

Edition Comparison

Choose the best solution for your business. No add-ons, expansion modules or additional licensing considerations. Three simple plans, one powerful communications system.

General Features	Standard Free up to 16SC	Pro From \$188	Enterprise From \$225
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 Apps		✓	✓
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	✓	✓	✓
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 Apps 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		✓	✓
SLA alerting/reporting		✓	✓

Call Recording Control



Mobility

Standard

Pro

Enterprise

Android App



iOS App



Windows App



Mac App



Web client



Manage the 3CX Apps 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	✓	✓	✓
One-click conference	✓	✓	✓
Meeting Recording	✓	✓	✓
Remote Control / Assistance	✓	✓	✓
Screen Sharing	✓	✓	✓

Unlimited Users	✓	✓	✓
Participants Included	25	100	250