BREAK FREE

From Your Proprietary PBX

3CX Phone System v14

Innovating Communications

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3CX Phone System v14 is Cloud Ready

- ○ We want a much bigger piece of that hosted PBX market
- ○ Partners can serve on premise & hosted with 3CX
- ○ Requires few resources, ability to run multiple 3CX instances
- ○ Each instance a true virtualized PBX
  - ■ Separate services for each customer, data separated
  - ■ Ability to provide full features set of on premise version
- ○ Completely different thing from old style multi account systems
  - ■ Think dedicated server
  - ■ Not a web host with thousands of websites on one server.

> *"Hosted PBX / UC is projected to drive $18 billion in revenue over 6.2 million seats by 2018"*
>
> *Infonetics research*

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3CX to provide Hosted PBX instance

- Channel Only!
- Build up customers until you can host your own server
- Just PBX, no dial tone
- No Billing - Roll your own
- Use one of the many SIP trunk services available
- Retain control of customer account
- $44 per month per instance (after discount, no RRP)

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More 3CX Licensing options

- SPLA licensing
  - One month licenses
  - 5.5 % of full license
  - Some minimum buy will be applicable
- One year licenses
  - 40% of full license (after margin)

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Host 3CX Phone System yourself

- Install 25 instances in one go
- Easily manage tenants remotely
  - Add, Delete, Re-provision tenants across servers
  - via API programmatically
  - or via windows tool
- Leverage VMware Vsphere or Hyper V
- Ability to backup & restore all Tenants
- Windows Server 2012
  - 16 GB Ram
  - Intel Xeon Series Processor (6-8 cores)
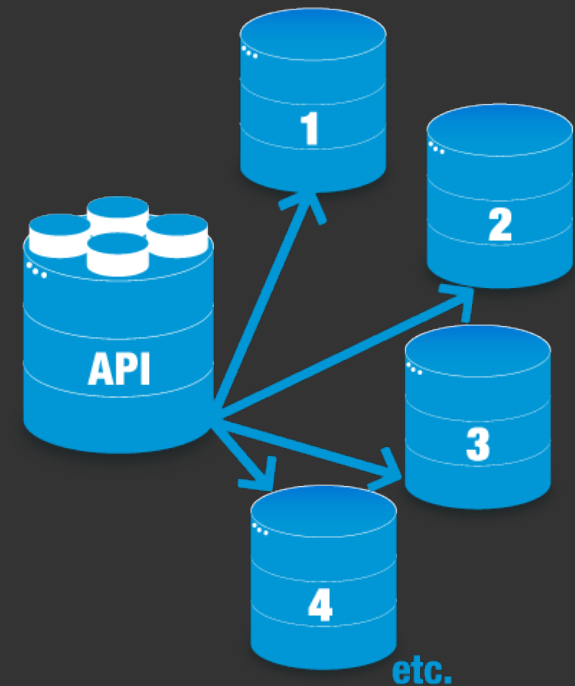
3CX Phone System v14 is fault tolerant

- Switch IP via DNS
- Leverages SRV records to provide fail over
- Scheduled Backups & Restores from the cloud
- Backups accessible via FTP
- Scheduled restore available in PRO edition only
- Switch over can be done manually or via 3CX API
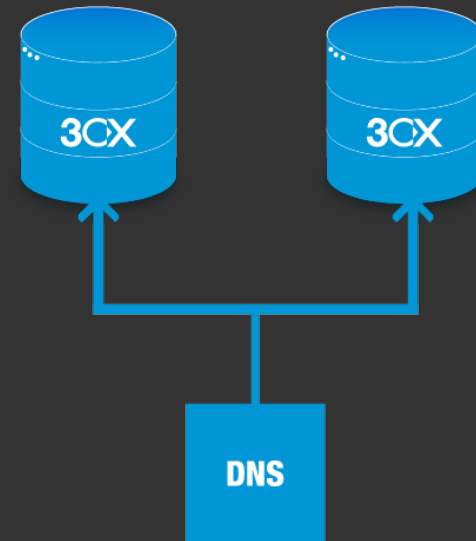
New Reporting Engine

- Reorganized call logging
- Improved reporting logic
- Integrated in management interface
- Ability to get reports sent by email

- Select one or multiple Queues to report on
- Schedule report daily, weekly or monthly
- New report: Agents login history
- New report: Change of Status/Profile

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Extension Report

All calls: From 6/22/2015 12:00:00 AM To 7/22/2015 12:00:00 AM
Agent Extension: Any number

Agent Extension	Inbound		Outbound		Total		Total Talking time
	Answered	Unanswered	Answered	Unanswered	Answered	Unanswered	
100 OP EXT	0	0	0	0	0	0	00:00:00
101 Charles Ele	0	0	10	0	10	0	00:00:16
103 Bam Ele	0	0	12	0	12	0	00:00:59
107 James Bond	0	0	0	0	0	0	00:00:00
Totals:	**0**	**0**	**22**	**0**	**22**	**0**	**00:01:15**

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New iPhone / iOS client

- Completely rewritten with updated SIP engine
- Integrated tunnel
- Faster registration and auto sensing
- Ability to answer immediately upon call
- Supports VoIP push notification in iOS8
- Adapts quicker when network topology changes

New Android Client

- Improved user interface with menu option
- Faster registration and auto sensing
- Tunnel integrated more efficiently
- Reduced battery usage
- Better voice quality
- Coming: Notifications (chat,calls) integrated in Android Interface

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Windows Phone 10 Support

- 90% done, but waiting for Windows Phone 10
- Subject to platform being able to!!
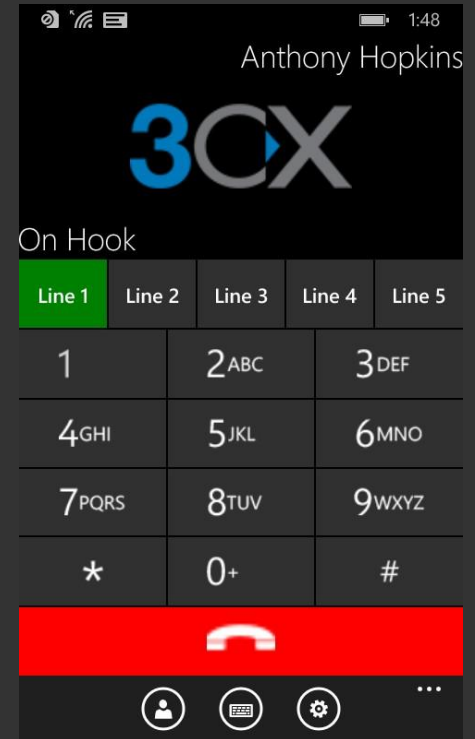
Improved System Management

- Improved Backup
- Backup from console and scheduled
- Monitors 3CX Services
- Sends email to admin if services are down

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Voicemail management & retention

- Change voicemail format PCM - saves 75% diskspace
- Retention policy by days
- Recordings management
- Recording format more space efficient

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Improved Interface

- System Status
- Reorganized nodes
- Easier bridge & tunnel configuration
- Email template management

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New Abyss version

- Alternative to IIS
- Now Suitable for deploys up to 32 sc
- Can be used when no Windows Server license available
- For low foot-print, low cost devices supporting Windows 10!
- By the way, v14 requires 2 less websites

Support for HTEK & Fanvil IP Phones

- Htek UC: 802, 803, 804, 806, 840, 842, 860, 862

- Fanvil X3 & X5

- Competitively priced, good quality phones

- Fully templated within 3CX

- Plug n Play configuration supported

- Work in CTI mode

- 3CX Easy Firmware upgrade (requires maintenance)

- Fully managed within 3CX Management Console

Legacy Phone Support - Cisco, Aastra, Polycom - Easy Migration

- Migrate users stuck on insecure and older IP PBX software

- They retain their investment in IP Phones

- Now Provision & manage Aastra phones easily from within 3CX

- Note - CTI and 'Plug and Play' are not supported

More Certified SIP Trunks - North America

- SIPTRUNK
- Flowroute
- G12
- Bandwidth.com
- Fusion Connect
- VoIP Innovations

Already added:

- Time Warner Cable
- AT&T
- Ironton
- ThinkTel
- Ring Office
- DIDlogic
- Cablevision Optimum
- Broadvoice
- IDT / Net2Phone
- 3NG Networks
- SigmaVoIP

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More Certified SIP trunks - Europe

- Deutsche Telekom
- Deutsche Telefon
- easybell
- Gamma
- Gradwell
- Ziggo - Netherlands
- Swisscom
- peoplefone
- OVH.COM
- oneCentral
- MCN Telecom
- M-net
- T4Com
- CloudItalia
- W3TEL
- Comms Supply
- Alphalink
- Vanilla

- Trenove
- Duocom
- Axialys
- UPC Česká republika
- Neotel
- Intertel
- QSC
- Netplanet
- Alhambra
- Fonia
- 500
- Motto
- 3C1B Telekom
- Mega M
- 1Tel.dk
- Keyyo
- MTT

Deutsche Telekom

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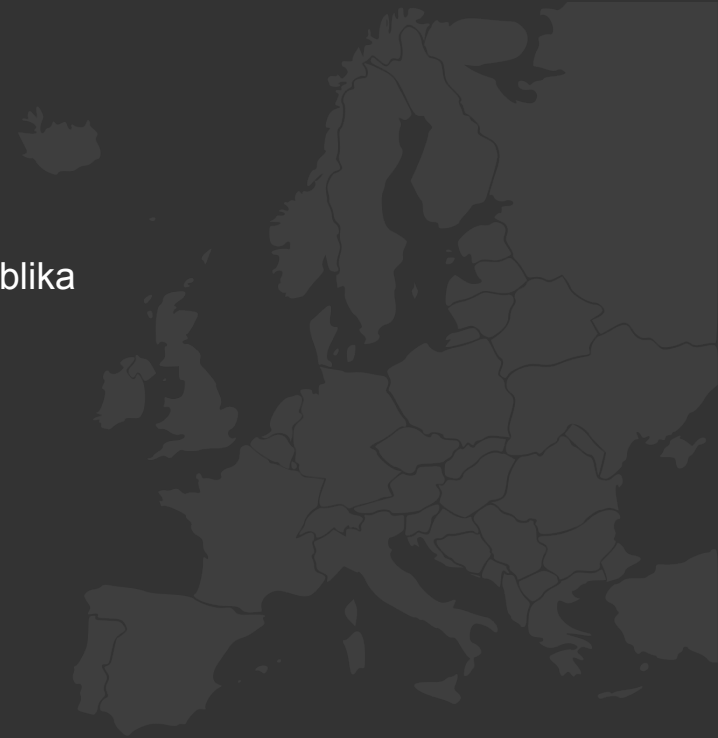
More Certified SIP trunks - Asia Pacific

- Amcom
- engin
- c2comm
- hoiio
- Beyontel
- Kiwi VoIP
- DID Logic
- Fusion Communications
- P1
- MyRepublic
- Internode
- FaktorTel
- mVoice
- Neural Networks
- UFONE
- CalnCall

amcom

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Additional FXO & FXS gateway options

- Welltech 4 port FXO gateway $175 approx reseller price
- Welltech 24 port FXS gateway $700 approx
- Welltech 2 port FXS for fax machine $50 approx

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Office 365 Support

- 3CXPhone can use Office 365 Contacts and Google Contacts

- When in meeting, your status will be changed automatically to away

- Sync presence with Exchange as soon as API available

3CX Phone System v14 - Inbuilt WebRTC Gateway

- Accepts calls via WebRTC

- Seamless integration:

  - Forward to IVR, Queues

  - Supports call transfer, park, hold
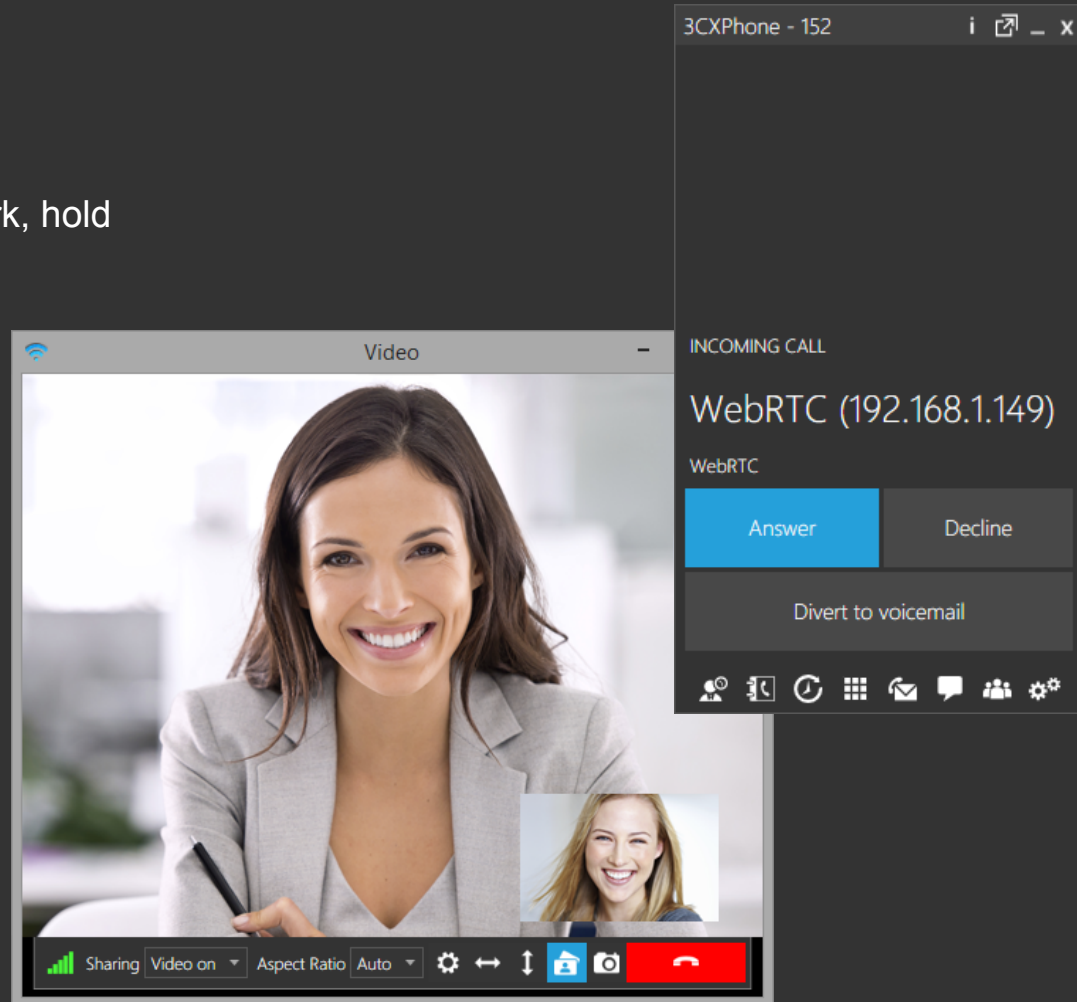
WebRTC Applications - Click-to-Call

- Calls go directly to 3CX Phone System

- Reduce 800 number costs

- Improve customer service

- Elevate to a video call - including screen sharing
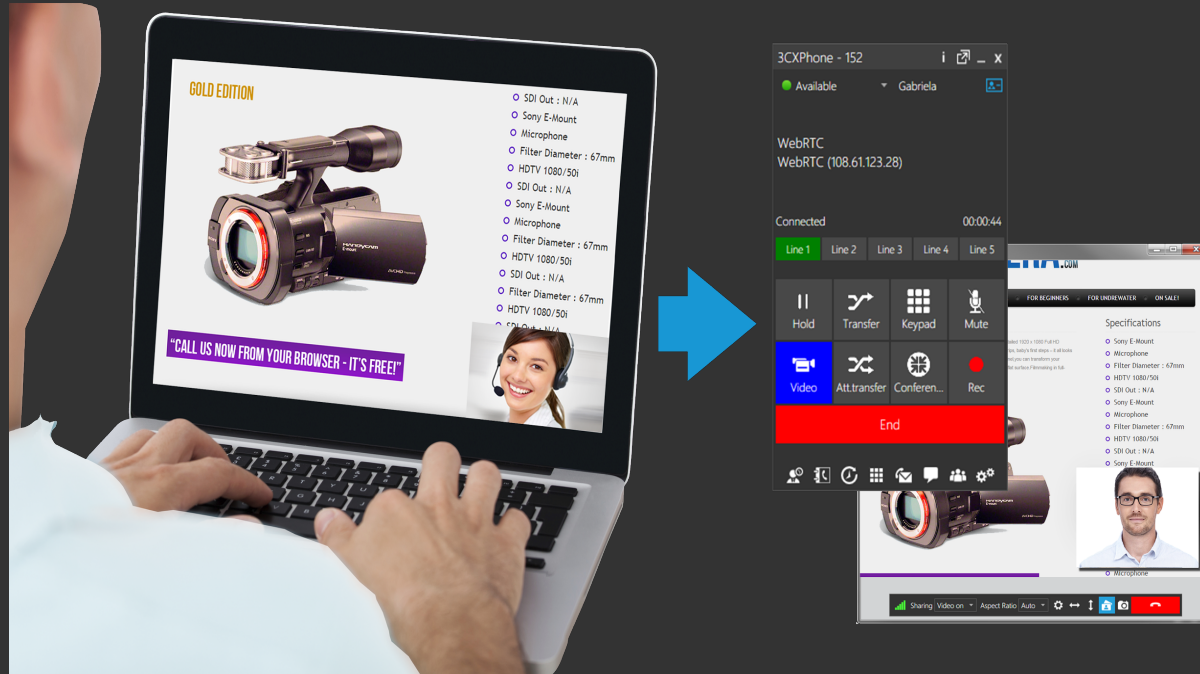
WebRTC Applications - Video & Screen Sharing

- Adhoc video conference calls
- Screen sharing
- Just send web link to start conference call
- Each extension user has their own "WebRTC DID"
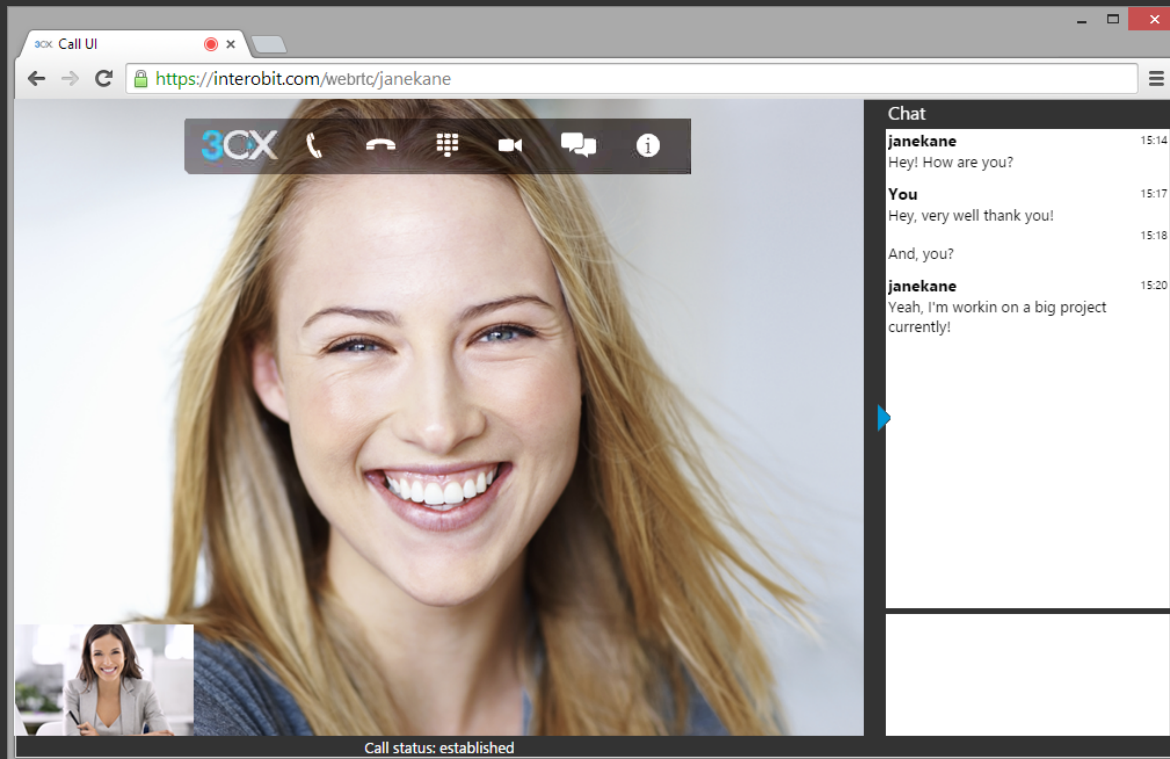
3CX WebMeeting - Up to 10 participants included

- Organize video conference meetings for up to 10 participants

- Limit applies for whole system

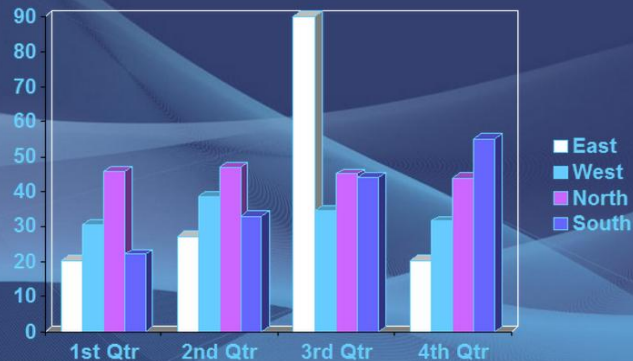- Included for customers with valid maintenance