

# 3CX Platform FEATURES



## HOSTED PBX BENEFITS

Save time and money by connecting your team & customers through an award-winning platform with support when you need it the most!



### Global Hosting Redundancy



### Cost Effective

No onsite PBX is required.



### Multi-Location Connectivity

Easily integrates multiple locations to act as one; bridge connections are typically not necessary but available if requested.



### Failover Functionality

The ability to have calls automatically forward to specific number if the phone system were to ever go down.



### Flexibility

This system can be deployed in the way that best fits your business. Whether it's operating each location off of a single PBX or having multiple locations share a single PBX, we've got options.



### Reliability

Even if the power or internet were to go out at your business, the phone system stays operational since it's cloud-based. Users can still utilize the Mobile App or Softphone (with an active internet connection), and voicemails can still be left to ensure important calls aren't missed.



### Scalability

Grow the phone system as your business grows!

Trusted by over 600,000 companies including Mercedes-Benz, American Express, and Coca-Cola

*Looking to see how our system would fit your business? Contact your sales rep for more information!*

# HOSTED DIAL-TONE BENEFITS

Get reliable, contract-free VoIP dial-tone with local support, global reach, and the power of top networks like Zoom and Google—all at a better cost than traditional providers.



## Eliminate Separate Voice Line Bills for Multiple Locations

Multiple locations can share call paths which eliminates additional bills for call paths.



## Utilize the Largest Upstream Provider Backbone for VoIP in the World

One Click Hosted Dial-tone utilizes the largest upstream provider backbone for VoIP in the world – assuring you have the best reliability with the best redundancy with your dial-tone service. One Click's dial-tone network utilizes the same backbone (infrastructure) as other providers like RingCentral, 8x8, Windstream, Zoom, Skype, Google, and TDS.



## 8,800 On-net rate centers supported



## FCC Compliant



## Get Phone Numbers With Local Area Codes Regardless of Where Business Is Located

eliminating the possibility of having to pay for “Remote Call Forward” numbers if the number is outside of the rate center where the business is located.



## Local Support Through One Click

eliminating the possibility of having to pay for “Remote Call Forward” numbers if the number is outside of the rate center where the business is located.



## Customized Global Calling Plans and Toll-Free Calling Plans.

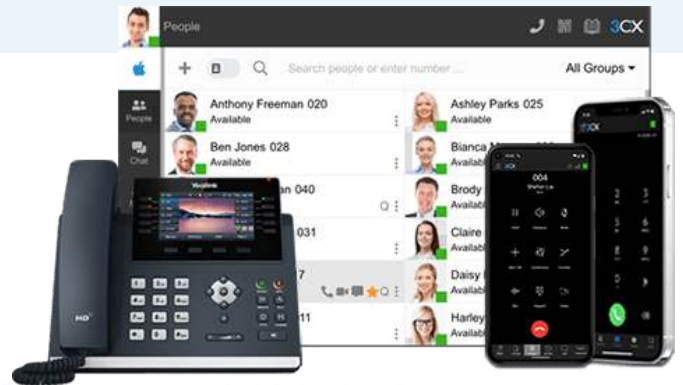
Customized Global Calling Plans ensure international calls stay cost-effective.



## Contract Free

Increase or decrease call paths at any time (billed in monthly cycles) as necessary without having to worry about contract end dates or costly penalties for changing your services.

USE YOUR PHONE SYSTEM  
**ANYWHERE**  
CELLPHONE, COMPUTER, OR DESKPHONE



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# 3CX EDITION COMPARISON

Feature	Professional	Enterprise
Main PBX Features		
Extensions	Unlimited	Unlimited
Caller ID	✓	✓
Call Transfer	✓	✓
Phone Directory	✓	✓
Headset Integration	✓	✓
Apps: Windows and Web Client, iOS, Android	✓	✓
Call Parking / Pickup	✓	✓
Call Logging	✓	✓
Call Transfer	✓	✓
Call Forward on Busy/No Answer	✓	✓
Custom Hold Music	✓	✓
Ring Groups	✓	✓
Auto Attendant/Digital Receptionist	✓	✓
SBC for Offsite Phones	✓	✓
Busy Lamp Fields (BLF)	✓	✓
Multi-level IVR	✓	✓
Voicemail to Email	✓	✓
Voicemail Transcription	✓	✓
Intercom / Paging / PA Announcements	✓	✓
Integrated Fax Server	✓	✓
Ring Extension & Mobile App Simultaneously	✓	✓
VMware / Hyper-V / KVM	✓	✓
Custom FQDN	✓	✓
Custom SMTP Server	✓	✓
MS 365 Integration	✓	✓
Hotel PBX	✓	✓
Real Time System Status	✓	✓
Video Conferencing		
3CX Link	✓	✓
Maximum # of Participants	100 Users	250 Users
Call Queues	✓	✓
Polls	✓	✓
PDF Sharing	✓	✓
Screen Sharing	✓	✓
Remote Assistance	✓	✓
Whiteboard	✓	✓
YouTube Integration	✓	✓

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# 3CX EDITION COMPARISON

Feature	Professional	Enterprise
<b>Call Center Features</b>		
Call Recording/Call Logging & Call Reports	✓	✓
Call Recording Search	-	✓
Start/Stop Call Recording Rights	-	✓
Listen/Whisper/Marge-in Mode	✓	✓
Call Queues	✓	✓
SLA Alerting	✓	✓
Switchboard	✓	✓
Wallboard	✓	✓
Callback	✓	✓
CRM Integration (Select Software)	✓	✓
Real Time Statistics & Monitoring	✓	✓
<b>Enterprise Features</b>		
Call Flow Designer	Unlimited	Unlimited
Hot Desking	✓	✓
Scheduled Restore	✓	✓
Connect Remote Offices (Bridges)	✓	✓
PBX Backup / Recovery	✓	✓
Skill-based Routing	-	✓
Inbuilt Failover	-	✓
Custom IP Phone Logo	-	✓
Standby License	-	✓
MS Teams Integration	-	✓

## 3CX POPULAR FEATURES



### Call Transfer

- Internal transferring can be completed by hitting the “Transfer” button on the screen and then hitting the applicable extension BLF (Busy Lamp Field) button on the phone. You are also able to hit the physical transfer button on the phone to accomplish the same thing.
- Transferring to an external number can be completed by hitting the transfer options in the same way listed above, and then typing out the 10-digit phone number you would like the transfer the call to. You will hit the transfer button again after typing in the 10-digit phone number to complete the transfe

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## Shared Call Parking

- Calls can be placed on park by hitting the SP1 and SP2 (Shared Park 1 and 2) buttons that will be listed on the BLF button display. The LED will turn from green to red to show a call has been placed on park.
- Calls can be picked up off of park by hitting the applicable Shared Park button.
- Number of park lines can be adjusted off call volume and client needs



## Hold

Calls can be placed on hold by hitting the hold button on the phone. The caller will hear hold music, and the call can only be picked up again by pressing the hold button on that specific handset/device.



## Voicemail

Can be checked via desk phone, mobile app, web client, or email (If Voicemail to email is set up).

- All Voicemails are timestamped with the day and time the voicemail was received



## Voicemail to Email

Allows the ability to have any voicemail logged as a .wav sound file and sent to the email that has been set up with the applicable extension. From there voicemails can be saved, forwarded, archived, etc.

- All Voicemails are timestamped with the day and time the voicemail was received.



## Voicemail Transcription

- Transcribes voicemail that's sent via email to applicable user.
- Voicemail transcription requires a Google Storage account and additional fees may apply.



## Call Recording

- This system has the capability to record all calls or select calls on demand (Select Call Recording requires the Enterprise version of 3CX)
- If you opt to record only specific calls, recording must be initiated through the Web Client or Mobile App
  - Your specific recordings can be viewed (if the applicable permissions are granted to that specific user) via the 3CX Web Client, Mobile App, or Windows App.
- Typically, our Cloud PBX will save recorded calls (if all calls are recorded) for approximately a month and is based on call volume and length. Our Cloud PBX can store up to 5GB of audio before additional storage space would need to be purchased. Recordings can also be manually exported off of the PBX for archiving purposes.

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## Conference Calling

- A conference bridge can be set up through your Cloud PBX utilizing the call paths you have on the 3CX platform. (Note – the number of users connected on the conference bridge will count as part of your active call paths on the phone system.)
- A direct dial number can be set up directly to the conference bridge to send out meetings.



## Web Conferencing (User Capacity dependent on 3CX version)

- This system will allow the ability of running a video conference session; which is initiated through the Web Client or Windows App.
- Web Conferences offer the ability to share PDFs, create polls, respond to questions, utilize a chat box, and allow the ability to share your screen for external programs that you may need to demo during the session.
- Invites for the video conference can be sent out directly through the Web Client.
- You are able to use the audio on your computer (if it has a microphone connected to it); alleviating the need of taking any call paths up off of your actual phone system if you opt to go this route as opposed to utilizing the audio-conferencing bridge included with the phone system.



## Web Client

- Softphone Support
  - Allows the ability to make or receive a call through your PC.
  - Video calls can be instantly made if both users are utilizing softphone with webcam attached.
- Headset Support
- Allows the ability to view call history for that specific extension.
- Allows the ability to listen, download, play, and delete voicemail messages.
- Allows the ability to schedule an audio or video conference.
- Presence information
  - Allows the ability to set your extension to a variety of statuses as well as the ability to set specific rules for each option (I.E. Forward to cell when set to away, utilize call rebound, forward to a different extension, etc.)
- Chat Application
  - Similar to MS Teams, lets internal users message each other through the web client and mobile app.
  - Also allows for SMS and MMS messages to be sent with applicable texting plan.
- Wallboard allows Users/Agents in a call queue to see information such as clients waiting to speak to an agent, average talk time per call, answered/abandoned call counts, agents busy assisting clients, total calls, amount of call backs, and average wait time to connect to an agent.



## Call Forwarding

Allows the ability to forward a call to a different destination.

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## 3CX Mobile App

- Allows users to receive inbound calls through the 3CX platform on cell phone through app as well as make outbound calls showing the business number caller ID.
- Allows calls to be transferred from internally through phone system to cell phone.
- Allows for calls answered through app to be transferred to any applicable extension on phone system.
- Allows calls to be picked up from Shared Park Line.
- Ability to check voicemail, send internal chats, and access web meetings through app.
- Ability to change status from App (Available, Do Not Disturb, Away, Out to Lunch, etc.)
- Any call beeping in while already on phone will beep in on cellphone as normal.

*\*App runs off of data connection on cellphone; call quality is based on data connection to mobile device\**



## Intercom/Paging

- Ability to intercom other end users/groups on the phone system (if permissions are granted) by dialing a specific code and extension over the phone system.
- PA Systems are set up as extensions on the platform for easy paging across applicable horns throughout the building.



## Custom Ring/Hunt Groups

- Extensions can be set to ring specific groups of phones as requested.
- You are able to set a timer so if no extension in that group answers the call within the allotted time the phone system can then ring additional phones/groups to avoid any calls being missed.
- Prior to installation, a One Click Phone Tech will walkthrough how you want the new phone system to operate and will create a flow chart showing how it will work. Ring/Hunt groups



## Auto Attendant/After Hours Auto Attendant

- Automated menu system for when a live user does not answer an incoming call to ensure calls get routed to the correct destination. System can be set up to immediately have Auto Attendant kick in if preferred.
- After Hours Auto Attendant will change the message and list of options once your business closes for the day.



## Hold Music

- Client can provide One Click with audio file(s) containing a specific message or hold music. We will take that file and implement it onto your phone system. Multiple files can be cycled through upon request. All hold music must be owned by client or be DRM free to be utilized.
- Default hold music will be implemented if no specific files are provided by client.

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## Click to Call Functionality

Allows the ability to install a Google Chrome Plugin, letting the end user click a phone number on any web-based platform and hit call to call via their desk phone or Web Client/Windows App.



## Call Reporting

- Allows any user with administrative credentials to the PBX the ability to run call usage reports daily, weekly, monthly, etc. to check on call volume.
  - You are able to export this into an excel spreadsheet to save, forward, archive, etc.
  - Platform has various reports that can be run and exported.



## Hotdesking

- The ability to have employees log in on desk phones with unique credentials to provision that phone to their specific extension.
  - This is useful for companies where employees work in different workspaces on a regular basis or share a workspace dependent on shifts.



## SMS Text Messaging (Requires Texting Plan)

- Send SMS/MMS messages via 3CX Webclient, Windows App, and Mobile App directly to clients from landline number(s)
- 10DLC Compliance required for use
  - Forbidden Content over SMS/MMS via landline includes conversations about High-risk financial services, third-party lead generation, debt collection and forgiveness, “get rich quick” schemes or multi-level marketing, illegal substances, gambling, and sex/hate/alcohol, firearms, and tobacco (SHAFT) § More information can be found at <https://www.10dlc.org/en/shaft>
  - Privacy policy required on client website for SMS approval by 10dlc

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