



3CX COMMUNICATIONS SYSTEM

# CONNECTING CUSTOMERS & CO-WORKERS

Version 18

3CX<sup>®</sup>



#1 Customer  
Communication System  
Customer focused

# What did we work on?

- Teams Integration
- Security and Reliability
- Voice Engine Improvements
- Messaging
- Video Conferencing
  - Top 10 Forum Requests - Done!

# Better Codec Management

- Better default codecs for Apps and Webclient
- On Wifi, Apps use G711
- On Mobile Data Network, Apps use G729
- Also: Ability to set system wide default codec for apps

# Voice Engine Improvements

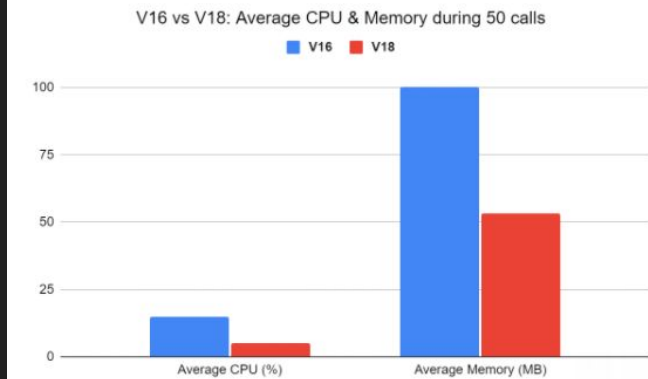
- Latest SIP library for compatibility & security
- Easy to configure SRTP
- IPv6 support for Apps and Console

# Tunnel Integrated in Media Server

- Faster and more reliable reconnection for Apps & SBC
- Calls are not disconnected when network changes or drops
- Removes unnecessary SIP mappings
- Saves local ports & CPU processing
- One service less

50%+ reduction on memory & processor usage!

PBX Version	V16	V18
Average CPU (%)	15.01	5.18
Average Memory (MB)	100.37	53.22

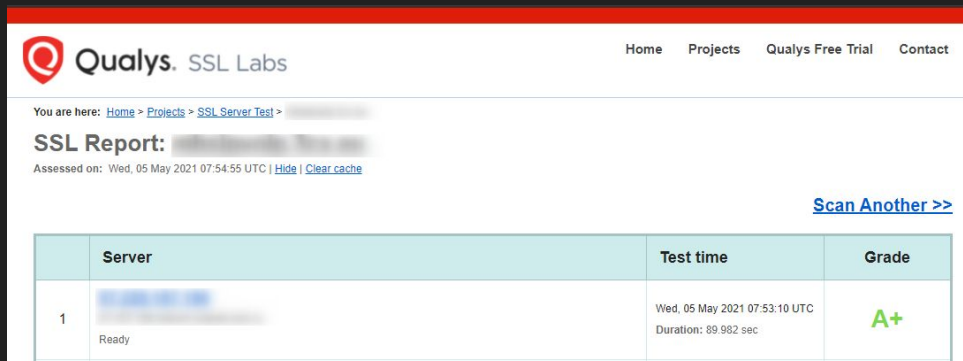


# iOS & Android Apps

- Focus: Totally reliable remote working
- Fully up-to-date using latest Apple / Google technology
- Latest PUSH in server & Client!
  - No more missed calls due to missed PUSH

# Security - Don't Disregard

- We are on latest Debian Linux 10
- Latest libraries and technologies
- Latest Nginx, OpenSSL support
- Out of the box, easy config SRTP support
- Latest Ciphers for TLS
- A+ security status ([SSL Labs](#)) & Immunilabs A status



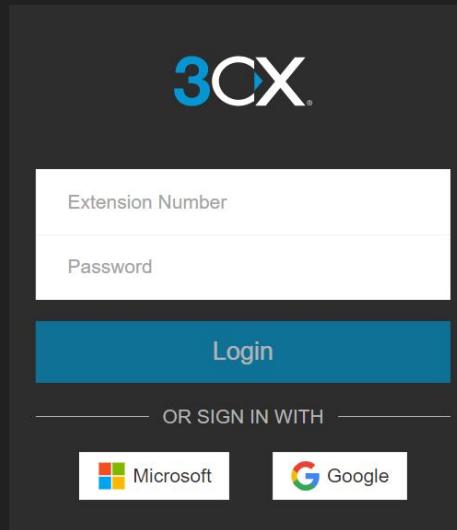
The screenshot shows the Qualys SSL Labs report interface. At the top, there is a navigation bar with the Qualys logo and the text "Qualys. SSL Labs". To the right of the logo are links for "Home", "Projects", "Qualys Free Trial", and "Contact". Below the navigation bar, there is a breadcrumb trail: "You are here: Home > Projects > SSL Server Test > [redacted]". The main heading is "SSL Report: [redacted]". Below the heading, it says "Assessed on: Wed, 05 May 2021 07:54:55 UTC | [Hide](#) | [Clear cache](#)". On the right side, there is a blue link that says "Scan Another >>". At the bottom, there is a table with three columns: "Server", "Test time", and "Grade". The table contains one row with the following data:

	Server	Test time	Grade
1	[redacted] Ready	Wed, 05 May 2021 07:53:10 UTC Duration: 89.982 sec	A+



# SSO Support for Console & Web Client

- SSO easy to set up
  - Authenticate with Microsoft or Google Account
- Works out of the box with Microsoft 365
- Supports Active Directory via [AD Azure Connect](#)
  - If you don't have Microsoft 365
- Import & Sync for AD and 365 in STD Edition
- SSO only for web client and console
  - Apps are provisioned



The screenshot displays the 3CX login interface. At the top right is the 3CX logo. Below it is a white login form with two input fields: "Extension Number" and "Password". A blue "Login" button is positioned below the form. Underneath the button, the text "OR SIGN IN WITH" is centered. At the bottom, there are two buttons: "Microsoft" with the Microsoft logo and "Google" with the Google logo.

# 3CX Teams Integration

- Teams charges up to \$53 per user, per month for their telephony!
- Give Teams calling to select users, for the rest 3CX.
- Teams users can be called by any 3CX user or external party.
- And make outbound calls via 3CX SIP trunks
- Uses Direct Routing (SBC Trunking)
- Better than connecting directly via a SBC

# 3CX Teams Integration

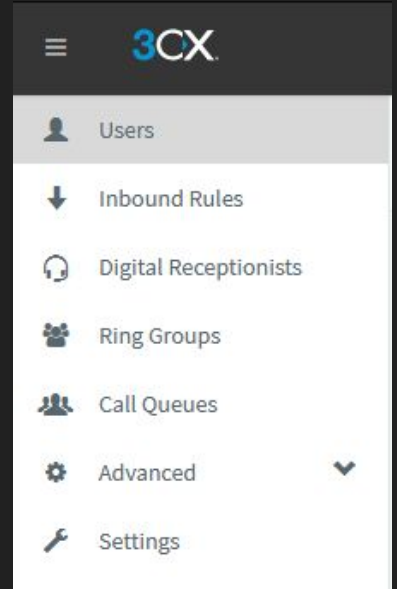
- Big Opportunity for 3CX partners!
- Leverage off of Microsoft's existing customer base
- Free downloaders can trial 3CX Teams Integration (4SC)
  - More of the hottest leads!
- Available in the Enterprise Edition only

# More Granular Admin Rights

Added new role “Phone System Admin”

Extended rights:

- Create digital receptionist
- Music on hold
- Ring groups
- Contacts
- Queues
- Inbound rules



# Audit log

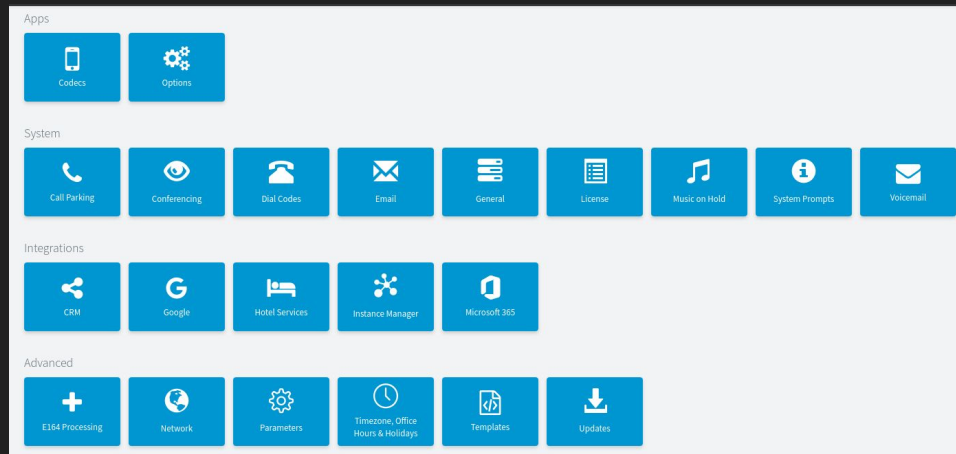
- See who did which changes
- Included in all editions

The screenshot displays the 3CX Audit Log interface. At the top, there is a navigation bar with the 3CX logo, a menu icon, and links for Support, Updates, and a language selector (US flag). A left sidebar contains navigation options: Dashboard, Users, Phones, SIP Trunks, Inbound Rules, Outbound Rules, Messaging, Digital Receptionists, Ring Groups, Call Queues, Backup and Restore, and Reporting. The main content area is titled "Audit Log" and includes a "Filter" button, "Settings" gear icon, and "Export" button. Below these is a search bar with the text "Search ..." and a magnifying glass icon. The audit log is presented as a table with the following columns: Date/Time, Performed By, IP Address, Section, Item Changed, Type of Change, and Details. The table contains five entries, with the last two having "View details" links.

Date/Time	Performed By	IP Address	Section	Item Changed	Type of Change	Details
05/18/2021 11:35:42 AM	Administrator	127.0.0.1	Event Log	Management Console	User Login	
05/18/2021 11:33:44 AM	Administrator	127.0.0.1	Extensions	100 Bianca Mayson	Update	<a href="#">View details</a>
05/18/2021 11:31:23 AM	Administrator	127.0.0.1	Messaging	Website Configuration	Create	<a href="#">View details</a>
05/18/2021 11:30:42 AM	Administrator	127.0.0.1	Extensions	141 Ernesto , 142,143 ...	Delete	
05/18/2021 11:29:24 AM	marketing	127.0.0.1	Extensions	100 Bianca Mayson,0...	Export	

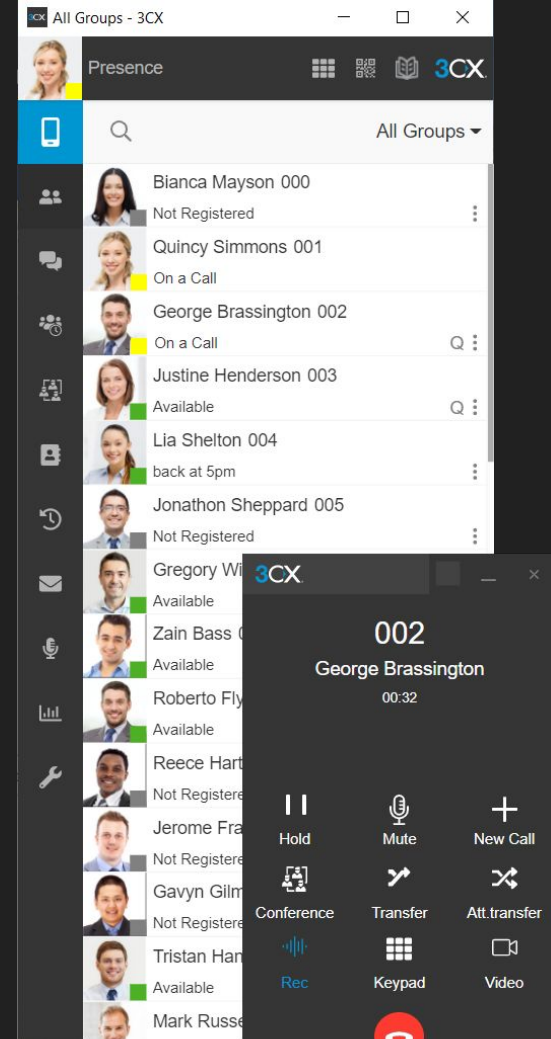
# Other Admin Features

- Normalize caller ID to e164
- Top 10 ideas features done!
- IVR improvements
- Re-organized management console



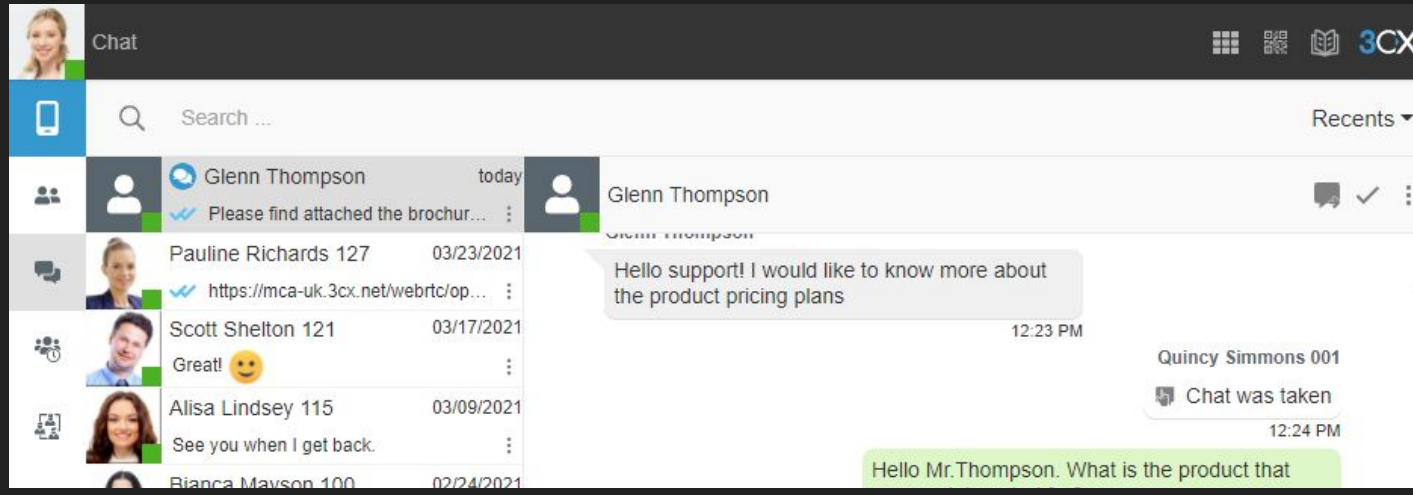
# Webclient as Windows App

- Inbound call pop ups and better call control.
- Native Windows App experience
- Uses Electron
- Easily installed and updated
- Replaces Google extension
- Will replace Windows app when feature complete



# Improved Chat Functionality

- Forward chats
- Mark chats as done (Live Chat)
- Add / Remove members in chats
- Retention policy for chats
- Coming up: Interface for handling multiple chats





# Video Conferencing

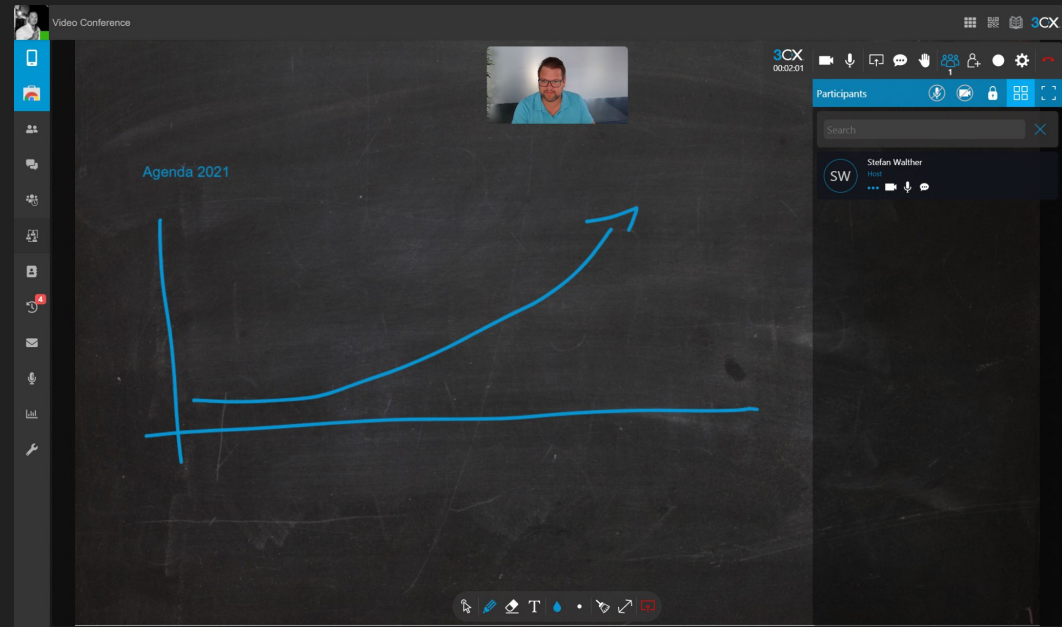
Big upgrade to webmeeting

# Video Conferencing

- Webmeeting got a major upgrade!
- Low bandwidth situations better managed
- More and better MCUs
  - Added one for Moscow in v18!
- Much greater overall reliability
- New Android and iOS apps
- Completely new interface

# V18: Integrated Video Conferencing

- Webmeeting now more integrated with 3CX
- Portal runs on 3CX, no longer in the cloud
  - More data privacy
  - Easier dial in
  - Easier to remember URLs



# V18 Video Conferencing Roadmap

- Possibility to configure your own MCU
- New codec AV1
- BYO MCUs for Video Conferencing
- Recurring meetings
- Auto-Update of ext status
- Group-based meeting rooms



# Also Coming...

- For Apps: Car Play, Android Auto, Android 12, Siri
- Google Messaging
- Apple iMessage
- Telegram in consideration
- MMS
- SMS - alphanumeric sender ID
- Chat rating

# Even More Coming!

- Chat rating
- Email chat transcript
- Source URL of website chat
- More reports
- Better CRM integration for Chat
- Chat “IVR”
- Yealink Headset Support

# Zammad Integration

- Allow for escalating/transfer of tickets to Zammad
- User syncing with Zammad
- Use same answer library with Zammad
- Smaller installs: Install on same machine



Zammad

# Help Desk / Ticketing system

- Bundle/integrate Zammad
  - Open source system
  - Runs on Debian Linux,
  - Uses almost identical technology as 3CX (Postgres)
- Used within 3CX for 6 months now
  - 80+ users
  - 5000 tickets per month
  - Saving €30,000 per year!
- Zammad for email, 3CX for live chat
- One integrated system, Everybody can be a user



Q & A

Thank you!