX that requires minimum management. Get 3CX free for one year and future proof your business today!

FEATURED PRODUCTS

TAKE CONTROL OF YOUR PHONE SYSTEM. ANYWHERE.

ON-PREMISE - ON APPLIANCE OR VIRTUALIZED

You decide where to run 3CX. Run the system on an existing server using Hyper-V, VMware or KVM, or run smaller installations on a low-cost PBX appliance from Intel NUC, Shuttle, Zotac Zbox & Gigabyte. Easily move your office phone system to another server or into the cloud using built-in backup and restore.

IN THE CLOUD - WITH YOUR CLOUD PROVIDER

Whether in the cloud or on-premise - you are in control. Self host with popular cloud providers offering standard Linux VPS. Pay a low monthly fee per PBX rather than an inflated price per extension and stay away from long term contracts, or outsource to a managed 3CX hosting partner.

EASY TO INSTALL & MANAGE ON-PREMISE OR CLOUD PBX

EASY MANAGEMENT OF IP PHONES & SOFTPHONES

Trunk providers, including end to end support from 3CX. With 3CX you can manage your IP Phones from within the management console; deploy new firmware on many phones with a few mouse clicks. Guaranteed interop with supported IP Phones gives you peace of mind when updating your phones. 3CX apps can be easily be deployed via email, whilst software updates are automatic, eliminating help desk calls from end users.

ON WINDOWS/LINUX, VIRTUALIZED ON-PREMISE OR CLOUD

3CX is software based and multi-platform. Install the IP PBX on-premise and leverage your existing servers using Hyper-V, VMware or KVM, or install on a low-cost Mini PC. Easily deploy in the cloud on any Linux VPS using the PBX Express Tool. Stay in control of your PBX wherever you decide to install it!

SLASH YOUR PHONE BILL BY 80%
USE SIP TRUNKS, WEBRTC & APPS

REDUCE YOUR PHONE BILL BY 80%

Remote workers or employees on the go can make telephone calls free of charge with the 3CX softphone and mobile application. Easily connect the telephone systems of remote offices, improve communication, and make interoffice phone calls free. International DIDs and IP Telephony allow customers to call you cheaply, increasing customer satisfaction.

UNIFIED COMMUNICATIONS
PRESENCE, CHAT, VOICEMAIL, FAX 2 EMAIL

SEE THE STATUS OF YOUR COLLEAGUES

The ability to view the status of other colleagues is a great time saver, avoiding unnecessary call transfers or voice mail tags, and makes managing and working with remote employees easier than ever. Need some quiet time to finish a project? Customize your status and prevent any annoying disturbances.

DELIVER FAXES & VOICEMAIL TO INBOX

Inbound faxes are converted to PDF and forwarded to users via e-mail, without requiring any fax server software. Likewise, voicemails are converted to sound files and forwarded via e-mail.

INSTANT MESSAGING / TEXT CHAT

Allow employees to communicate together via text messaging, without the need to rely on third party internet messaging systems or give out personal phone numbers. 3CX users can send and receive text messages via the 3CX web, Windows, Mac, iOS and Android apps from anywhere - a true unified communications solution!

OFFICE WITHOUT LIMITS
MAKE CALLS ANYWHERE USING ANDROID & IOS

ACCLAIMED ANDROID AND IOS VOIP APPS

3CX features native Android and iOS VOIP apps that are continuously updated and tested and set the standard for mobile phone VoIp apps. With an inbuilt tunnel to avoid remote firewall issues, calling from over 3G or from any Wifi hotspot is extremely reliable. 3CX Android and iOS apps fully support PUSH, allowing the phone to be on standby and save battery life.

EASY TO CONFIGURE AND MANAGE

The 3CX apps for Android and iOS utilize VoIP and are secure and easy to setup and manage. The apps can be automatically provisioned from the 3CX Management Console, reducing help desk calls. Because of the inbuilt tunnel, the 3CX apps work seamlessly across all firewalls, making them even more reliable.

USE YOUR EXTENSION FROM ANYWHERE

With the 3CX VoIP apps for Android and iOS you can take your extension wherever you go. 3CX delivers the one number concept meaning that you no longer have to give out your personal mobile number. Set your status so your colleagues can see whether or not you are available to take a call.

USE YOUR SOFTPHONE TO MAKE & RECEIVE CALLS

With 3CX's VoIP softphones for Mac and Windows, you can manage your calls from your desktop and make, receive and transfer calls via the office phone system from your computer, even while out of the office. Using a headset you can even use a 3CX app as a full desk phone replacement.

MANAGE YOUR CALLS WITH THE 3CX SWITCHBOARD

The 3CX softphone applications include a powerful switchboard function that can be tailored to the way you want to view and manage telephone calls in real-time. With 5 different views to choose from it can cater to any job role.

WEB CONFERENCING
CLIENTLESS / PLUGIN FREE - FOR ALL USERS AT NO COST

HASSLE-FREE VIDEO CONFERENCING WITH WEBRTC

3CX harnesses Google's revolutionary WebRTC technology, which enables high-quality video and voice communications to take place through your Web browser. Participants will be able to seamlessly join meetings without the need to download any additional software or plug-ins, enabling a better user experience for your partners customers and employees.

VIDEO CONFERENCING FOR ALL

Whether a small business or large enterprise, companies of all sizes can now take advantage of video conferencing as an advanced real-time collaboration and online meeting tool. Avoid paying a monthly subscription fee for each user and implement open standard peripheral hardware for an inexpensive solution. Unlimited users means inefficient and unprofessional account sharing is eliminated.

ADVANCED FEATURES FOR ULTIMATE COLLABORATION

3CX's video conferencing is feature-rich and user friendly. Participants can enjoy video communication without the need to login anywhere and easy setup of ad-hoc meetings makes launching conferences ever so easy for both participants and organizers - employees can even use their mobile devices to join meetings..

INCREASE WEBSITE CONVERSIONS
CHAT WITH YOUR WEBSITE VISITORS REAL-TIME

TURN VISITORS INTO CONVERSIONS

The average website visitor will only stay on your site for 15 seconds and most websites have a 20%-40% bounce rate - that's a lot of missed potential. With the 3CX plugin you can:

CHAT NOT ENOUGH? ELEVATE TO A CALL

While there are many chat plugins available, only 3CX offers you the ability to elevate chats with your website visitors to voice or video calls - 'cause sometimes text chat just isn't enough!

CHAT AND CALL FROM A SINGLE INTERFACE

With 3CX agents can see all communication made with a customer in one place, and your customers never have to repeat themselves again. Make your company easy to do business with.

BOOST CUSTOMER SERVICE
WITH ADVANCED CALL CENTER FEATURES

NEVER MISS A CALL - ADVANCED CONTACT CENTER REPORTING

Traditional proprietary PBX's with call center functionality have proven to be either too expensive or difficult to set up. 3CX resolves this issue with 3CX PRO. Simple, intuitive call center management offers the information required to monitor call queues in real-time, ensuring that not a single inbound call is lost.

ADVANCED QUEUE STRATEGIES AND REAL-TIME STATISTICS

3CX call center software ensures you provide your customers with quality service, and that your agents always reach their targets. Check the average and longest waiting times as well as the least talk time to guarantee no customer leaves your call center unsatisfied.

SUPERIOR CALL CENTER FEATURES INCLUDED

3CX PRO provides you with all the tools you need to review your agents' performance. Answered calls, abandoned calls, average longest waiting time and more are all within easy reach, allowing you to ensure that your call center is running smoothly at any given time.

MAXIMIZE AGENT PRODUCTIVITY
CLIENTLESS / PLUGIN FREE - FOR ALL USERS AT NO COST

CONNECT YOUR CRM - SERVER SIDE

You can connect any of the following CRM systems to your PBX server-side. What does this mean? The CRM and the PBX can be integrated by the administrator; no plugins or manual configuration is required for any of the users. How can you do this? It's easy.

DIY CRM INTEGRATION WITH THE 3CX API

You can easily integrate your CRM yourself using the 3CX API. It's super easy to do all you need is someone with basic coding / web skills to develop the template for any REST based CRM system and then import the template into 3CX. It's not as complicated as it seems, just read our step-by-step guide on how to integrate your own CRM with the 3CX API.

Feature	STANDARD	PRO	ENTERPRISE
CORE PBX FEATURES			
Extensions	Unlimited	Unlimited	Unlimited
Import / Export Extensions via CSV	✓	✓	✓
SIP Trunks / Gateways Support	✓	✓	✓
Call Routing by DID & CID (DDI)	✓	✓	✓
Extensive Codec Support	✓	✓	✓
Receive Voice Mail via Email	✓	✓	✓
Calling Line Identification Presentation (CLIP)	✓	✓	✓
Call Transfers (Blind & Attendant)	✓	✓	✓
Calling Line Identification Restriction (CLIR)	✓	✓	✓
Call Forward on Busy (CFB)	✓	✓	✓
Call Forward on No Answer (CFU)	✓	✓	✓
Hold (CW) incl. Custom Music on Hold	✓	✓	✓
Intercom / Paging	✓	✓	✓
Call Parking / Pickup	✓	✓	✓
Busy Lamp Field (BLF)	✓	✓	✓
Real Time System Status	✓	✓	✓
Easy Backup and Restore (incl. Scheduled Backup)	✓	✓	✓
VMware / Hyper-V / KVM Compatibility	✓	✓	✓
Amazon, Google Cloud, Microsoft Azure	✓	✓	✓
3CX SBC Connectivity	✓	✓	✓
Voicemail	✓	✓	✓
Voicemail Transcription		✓	✓
Custom FQDN		✓	✓
Custom SMTP Server		✓	✓
OFFICE PRODUCTIVITY			
Sennheiser Headset Integration	✓	✓	✓
Auto Attendant / Digital Receptionist	✓	✓	✓
Ring Extension & Mobile Simultaneously	✓	✓	✓
Integrated Fax Server (Central and per User)	✓	✓	✓
Supported SIP Phones Integration	✓	✓	✓
Manage IP Phones Network Wide	✓	✓	✓
Automatic Plug & Play Phone Provisioning	✓	✓	✓
3CX Apps: Web Client, iOS, Android, Windows, Mac	✓	✓	✓
Directory (Company & Private Phonebook)	✓	✓	✓
Sync with Office 365 (Users' Phonebook)		✓	✓
Call Query against DB & CRM		✓	✓
Hotel PBX Features incl. Fidelio Certified and Mitel Compatible		✓	✓
Web Conference Dial-In		✓	✓
Web Conferencing (incl. Polls, PDF-Share, Screen Share, Remote Assist & Record)	25 Participants*	100 Participants*	250 Participants*
		*Max number of participants per 3CX Instance.	
CALL CENTER FEATURES			
Call Logging	✓	✓	✓
Click2Call (Browser Extension)	✓	✓	✓
Click2Talk	✓	✓	✓
Click2Meet	✓	✓	✓
Website Live Chat and Talk	✓	✓	✓
Call Queue Group Rights Management		✓	✓
CRM Integration		✓	✓
Sync with Office 365 (Azure AD)		✓	✓
Call Queuing		✓	✓
Real Time Statistics & Monitoring		✓	✓
Supervisor Agent Status Override		✓	✓
CALL CENTER FEATURES (CONT.)			
SLA Alerting	✓	✓	✓
Switchboard	✓	✓	✓
Wallboard	✓	✓	✓
Callback	✓	✓	✓
Call & Queue Reporting	✓	✓	✓
Call Recording Transcription and Search	✓	✓	✓
Barge In / Listen In / Whisper	✓	✓	✓
See Group Recordings	✓	✓	✓
ENTERPRISE FEATURES			
Call Flow Designer		✓	✓
Hot Desking		✓	✓
Scheduled Restore		✓	✓
Connect Remote Offices (Bridges)		✓	✓
Call Recording Restrictions (Start/Stop)		✓	✓
Skill based Routing			✓
Customize IP Phone Logo			✓
Inbuilt Failover			✓