



3CX V16 Presentation

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

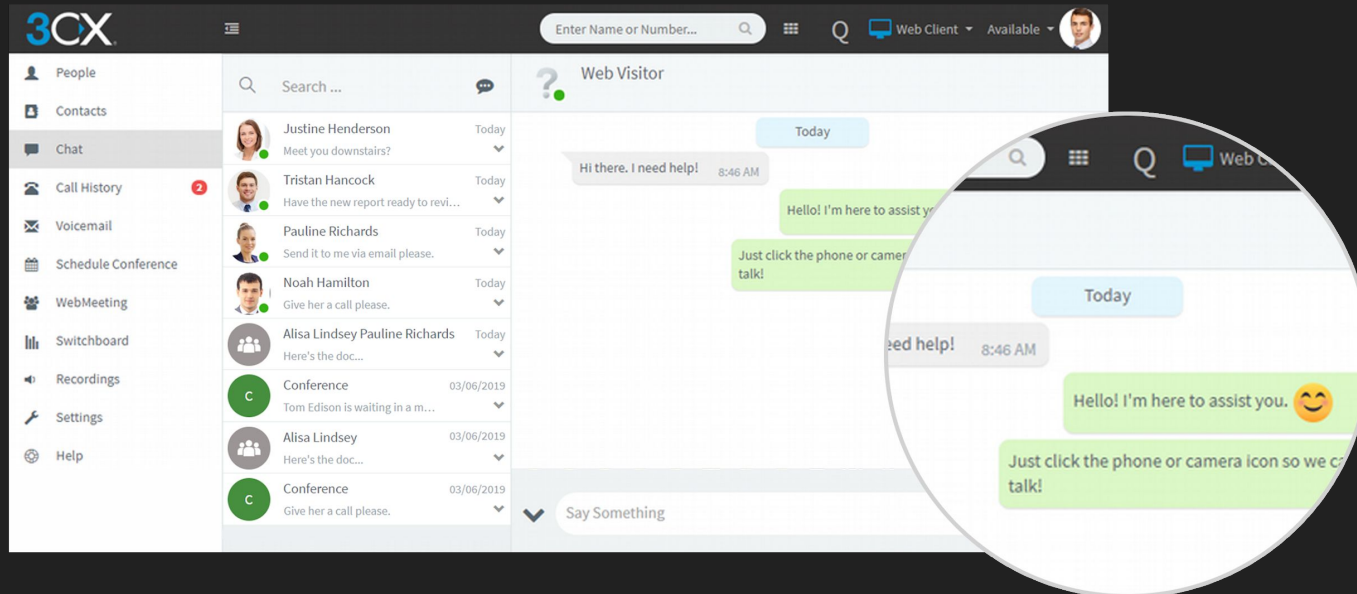


3CX Live Chat & Talk

- 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

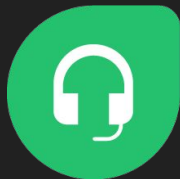
3CX Live Chat & Talk: How it Works

- 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 sidebar with navigation links: Dashboard, Phones, Extensions, Groups, SIP Trunks, Inbound Rules, Outbound Rules, Digital Receptionist, Ring Groups, Call Queues, Recordings, Backup and Restore, Call Log, Call Reports, Security, IP Blacklist, Security Settings, Advanced, FXS/DECT, FAX, Bridges, and Hotdeskling. The main content area is titled 'Recordings' and features a table of recording history. Above the table are buttons for Filter, Location, Download, Archive, Delete, and Quote. The table has columns for checkboxes, Date, and Display Name. A 'Recording' configuration dialog is open over the table, showing settings for the local recordings folder, remote archiving, location type, and archive schedule policy.

Recordings

Filter Location Download Archive Delete Quote

Search ...

	Date	Display Name
<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	Galileo Galilei
<input type="checkbox"/>	02/08/2019 9:10:12 AM	Jules Verne
<input type="checkbox"/>	02/07/2019 10:51:05 AM	Galileo Galilei
<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	Galileo Galilei
<input type="checkbox"/>	02/04/2019 8:59:14 AM	Nik Tesla
<input type="checkbox"/>	02/04/2019 8:58:01 AM	Jules Verne
<input type="checkbox"/>	02/01/2019 1:19:23 PM	Jules Verne

Recording

Local Recordings Folder

Changing your local recording path will still list all recordings history, but downloading them will not be possible. To avoid this from happening, move your existing recordings to the new recording path.

/var/lib/3cxpbx/Instance1/Data/Recordings

☒ Enable Remote Archiving

Location Type

Google Drive

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

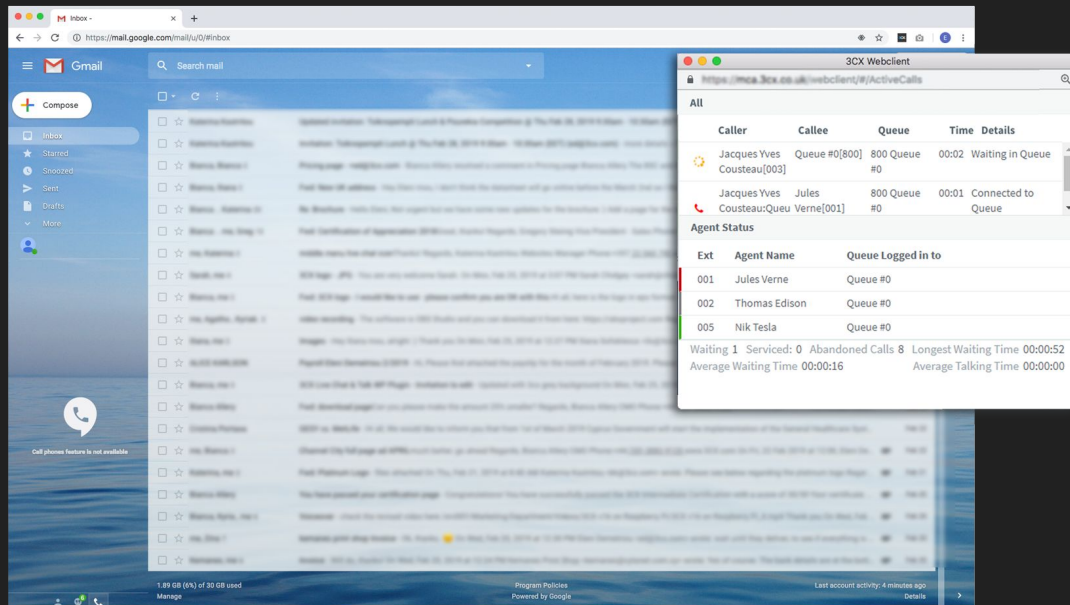
☒ Weekly Sunday at 00:00

☐ Monthly - On the first Day of each month

OK Cancel

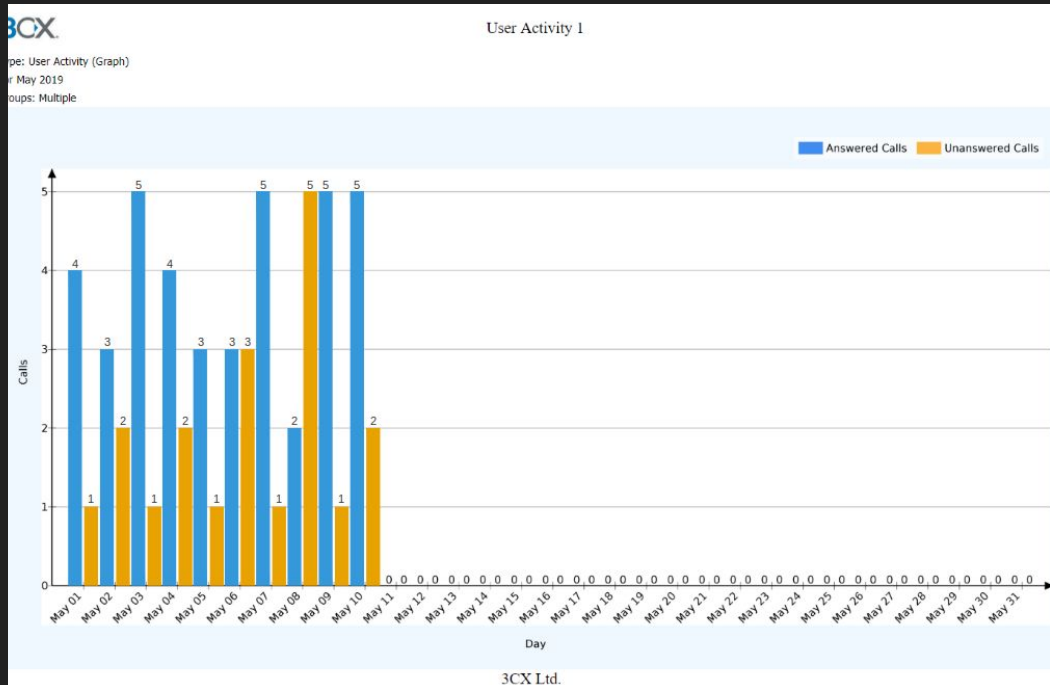
Web-based Switchboard

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



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

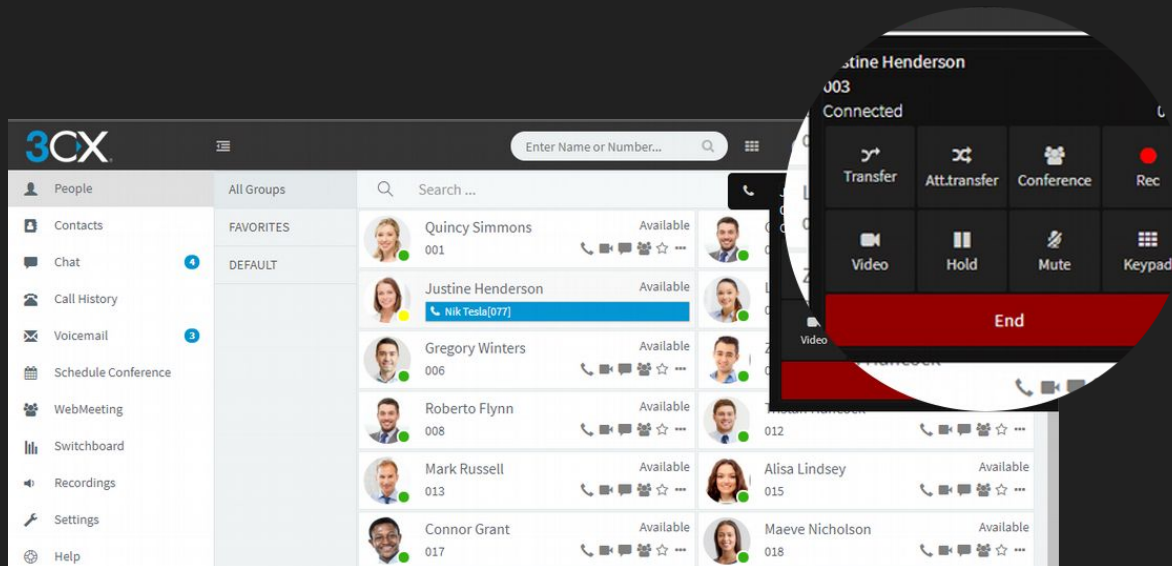
Seamless Office 365 Integration

- 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



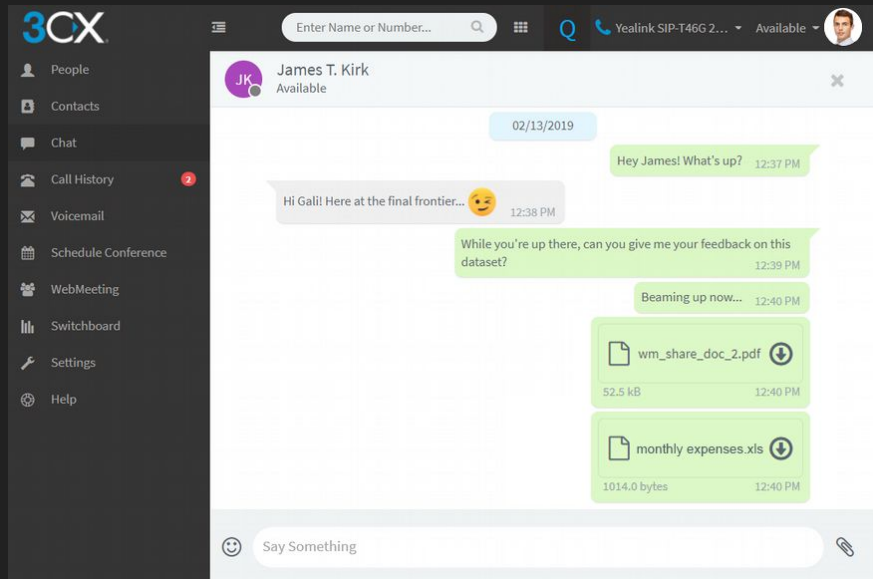
Inbuilt WebRTC Browser Softphone

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



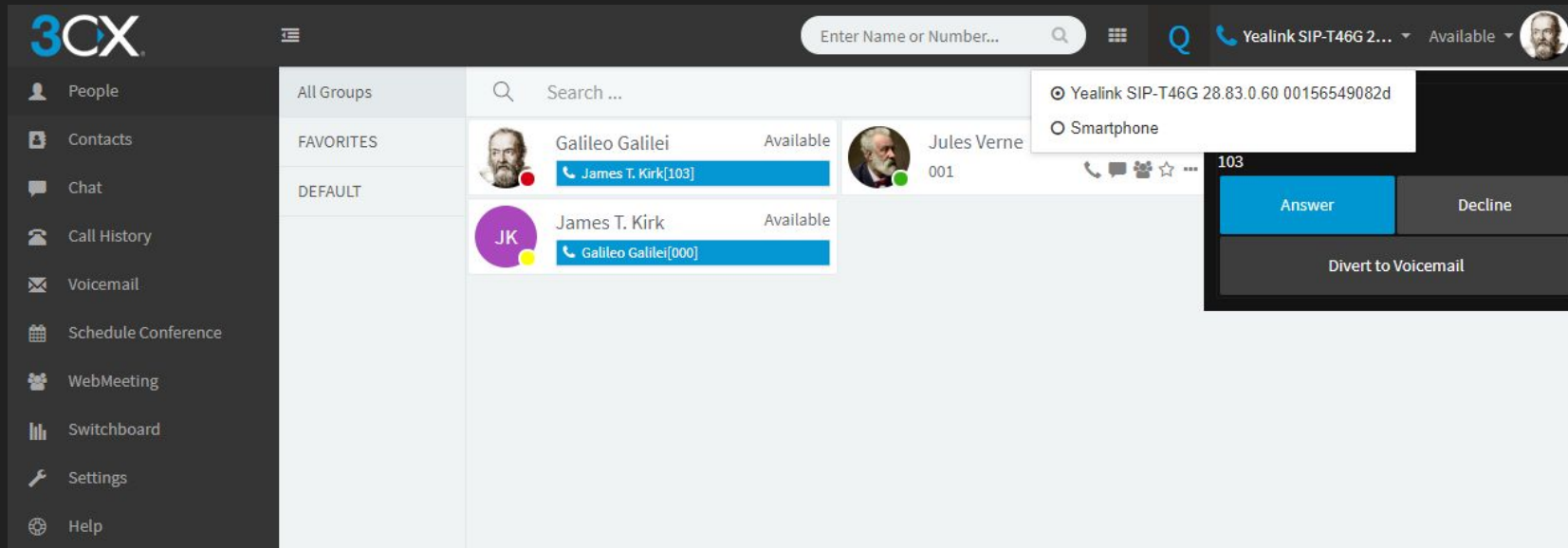
Corporate Chat a la WhatsApp

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



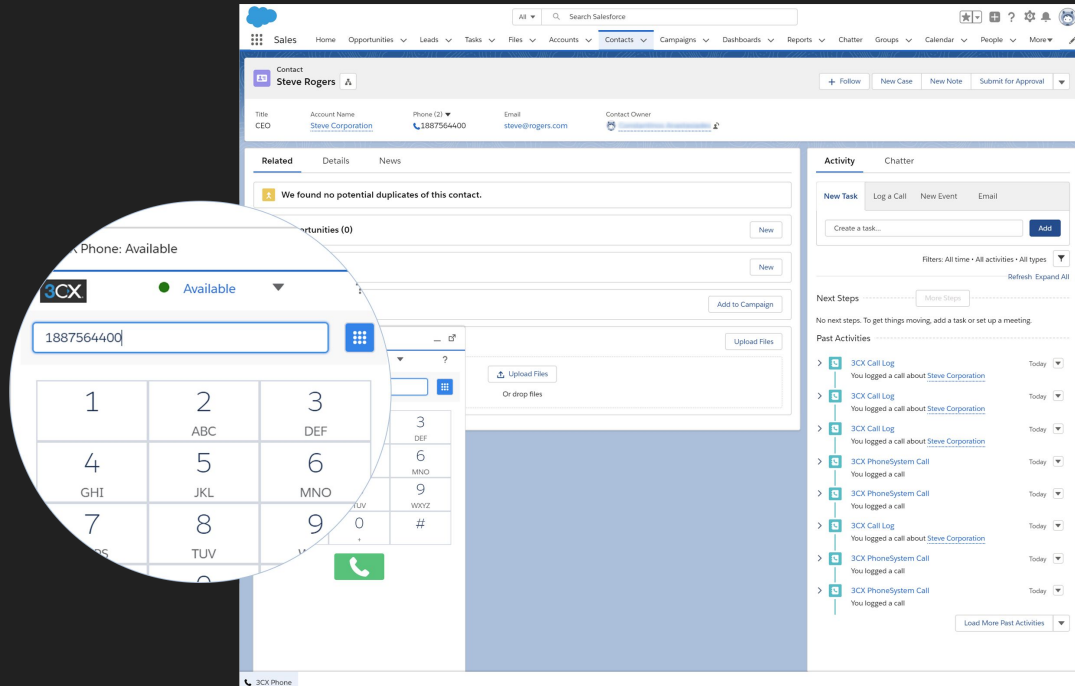
Web Client Usability Improvements

- 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



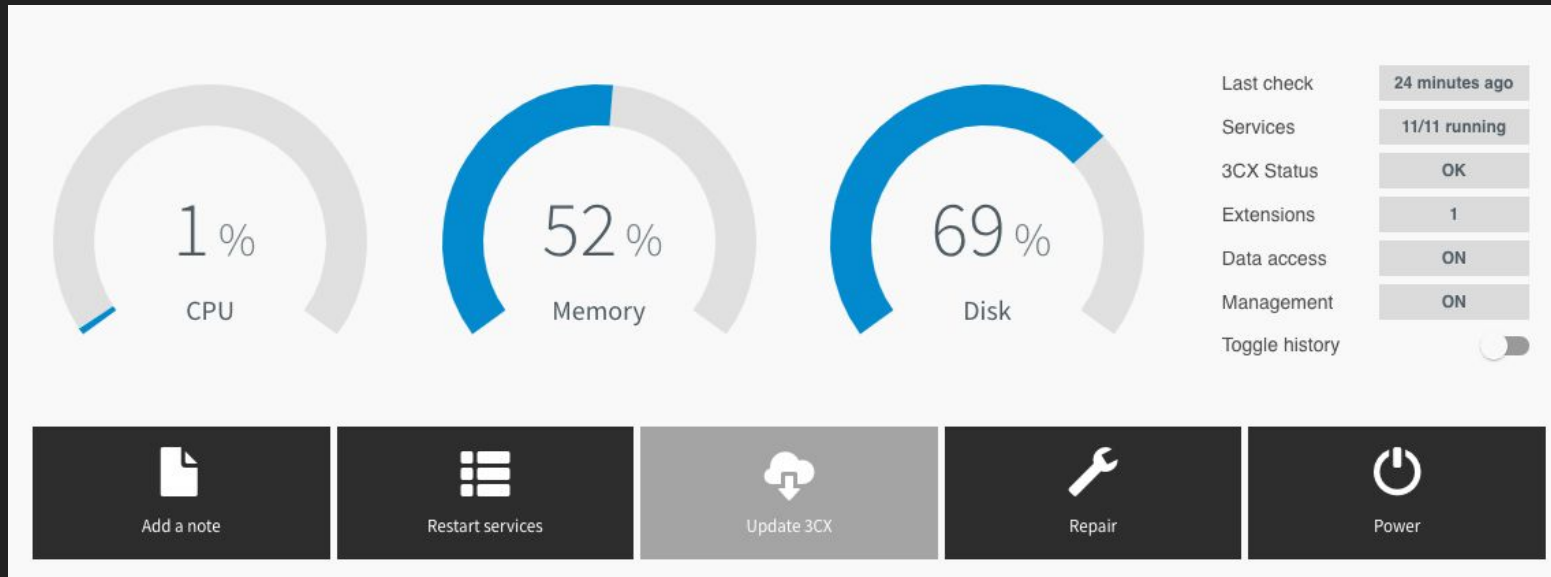
> V16 - More Control and Power.
Less Work for the Admin.

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

People Contacts Chat Call History Voicemail Schedule Conference WebMeeting Switchboard Settings	General	BLF Settings			
	Status	1	Speed Dial	005 Nik Tesla	
	Call Forwarding	2	Speed Dial	007 Leonardo di ser Piero	
	Greetings	3	BLF	000 Galileo Galilei	
	Switchboard	4	BLF	001 Jules Verne	
	Wallboard	5	BLF	002 Thomas Edison	
	Integration	6	BLF	003 Jacques Yves Cousteau	
	Scan QR Code	7	BLF	004 George Westinghouse	
	BLF Settings				

> V16 - Even More Competitive

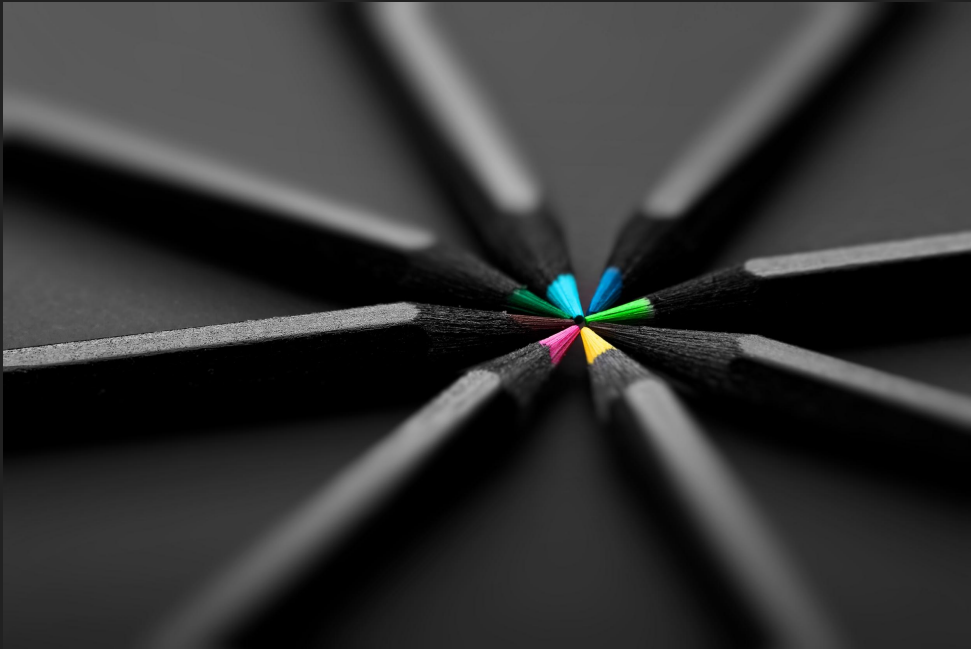
Even More Competitive

- 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



For more information:
www.3cx.com