

| | Standard | Pro | Enterprise |
|--|------------------|------------------|-------------------|
| General Features | | | |
| Extensions | Unlimited | Unlimited | Unlimited |
| Number of Simultaneous Calls Supported | < 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 | ✓ | ✓ | ✓ |
| 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 | ✓ | ✓ | ✓ |
| Busy Lamp Field (BLF) | ✓ | ✓ | ✓ |
| Call Reporting | ✓ | ✓ | ✓ |
| Call Parking / Pickup | ✓ | ✓ | ✓ |
| Intercom/ Paging | ✓ | ✓ | ✓ |
| Custom SMTP Server | 3CX SMTP | ✓ | ✓ |
| Custom FQDN | 3CX FQDN | ✓ | ✓ |
| Configure BLF's from the Clients | | ✓ | ✓ |
| Hot desking | | ✓ | ✓ |
| Management and Scalability | Standard | Pro | Enterprise |
| 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 / KVM Compatibility | ✓ | ✓ | ✓ |
| Scheduled Backup | ✓ | ✓ | ✓ |

| Management and Scalability | Standard | Pro | Enterprise |
|--|-----------------|------------|-------------------|
| Connect Remote 3CX PBX Systems (Bridges) | ✓ | ✓ | ✓ |
| Scheduled Restore | | ✓ | ✓ |
| Inbuilt Fail Over Functionality | | | ✓ |
| Standby Licence | | | ✓ |
| Unified Communications | Standard | Pro | Enterprise |
| 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 | Standard | Pro | Enterprise |
| Call Recordings Search | ✓ | ✓ | ✓ |
| Call Recordings Management | ✓ | ✓ | ✓ |
| Call Queuing | ✓ | ✓ | ✓ |
| Call Recording | ✓ | ✓ | ✓ |
| 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 | | ✓ | ✓ |
| Supervisor can Log Agents In/Out | | ✓ | ✓ |
| Supports External Agents | | ✓ | ✓ |
| Callback if queue full | | ✓ | ✓ |
| CRM Integration / Scripting Interface | | ✓ | ✓ |

| | | | |
|---|-----------------|------------|-------------------|
| Call Center / Contact Center | Standard | Pro | Enterprise |
| SLA alerting/reporting | | ✓ | ✓ |
| Call Recording Control | | | ✓ |
| Mobility | Standard | Pro | Enterprise |
| 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 | Standard | Pro | Enterprise |
| 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 | Standard | Pro | Enterprise |
| Office 365 (address book only) | ✓ | ✓ | ✓ |
| Microsoft Outlook | ✓ | ✓ | ✓ |
| TAPI | | ✓ | ✓ |
| Office 365 | | ✓ | ✓ |
| Salesforce | | ✓ | ✓ |
| Microsoft Dynamics | | ✓ | ✓ |
| Microsoft Exchange 2013 / LDAP / ODBC | | ✓ | ✓ |
| Google Contacts | | ✓ | ✓ |
| Zendesk | | ✓ | ✓ |
| Freshdesk | | ✓ | ✓ |
| Datev | | ✓ | ✓ |
| Hotel Module | | ✓ | ✓ |
| Fidelio Certified | | ✓ | ✓ |
| Mitel Compatible | | ✓ | ✓ |
| Multiline TAPI | | ✓ | ✓ |
| Web Conferencing | Standard | Pro | Enterprise |
| Plugin Free – WebRTC | ✓ | ✓ | ✓ |

| Web Conferencing | Standard | Pro | Enterprise |
|-----------------------------|-----------------|------------|-------------------|
| One-click conference | ✓ | ✓ | ✓ |
| Meeting Recording | ✓ | ✓ | ✓ |
| Remote Control / Assistance | ✓ | ✓ | ✓ |
| Screen Sharing | ✓ | ✓ | ✓ |
| Unlimited Users | ✓ | ✓ | ✓ |
| Participants Included | 25 | 100 | 250 |