Edition Comparison

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

General Features	Pro	Enterprise
Extensions	Unlimited	Unlimited
Call Logging	< 1,024	< 1,024
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	✓	✓

General Features	Pro	Enterprise
Busy Lamp Field (BLF)	✓	✓
Call Reporting	✓	✓
Call Parking / Pickup	✓	✓
Intercom/ Paging	✓	✓
Custom SMTP Server	✓	✓
Configure BLF's from the Apps	✓	✓
Hot desking	✓	✓

Management and Scalability	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	✓	✓
Scheduled Backup	✓	✓
Connect Remote 3CX PBX Systems (Bridges)	✓	✓
Scheduled Restore	✓	✓

General Features	Pro	Enterprise
Inbuilt Fail Over Functionality	✓	✓
Standby Licence		✓
		✓

Unified Communications	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	Pro	Enterprise
Call Recordings Search	✓	✓
Call Recordings Management	✓	✓
Call Queuing	✓	✓

Unified Communications	Pro	Enterprise
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	✓	✓

Unified Communications	Pro	Enterprise
CRM Integration / Scripting Interface	✓	✓
SLA alerting/reporting	✓	✓
Call Recording Control		✓

Mobility	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	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	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	Pro	Enterprise
Plugin Free – WebRTC	✓	✓

Application Integration	Pro	Enterprise
One-click conference	✓	✓
Meeting Recording	✓	✓
Remote Control / Assistance	✓	✓
Screen Sharing	✓	✓
Unlimited Users	✓	✓
Participants Included	100	250