

3CX Capable	3CX System Features and Functions
✓	911 capability
✓	Ability to phase in new system with migrated approach.
✓	Add-on Conference or Ad-Hoc conferencing
✓	Attendant Console capability
✓	Auto / Speed Dial
✓	Automatic alternate routing (Dynamic Extension/Twinning)
✓	Automatic call back
✓	Automatic Call Distribution (ACD) Groups
✓	Bridged Call Appearances
✓	Call Center Setup (Contact List Management Moves, Additions, Changes)
✓	Call Forward Busy / No Answer / All Calls
✓	Call forward capability to external numbers (Dynamic Extension/Twinning)
✓	Call Hold / Release
✓	Call Park / Pickup
✓	Call Recording
✓	Call Redirect
✓	Call Transfer
✓	Call Waiting
✓	Call Waiting Caller ID Name and Number
✓	Calling Line ID Name and Number
✓	Conference bridging for internal and external
✓	Conferencing room setups for large meetings to include microphone and speakers distributed throughout the room for complete coverage.
✓	Consistent and excellent voice quality
✓	Contact Center Express (licensing) limited amount of agents
✓	Custom Call Routing (CCR)
✓	Direct Inward Dial (DID)
✓	Enhanced Call Detail Reporting
✓	Extension Dialing between Locations
✓	Find Me/Follow Me
✓	Forced Authorization codes (optional)
✓	Group Call Pickup
✓	Hot Desking (connected IP Phones to be used by multiple users, one at a time)
✓	Hunt Groups
✓	Hunt Pilots
✓	Integration with leading smart phones & tablets (enterprise support & products for mobile)
✓	Single Number Reach – allowing both cell phone and desk phone to ring simultaneous. Allows for mobility. Can answer call on cell then walk back into office and pick up on desk phone.
✓	Make/ Drop Conference
✓	Multiple Calls per Line Appearance
✓	Music on hold or information on hold
✓	Night/ After Hours Service
✓	Paging & Group Paging
✓	Paging integration (overhead paging systems and phone to phone)
✓	Point to point video capability to aid in reducing travel between offices. (Option to add on to allow for external video calls)
✓	Presence indication (on phone, in a meeting, away)

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✓	Programmable Buttons (Soft Keys)
✓	Remote Handsets
✓	Remote Maintenance / Administration
✓	Shared Extension on Multiple Phones
✓	SIP Client Capable
✓	SMDR (Station Message Detailed Report)
✓	Soft phone capability for IM client
✓	Soft phone features
✓	Speaker Phone Capable
✓	Streamline move, ads, and changes. No need for cabling changes etc.
✓	Support for analog devices
✓	Time of Day call routing
✓	Toll Charges, classes of service for Toll restriction
✓	Unified Communication
✓	Unified Inbox with Exchange (Voice Mail in email and managed from phone or email client)
✓	Voice Mail – distributed voice mail vs. centralized voice mail
✓	Voice Mail and Instant Messaging Archiving
✓	Voice Mail forward to Email
✓	Voice Mail Light Indicator
✓	Voice over VPN
✓	WebEx video conferencing, WebEx meeting rooms etc. (hosted by WebEx)
✓	Wireless Phones (Wi-Fi or VoIP phone base station) - - Yealink and 3CX capability
✓	Wireless Headset & Handset Compatibility - - Yealink and 3CX capability