



Take Control of Your PBX

Deploy on Windows, Linux or in the Cloud



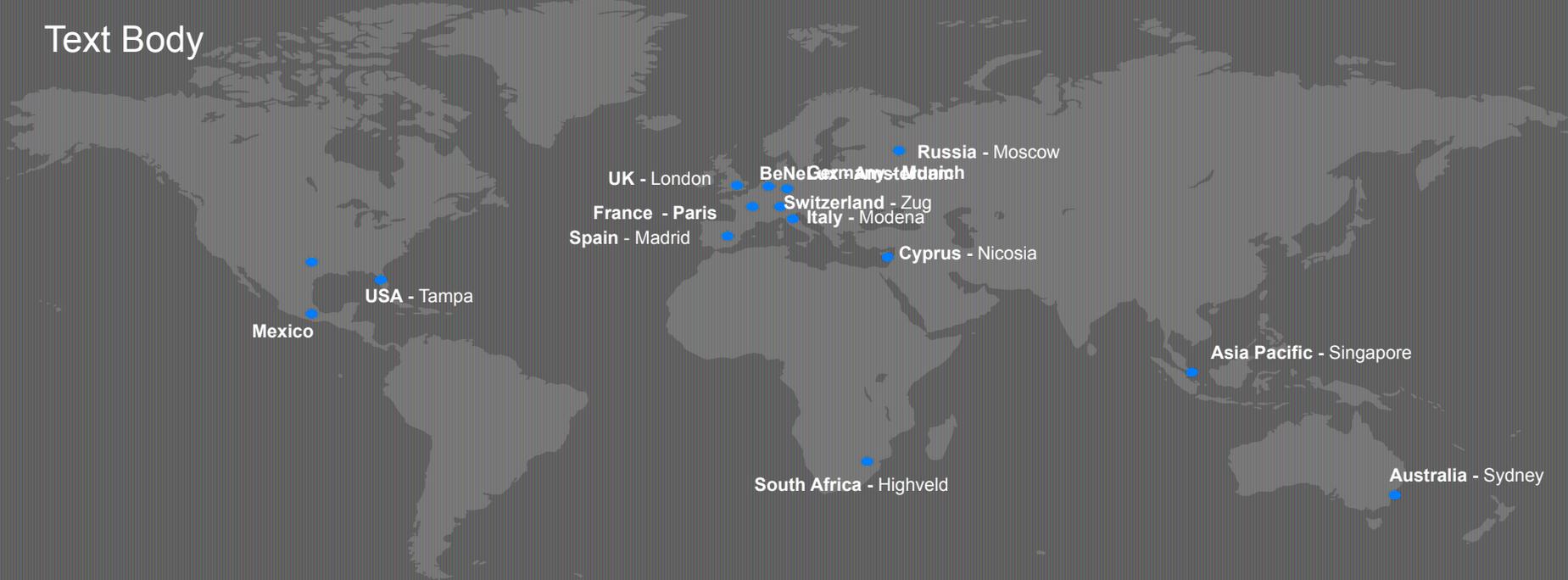
About 3CX

- How 3CX Began
- Developer of the award-winning software-based PBX, 3CX Phone System
- Deploy anywhere - Windows, Linux, Cloud
- Offering complete Unified Communications solution
- Recognized technology leader
- Established in 2005



Global Presence

Text Body



3CX - Award-winning Innovator

- Disruption in the Market
- First software-based, open standards, IP PBX
- First to launch WebRTC Gateway - offering Click2Call
- First to include integrated softphones for Android, iOS, Windows and Mac
- First to include integrated clientless web conferencing



Who is using 3CX

- Cost-effective solution for SMBs and large enterprises
- Global enterprise customers
- Hospitality is a major growth vertical
- 250,000 customers worldwide and growing
- 40% growth year-on-year



3CX New Headquarters



3CX V16: New Features and Improvements

One Small Step for 3CX...One Big Step for Communications

- Improve customer service
- Boost employee productivity
- Easier system admin
- Lower license costs





**V16 - Deliver Better Customer Service,
More Effectively**

Deliver Better Customer Service, More Effectively

- Call center improvements
- New: Contact Center
- CRM integration improvements
- Service Quality monitoring
- New: Web Switchboard

Call Center Improvements

- Re architected queue system
- Better performance and more features
- Skill based routing

New: Contact Center Live Chat & Talk

- Integrated “Live Chat”
- Customers can chat with you
- Elevate to call when needed

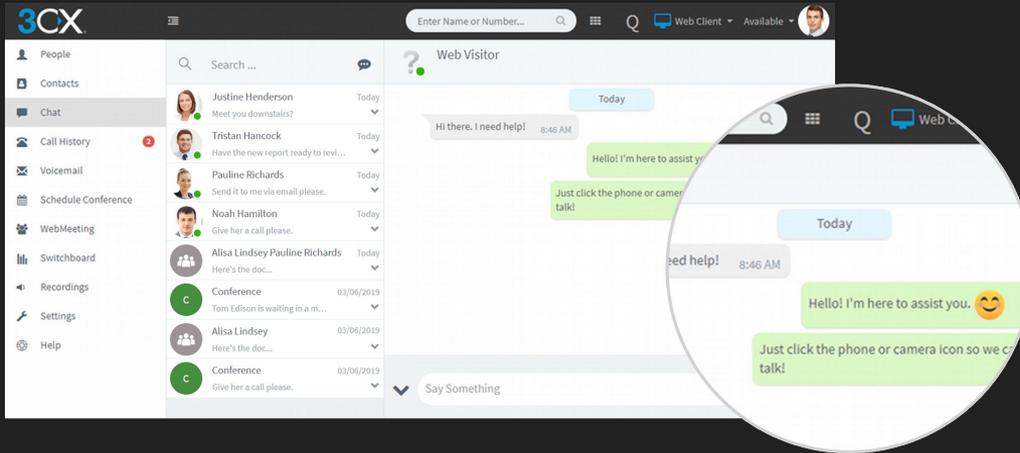


3CX Live Chat & Talk

- No need to switch to PSTN after chatting
- Handle calls and texts from one interface
- No need to manage multiple systems
- Included in 3CX at no cost

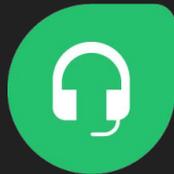
3CX Live Chat & Talk: How it Works

- WordPress plugin or javascript
- Agents answer from chat
- More features coming soon



CRM Integration

- Improved server side CRM integration
- Supports Salesforce dialer
- Freshdesk, Zoho to follow soon



freshdesk



Monitor Service Quality

- Web based switchboard
- Revamped Call Reports
- Expanded Call Recording

The screenshot displays the 3CX web interface. On the left is a navigation sidebar with various system components. The main area shows the 'Recordings' page with a table of call recordings. A 'Recording' configuration dialog is open in the foreground, showing settings for local recordings, remote archiving, and an archive schedule policy.

Recordings Table:

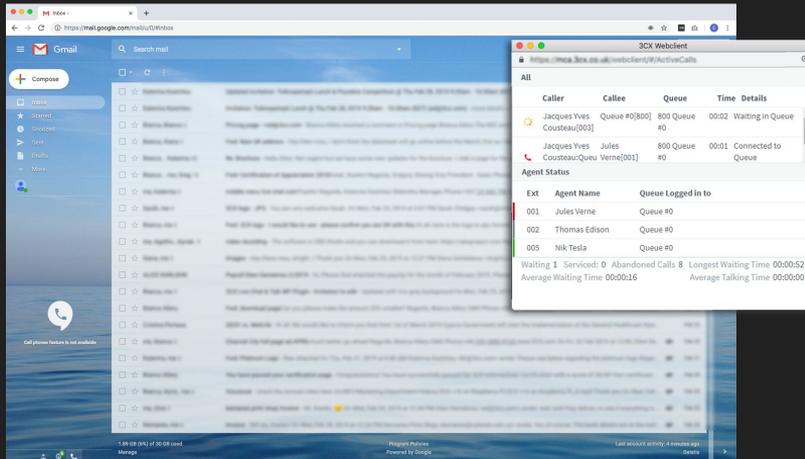
	Date	Display Name	DID
<input checked="" type="checkbox"/>	03/05/2019 12:45:36 PM	Jules Verne	
<input checked="" type="checkbox"/>	03/05/2019 12:44:45 PM	Jules Verne	
<input checked="" type="checkbox"/>	03/05/2019 9:41:29 AM	James T. Kirk	
<input type="checkbox"/>	02/08/2019 9:10:31 AM	Gallieo Galliei	
<input type="checkbox"/>	02/08/2019 9:10:12 AM	Jules Verne	
<input type="checkbox"/>	02/07/2019 10:51:05 AM	Gallieo Galliei	
<input type="checkbox"/>	02/07/2019 10:50:50 AM	Jules Verne	
<input type="checkbox"/>	02/05/2019 12:25:10 PM	Jules Verne	
<input type="checkbox"/>	02/05/2019 12:24:40 PM	Gallieo Galliei	
<input type="checkbox"/>	02/04/2019 8:59:14 AM	Nik Tesla	
<input type="checkbox"/>	02/04/2019 8:58:01 AM	Jules Verne	001 Nik Tesla (000)
<input type="checkbox"/>	02/01/2019 1:19:23 PM	Jules Verne	001 Nik Tesla (000)

Recording Dialog Configuration:

- Local Recordings Folder:** /var/lib/3cxpbx/Instance1/Data/Recordings
- Enable Remote Archiving:**
- Location Type:** Google Drive
- Location:** bak/RPL_v16/recordings
- De-Authorize:**
- Archive Schedule Policy:** 3CX will automatically archive all recordings to a remote location when enabled. Ensure that Auto Cleaning Options does not conflict with Automatic Archiving Policy. Warning: All current recordings will be archived.
 - Turn Off
 - Daily
 - Weekly **Sunday** at **00:00**
 - Monthly - On the first Day of each month

Web-based Switchboard

- Switchboard pop out
- Monitor inbound calls, SLA
- Action calls that are not being answered
- No need to install an app
- Leaderboard (update 1)



The screenshot displays a web-based switchboard interface. On the left, a Gmail inbox is visible with a search bar and a list of emails. On the right, a 3CX WebClient pop-out window is open, showing a table of active calls and agent status.

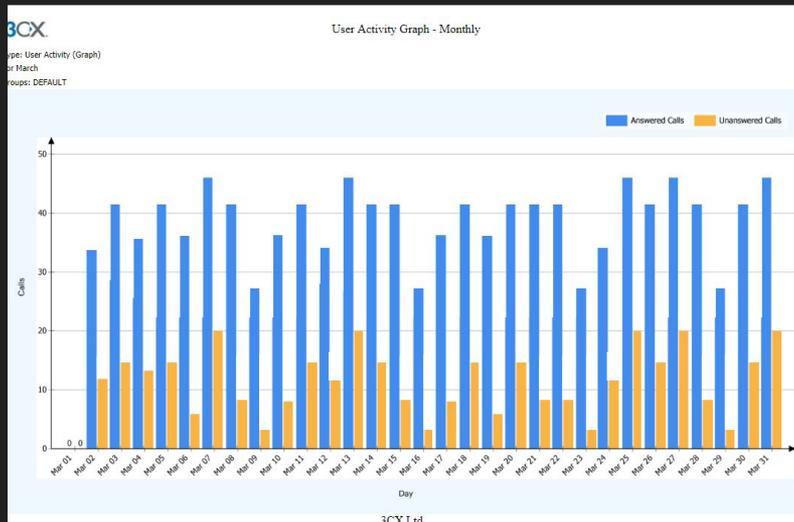
Caller	Callee	Queue	Time	Details
Jacques Yves Cousteau[003]	Queue #0[800]	800 Queue #0	00:02	Waiting in Queue
Jacques Yves Cousteau	Jules Verne[001]	800 Queue #0	00:01	Connected to Queue

Ext	Agent Name	Queue Logged In to
001	Jules Verne	Queue #0
002	Thomas Edison	Queue #0
005	Nik Tesla	Queue #0

Waiting 1 Serviced: 0 Abandoned Calls: 8 Longest Waiting Time: 00:00:52
Average Waiting Time: 00:00:16 Average Talking Time: 00:00:00

Beefed-up Call Reports

- Greatly improved Report accuracy
- Addressed inaccuracies
- New reports coming in updates



Revamped Call Recording

- Call data moved to database
- Transcribe first minute of call - greater searchability
- “Off instance” storage on NAS or Google Drive
- Faster backup & restore
- Use smaller cloud instances and cut costs

V16 - Boost Employee Productivity

Boost Employee Productivity

- Seamless Office 365 integration
- Inbuilt WebRTC softphone
- Integration with dialers of leading CRMs
- Inbuilt chat now on par and similar to Whatsapp
- 3CX WebMeeting improvements

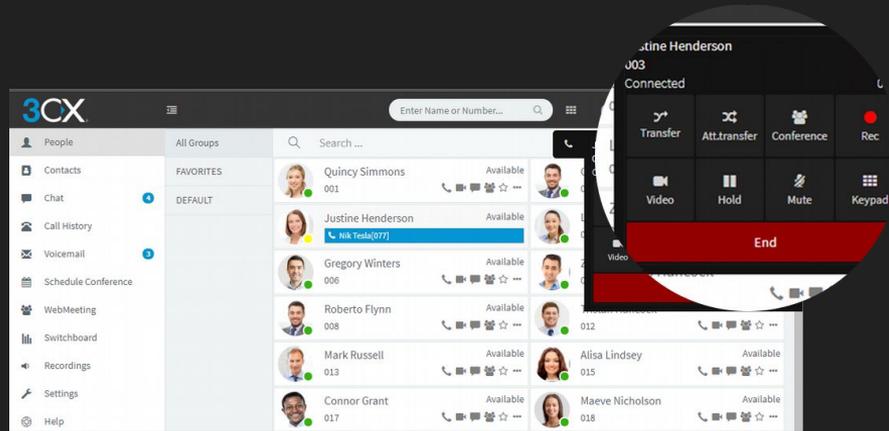
Seamless Office 365 Integration

- Uses latest API - Office 365 Apps
- Supports all Office 365 versions
- User sync (auto create or delete extensions)
- Contact sync (company and personal)
- Calendar sync



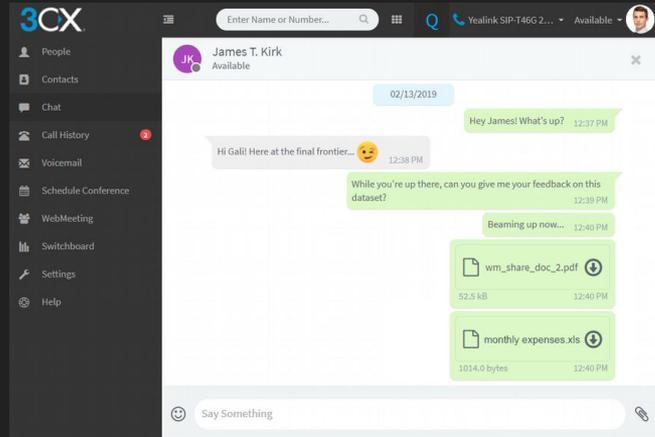
Inbuilt WebRTC Browser Softphone

- Web-based softphone
- WebRTC based
- No app to install or update
- Supports Sennheiser headsets



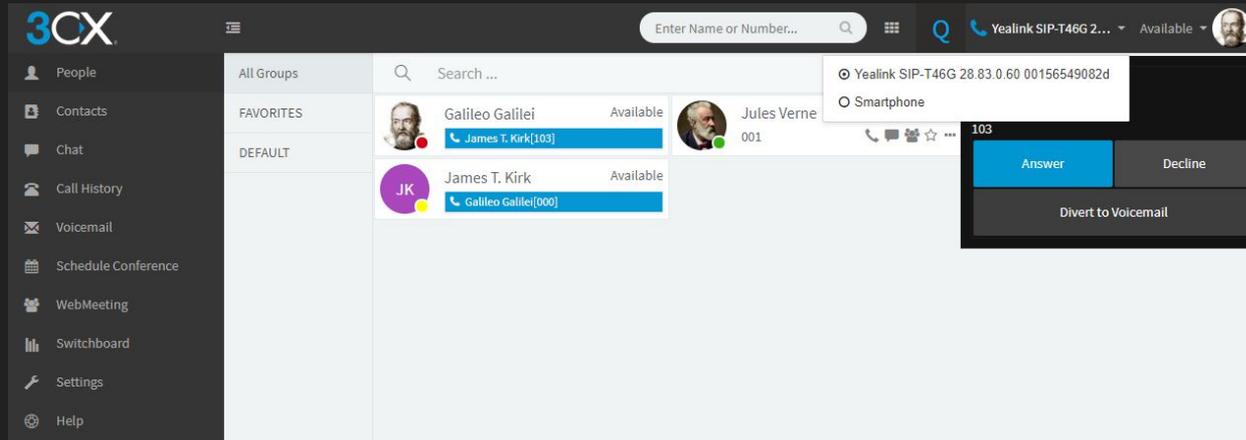
Corporate Chat a la WhatsApp

- Features on par with WhatsApp
- Works in similar way
- Send files, use emoticons
- Transfer & archive chats (update 1)
- Chat reports (update 1)



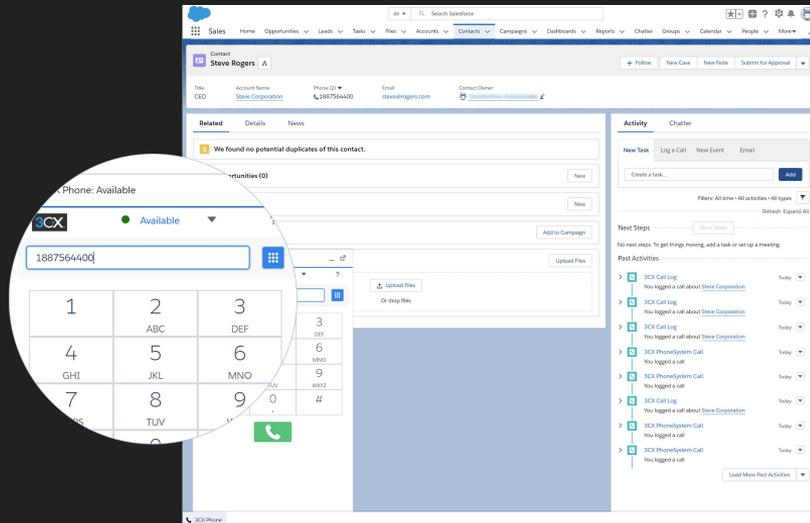
Web Client Usability Improvements

- Configure BLFs from the web client
- Better and more informative call toasters
- Easy remote control iOS, Android apps and deskphones



Integrates with Salesforce Outbound Dialer

- Supports Salesforce dialer
- Call from CRM interface
- Auto log call to contact record
- Freshdesk, Zoho outbound integration coming soon



3CX WebMeeting. Reintroduced.

- Save big and cancel your Webex/Zoom subscription
- Better reliability with servers on Amazon
- Better meeting quality with reduced bandwidth consumption
- No need for browser extension to screen share
- Ability to call into a meeting by phone



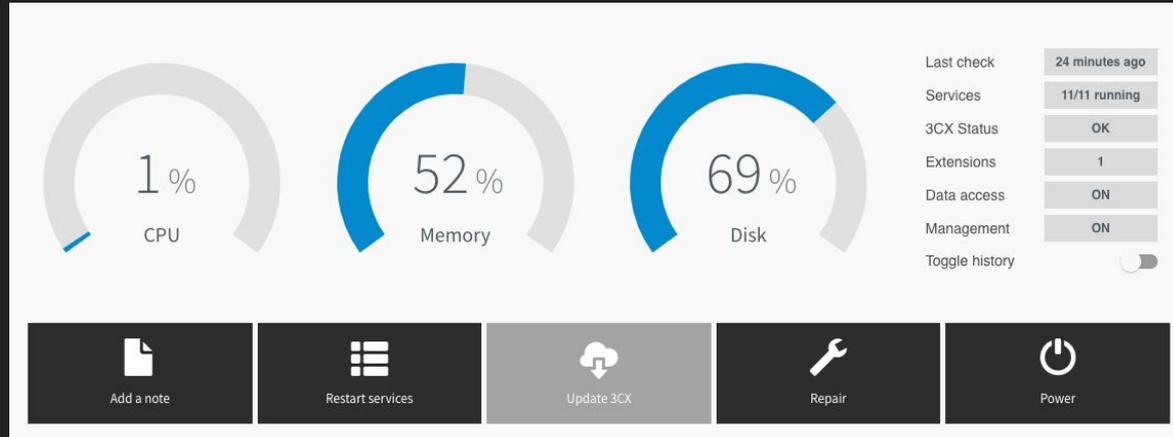
**> V16 - More Control and Power.
Less Work for the Admin.**

More Control and Power, Less Work for the Admin

- Security - hardened 3CX
- Raspberry Pi
- Instance manager

Instance Manager

- Monitor and manage multiple 3CX instances
- Configure from customer portal
- Batch update all installs
- Monitor disk space, services etc
- SIP trunk, SBC monitoring (Update 1)



Security Improvements - Hardened 3CX

- Global IP blacklist
- Updated all licensed modules to latest versions
- Limit management console access by IP



Install 3CX on Raspberry Pi

- Runs on Raspberry Pi 3B+
- Rock solid \$40 SMB PBX
- Great for up to 8 sim call installs
- Optimizations useful for all cloud installs



Other Features

- Support for RTCP statistics
- Copy extension
- Single click to edit an extension
- Drag and drop order of BLF buttons

The screenshot displays the 3CX user interface. On the left is a navigation sidebar with options: People, Contacts, Chat (with a blue notification bubble containing '1'), Call History (with a red notification bubble containing '4'), Voicemail (with a blue notification bubble containing '4'), Schedule Conference, WebMeeting, Switchboard, and Settings (highlighted). The main content area is divided into two sections: 'General' and 'BLF Settings'. The 'BLF Settings' section contains a list of seven BLF buttons, each with a number, a type dropdown, a name dropdown, and a delete icon. The buttons are numbered 1 through 7. The first two buttons are 'Speed Dial' and the remaining five are 'BLF'. The names are: 005 Nik Tesla, 007 Leonardo di ser Piero, 000 Galileo Galilei, 001 Jules Verne, 002 Thomas Edison, 003 Jacques Yves Cousteau, and 004 George Westinghouse. A new BLF button is being added at the bottom, with the name '003 Jacques Yves Cousteau' highlighted in a light blue box.

Number	Type	Name	Action
1	Speed Dial	005 Nik Tesla	Delete
2	Speed Dial	007 Leonardo di ser Piero	Delete
3	BLF	000 Galileo Galilei	Delete
4	BLF	001 Jules Verne	Delete
5	BLF	002 Thomas Edison	Delete
6	BLF	003 Jacques Yves Cousteau	Delete
7	BLF	004 George Westinghouse	Delete

V16 - Even More Competitive

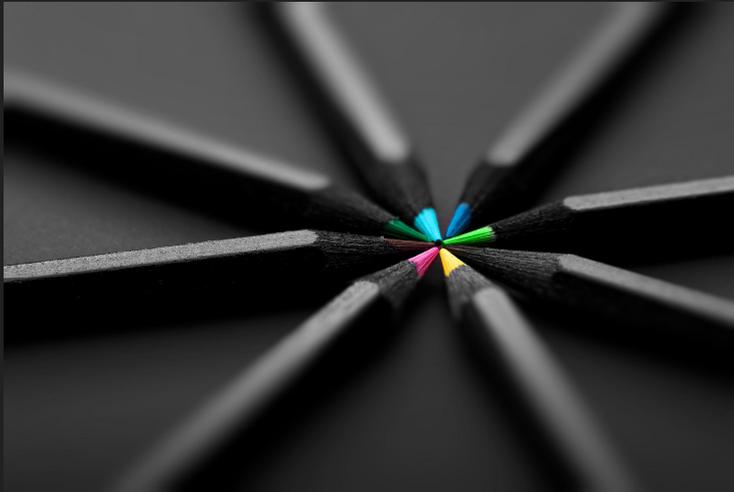
Even More Competitive

- Price decreases as much as 40%
- Bigger free edition license size
- More defined edition feature sets
- Additional license sizes



More License Sizes

- Added 24, 48, 96 & 192 SC options
- Available for annual licenses only
- Upgrade dynamically at any time
- No penalties



Standard Edition

- Pricing down by as much as 40%
- Free for up to 8 sim calls perpetually
- Commercial standard edition upgraded to PRO free

PRO Edition

- Pricing down by as much as 22%
- Call Reporting
- Call Queues
- Call Recording
- Office 365 & CRM integration

Enterprise Edition

- More granular recording
- Skill based routing
- Inbuilt failover
- Advanced CRM integration

General Licensing

- Annual now preferred license type
- Perpetual is 3 times annual
- Annual is most cost effective in the long run
- 4 and 8 sim call only available as annual licenses



Maintenance / Subscription: What's Included

- FQDN & DNS service
- SSL certificates and maintenance thereof
- Updates to the PBX
- New IP Phone firmware releases
- 3CX WebMeeting
- Android and iOS apps

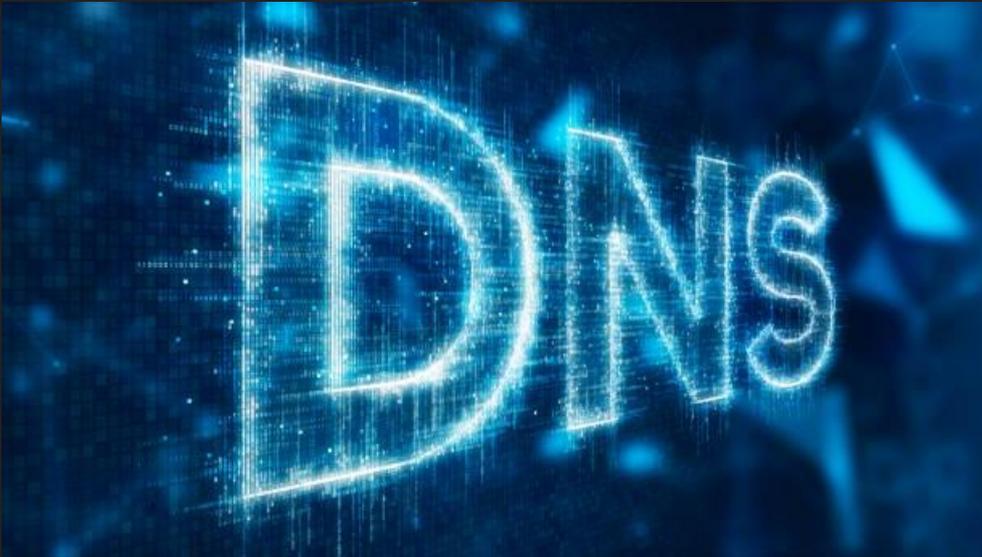
V16 - Updates Roadmap

Update 1

- New Call Flow Apps service
- Chat improvements to archive / transfer or take ownership of chats
- Query caller IDs in SQL databases

Update 2

- SBC remote management & monitoring
- Improved DNS behavior easing configuration of VoIP providers



Other Matters on our Radar

- Easier failover configuration
- Input range of DIDs
- REST API for outbound calling
- Leaderboard

 More information: www.3cx.com