

**Knowledge. Experience.**

**Trusted Service.**



**IT NOW**

**SECURE YOUR BUSINESS**

# For Small Business and Startups

We secure you in online world



Simplified IT management



Data Protection



IT Automation



# Sip Services

On-Premise or Cloud

Easy Admin and Install

Cut Your telco Costs

Unified Communications

Android and IOS APPS phone client

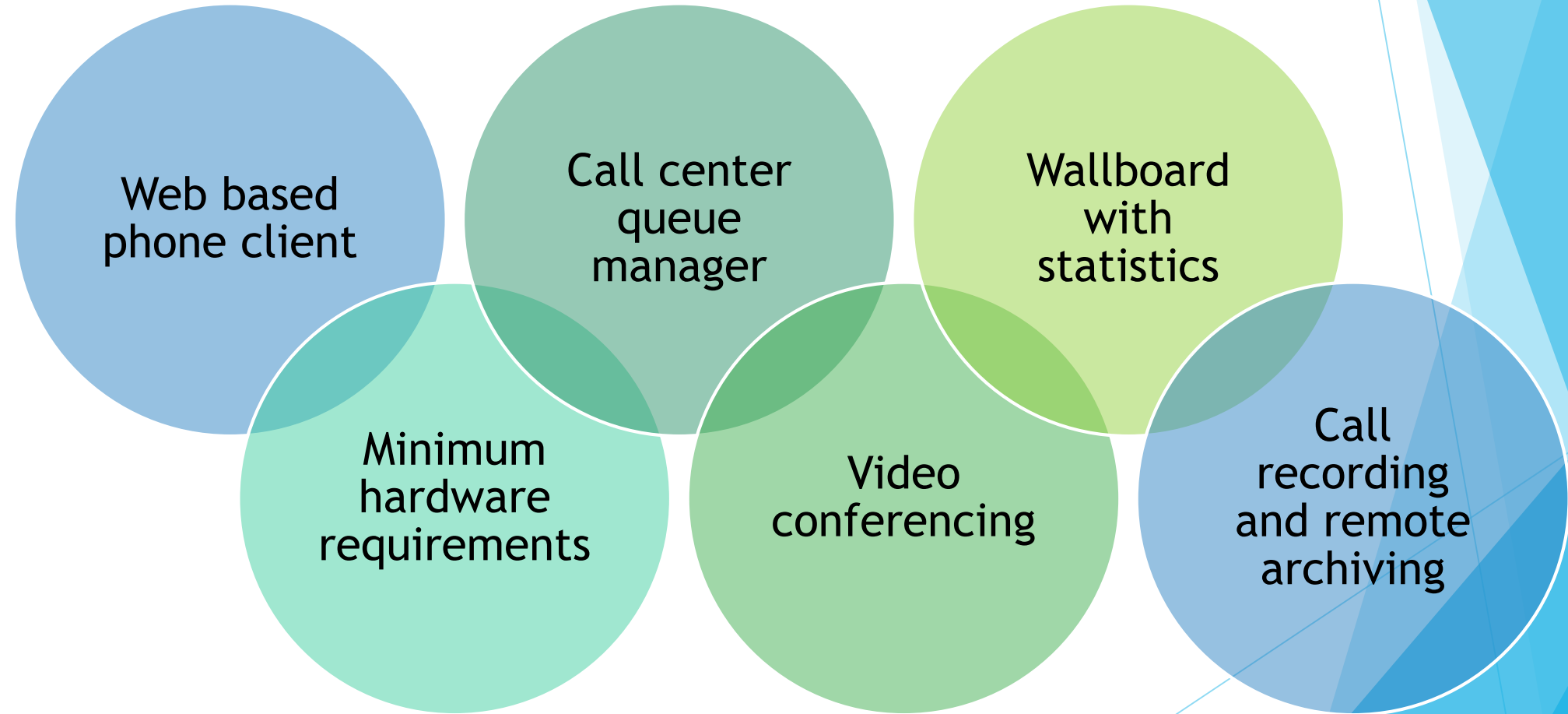
Windows and Web based client

Video Conferencing

Live chat and Talk

Call Centre Features

# Unique Features



# Features in Details

## Web based phone client

- Fully functional sip phone client using WEB browser (Chrome / Mozilla / Edge Chromium)

## Minimum hardware requirements

- Minimum hardware requirements for a server, support of Cloud / On Premise installations, Windows or Linux

## Call center queue manager

- Managers can view and monitors calls in real time mode, listen or even help operators

## Video conferencing

- 3CX provides cloud based video conferencing solution starting from 25 users

## Wall board statistics

- Special monitoring tab with complete statistics of received / missed / outbound calls

## Call recording

- Flexible call recording with ability to move recorded calls to remote location

## Web based administration interface

- Easy to use and intuitive administration panel allows you to manage all components from a browser

# On Premise or in the cloud

- ▶ Cloud - Hosted by 3CX or with YOUR Cloud Provider
- ▶ Whether in the cloud or on premise - you are in control. Host with 3CX or self-host with popular cloud providers offering standard Linux VPS. Pay a low monthly fee per PBX rather than an inflated price per extension and stay away from long term contracts.
- ▶ Host with 3CX or self host on Google Cloud, Amazon Lightsail, Microsoft Azure & more
- ▶ PBX express tool launches your 3CX instance in minutes
- ▶ Easily move your hosted PBX between cloud providers with inbuilt backup & restore
- ▶ Deploy from Google, Amazon and Azure Marketplaces

# APP free Video Conferencing For unlimited users

- ▶ Online Meeting, Presentation or Remote Assistance – it Caters for all
- ▶ Hassle-Free Video Conference. No downloads or apps

- No app required
- One-Click conference
- No extra downloads or signups
- Easily set up remote business meetings

# WEB Based SIP Phone Client Features

- ▶ Call, Conference and Chat from your Desktop or Browser
- ▶ Answer and Make Calls from your Computer

- Launch calls on your IP Phone from your Windows desktop with CTI mode
- Access a full range of Unified Communications features
- Easy to use and manage with intuitive interface
- Work seamlessly as if you were in the office and save on call costs
- Instantly see the status of your colleagues



# Call Centre Features

## Features

- ▶ Never Miss a Call – Advanced Contact Center Reporting
- ▶ Advanced Queue Strategies and Real-Time Statistics

- Integrated Wallboard for real-time monitoring
- Detailed reports of longest wait time and abandoned calls
- SLA and Callback Statistics
- Call Back option for customers not willing to wait
- Log agents in and out of queues

# Mobile Client Features

- ▶ Acclaimed Android and iOS VoIP Apps
- ▶ Use Your Extension From Anywhere, Easy to Configure and Manage

- Make and receive calls from your smartphone – at no cost
- Remotely configurable via QR code, no hassle setup
- Secure communication with tunnel encryption capability
- Fully integrated, thus easy to use
- SIP Forking – use all apps simultaneously

**3CX** Enter Name or Number...

People | All Groups | Search ...

FAVORITES

DEFAULT

Quincy Simmons 001	Available	Jason Bond 001	Available
Justine Henderson [MS Team(37)]	Available	Gregory Winters 005	Available
Roberto Flynn 008	Available	Mark Russell 013	Available
Connor Grant 017	Available	Aissa Lindsey 015	Available
		Maeve Nicholson 018	Available

003  
Connected

Transfer Att.transfer Conference Rec

Video Hold Mute Keypad

End

**3CX** Enter Name or Number... Available [Profile]

Allow Notifications  
Turn on desktop notifications

People | All Groups | Search ...

FAVORITES

DEFAULT

Atlanta Office

Emily Dean	Available	Jason Bond[001]	Connected
Michael Clarke 002	Available		
Aiwa Johnson 004	Available		
Jessica Caban 006	Available		
Paris Medite 106	Available		

Jason Bond  
001  
Connected 01:16

10-bit color  
1,000 nit  
peak brightness

Transfer Att.transfer Conference Rec

Video Hold Mute Keypad

End

- Dashboard
- Phones
- Extensions
- Groups
- Contacts
- SIP Trunks
- Inbound Rules
- Outbound Rules
- Digital Receptionist
- Ring Groups
- Call Queues
- Bridges
- FAX Extensions
- FXS/DECT
- Hotdesking

## Dashboard

[Help](#)

### System Status



Disk Usage

33% used

151.2 GB free

Memory Usage

42% used

9.0 GB free

CPU Usage

11/100%

### PBX Status

Trunks Up	6/7	
Extensions Up	6/6	
Number of calls in use	0/16	
Blacklisted IPs	0	
Event log	<a href="#">Purge</a>	
Call history	<a href="#">Purge 12 calls</a>	
Chat logs	<a href="#">Enabled</a> <a href="#">Purge 4 messages</a>	
Automatic Backups	<a href="#">OFF</a>	
Recording	415.5 kB / 5.0 GB	
Firewall	Trunks	Phones
Services	System Extensions	

### Information

FQDN	<a href="#">ossmall2.3cx.nl</a>
IP	<a href="#">45.45.48.49 Static</a>
PUSH Account	<a href="#">3CX Account</a>
Webmeeting FQDN	<a href="#">ossmall2-nl.3cx.net</a>
Webmeeting MCU	<a href="#">Configure</a>
License	<a href="#">Enterprise Annual 15.5.12344.5</a>
Expiry Date	09/01/2018 <a href="#">Active</a>
Reseller	<a href="#">Not Linked - Link</a>
Sim Calls	16
Sim Meeting Participants	25
Outbound Rules	3

**3CX** Support Updates English (UK) A

**Settings**

- Dashboard
- Phones
- Extensions
- Groups
- SIP Trunks
- Inbound Rules
- Outbound Rules
- Digital Receptionist
- Ring Groups
- Backup and Restore
- Call Log
- Security
- IP Blacklist
- Security Settings
- Advanced
- FXS/DECT
- FAX
- Hotdesking
- Chat Logs
- Contacts
- Call Flow Apps BETA
- Settings

**Settings Grid:**

- Network
- Email
- Security
- Updates
- WordPress/Website Integration
- CRM Integration
- Hotel Services
- License
- Timezone, Office Hours & Holidays
- Music on Hold
- Voicemail
- Conferencing
- Call Parking
- E164 Processing
- Blacklisted Numbers
- CDR
- Templates
- FAX Server
- Parameters

15:14 Wed 10 Jan  
3CX  
Dave Mitchell Connected

01825817878  
Binary Testing Labs  
00:06

Line 1 Line 2 Line 3 Line 4

Hold Transfer Keypad

Speaker Att.transfer Conference

End

3CX

01825817878  
01825817878:Dave  
01:03

Hold Mute New Call

Conference Transfer Att.transfer

Rec Keypad Video

Status Contacts Keypad Recents Chat Voicemail



# IT NOW

SECURE YOUR BUSINESS

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