

Fruth Group Cloud Voice Features List

General Features	
Extensions	Unlimited
Number of Simultaneous Calls Supported	> 1,024
Call Logging	✓
Call Forward on Busy or No Answer	✓
Call Routing by DID	✓
Auto Attendant / Digital Receptionist	✓
Voicemail/ Music on Hold	✓
Central Phonebook	✓
Call Transfer	✓
MWI – Message Waiting Indicator	✓
Ring Extension & Mobile Simultaneously	✓
Automatic Pickup on Busy	✓
Supports SIP Trunks/ Gateways	✓
Sennheiser Headset Integration	✓
Extensive Codec Support (G711, G722, GSM, Speex, ILBC)	✓
G729 Codec Support	✓
Busy Lamp Field (BLF)	✓
Call Reporting	✓
Call Parking / Pickup	✓
Intercom/ Paging	✓
Custom SMTP Server	✓
Custom FQDN	✓
Configure BLF's from the Clients	✓
Hot desking	✓

Management and Scalability

Web-based Management Console	✓
Automated Provisioning of Devices	✓
Real Time Web-based System Status	✓
Integrated Web Server	✓
Easy Backup and Restore	✓
SBC to Configure Remote Extensions	✓
VMware / Hyper-V Compatibility	✓
Scheduled Backup	✓
Connect Remote 3CX PBX Systems (Bridges)	✓
Scheduled Restore	✓
Inbuilt Fail Over Functionality	✓
Standby Licence	✓

Unified Communications

See the Presence of Your Colleagues	✓
Receive Voice Mail via Email	✓
Advanced Forwarding Rules	✓
Setting Up Conference Calls	✓
Click2Call Extension	✓
Receive Faxes via Email as PDF	✓
Integrated Fax Server	✓
View Presence of Remote Offices	✓

Call Center / Contact Center

Call Recordings Search	✓
Call Recordings Management	✓
Call Queuing	✓
Call Recording	✓
Call Flow Designer	✓
Advanced Queue Strategies	✓
Advanced Call Reporting	✓
Real Time Queue Statistics	✓
Queue Reports	✓
Barge In / Listen In / Whisper	✓
Query Customer Name Based on Caller ID	✓
Ability to Use 3CX Clients API	✓
Link Company Directory with LDAP / ODBC	✓
Sync Phonebook with Microsoft Exchange	✓
Real Time Queue Monitoring	✓
Wallboard	✓
Switchboard Queue Manager View	✓
Supervisor can Log Agents In/Out	✓
Supports External Agents	✓
Callback if queue full	✓
CRM Integration / Scripting Interface	✓
SLA alerting/reporting	✓

Mobility

Android Client	✓
iOS Client	✓
Windows Client	✓
Mac Client	✓
Web client	✓
Manage the 3CX Client from within the Console	✓
Includes 3CX Tunnel to Avoid NAT Problems	✓

IP Phone Management

Automatic Plug & Play Phone Provisioning	✓
Manage IP Phones Network Wide from Console	✓
Restart Phones Remotely	✓
Update & Manage Firmware Network Wide	✓
Supports Popular SIP Phones	✓

Application Integration

Office 365 (address book only)	✓
Microsoft Outlook	✓
TAPI	✓
Office 365	✓
Salesforce	✓
Microsoft Dynamics	✓
Microsoft Exchange 2013 / LDAP / ODBC	✓
Google Contacts	✓
Exact	✓
Zendesk	✓
Freshdesk	✓
act!	✓
Datev	✓
Hotel Module	✓
Fidelio Certified	✓
Mitel Compatible	✓
Multiline TAPI	✓

Web Conferencing

Plugin Free – WebRTC	✓
One-click conference	✓
Meeting Recording	✓
Remote Control / Assistance	✓
Screen Sharing	✓
Unlimited Users	✓
Participants Included	250