3CX Features
Matrix

3CX PBX FEATURES MATRIX	STANDARD	PRO	ENTERPRISE
Extensions	Unlimited	Unlimited	Unlimited
Import / Export Extensions via CSV	x	x	x
SIP Trunks / Gateways Support	x	x	x
Call Routing by DID & CID (DDI)	x	x	x
Extensive Codec Support	x	x	x
Receive Voicemail via Email	x	x	x
Calling Line Identification Presentation (CLIP)	x	x	x
Call Transfers (Blind & Attendant)	x	x	x
Calling Line Identification Restriction (CLIR)	x	x	x
Call Forward on Busy (CFB)	x	x	x
Call Forward on No Answer (CFU)	x	x	x
Hold (CW) incl. Custom Music on Hold	x	x	x
Intercom / Paging / PA Announcements	x	x	x
Call Parking / Pickup	x	x	x
Busy Lamp Field (BLF)	x	x	x
Real Time System Status	x	x	x
Easy Backup and Restore (incl. Scheduled Backup)	x	x	x
VMware / Hyper-V / KVM Compatibility	x	x	x
Amazon, Google Cloud, Microsoft Azure	x	x	x
3CX SBC Connectivity	x	x	x
Voicemail	x	x	x
Voicemail Transcription		x	x
Custom FQDN		x	x
Custom SMTP Server		x	x
OFFICE PRODUCTIVITY	STANDARD	PRO	ENTERPRISE
Sennheiser Headset Integration	x	x	x
Auto Attendant / Digital Receptionist	x	x	x
Ring Extension & Mobile Simultaneously	x	x	x
Integrated Fax Server (Central and per User)	x	x	x
Supported SIP Phones Integration	x	x	x
Manage IP Phones Network Wide	x	x	x
Automatic Plug & Play Phone Provisioning	x	x	x
3CX Apps: Windows and Web Client, iOS, Android	x	x	x
Directory (Company & Private Phonebook)	x	x	x
Sync with Office 365 (Users' Phonebook)		x	x
Call Query against DB & CRM		x	x
Hotel PBX Features incl. Fidelio Certified and Mitel Compatible		x	x
Web Conference Dial-In		x	x
Web Conferencing (incl. Polls, PDF-Share, Screen Share, Remote Assist & Record)	25 Participants*	100 Participants*	250 Participants*

*Max number of participants per 3CX Instance.

3CX Features Matrix

CALL CENTER FEATURES	STANDARD	PRO	ENTERPRISE
Call Logging	x	x	x
Click2Call Browser Extension	x	x	x
Click2Talk	x	x	x
Click2Meet	x	x	x
Website Live Chat and Talk	x	x	x
Call Queue Group Rights Management		x	x
CRM Integration		x	x
Sync with Office 365 (Azure AD)		x	x
Call Queuing		x	x
Real Time Statistics & Monitoring		x	x
Supervisor Agent Status Override		x	x
SLA Alerting		x	x
Switchboard		x	x
Wallboard		x	x
Callback		x	x
Call & Queue Reporting		x	x
Call Recording Transcription and Search		x	x
Barge In / Listen In / Whisper		x	x
See Group Recordings		x	x

ENTERPRISE FEATURES	STANDARD	PRO	ENTERPRISE
Call Flow Designer		x	x
Hot Desking		x	x
Scheduled Restore		x	x
Connect Remote Offices (Bridges)		x	x
Call Recording Restrictions (Start/Stop)			x
Skill Based Routing			x
Customise IP Phone Logo			x
Inbuilt Failover			x