

# 3CX Features Matrix



CORE PBX FEATURES	PRO	ENTERPRISE
Extensions	Unlimited	Unlimited
Apps: Windows and Web Client, iOS, Android	✓	✓
Phone Directory	✓	✓
Auto Attendant / Digital Receptionist	✓	✓
Headset Integration	✓	✓
Call Parking / Pickup	✓	✓
Call Logging	✓	✓
Ring Groups	✓	✓
Plug & Play Phone Provisioning	✓	✓
Choose SIP Trunk	✓	✓
Inbuilt SBC to Deploy Offsite Phones	✓	✓
Busy Lamp Field (BLF)	✓	✓
Multi-level IVR	✓	✓
Voicemail Transcription	✓	✓
Intercom / Paging / PA Announcements	✓	✓
Integrated Fax Server	✓	✓
VMware / Hyper-V / KVM	✓	✓
Custom FQDN	✓	✓
Custom SMTP Server	✓	✓
MS 365 Integration	✓	✓
Hotel PBX	✓*	✓*

\*Available only for Self-managed

VIDEO CONFERENCING	PRO	ENTERPRISE
3CX Meet Link	✓	✓
Polls	✓	✓
PDF Sharing	✓	✓
Screen Sharing	✓	✓
Remote Assistance	✓	✓
Whiteboard	✓	✓
YouTube Integration	✓	✓
Max no. participants per 3CX instance	100 Participants	250 Participants



# 3CX Features Matrix



LIVE CHAT & MESSAGING	PRO	ENTERPRISE
Live Chat	√	√
3CX Talk Link	√	√
WhatsApp Integration	√	√
SMS & MMS	√	√
Chat Reports	√	√

CALL CENTER FEATURES	PRO	ENTERPRISE
Call Queues	√	√
Call Recording	√	√
SLA Alerting	√	√
Switchboard	√	√
Wallboard	√	√
Callback	√	√
Barge in / Listen in / Whisper	√	√
Call Reports	√	√
CRM Integration	√	√

ENTERPRISE FEATURES	PRO	ENTERPRISE
Call Flow Designer	√*	√*
Hot Desking	√	√
Scheduled Restore	√	√
Connect Remote Offices (Bridges)	√	√
Skill-based Routing		√
Inbuilt Failover		√*
Start / Stop Call Recording Rights		√
Custom IP Phone Logo		√
Standby License		√*

\*Available only for Self-managed

