



People

All Groups

Search ...

Help

Web Client

DEFAULT

London Office\DEFAULT

Chat

Call History 318

Voice-Mail

Schedule Conference

WebMeeting

Switchboard

Recordings

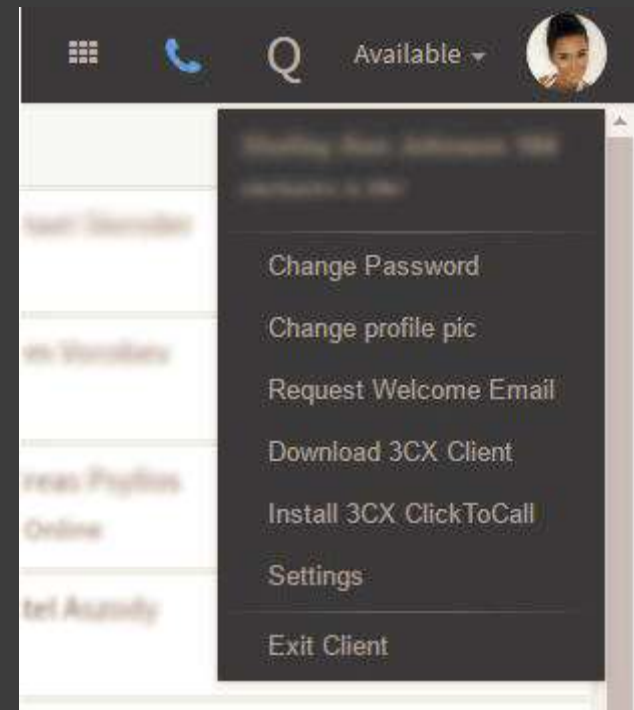
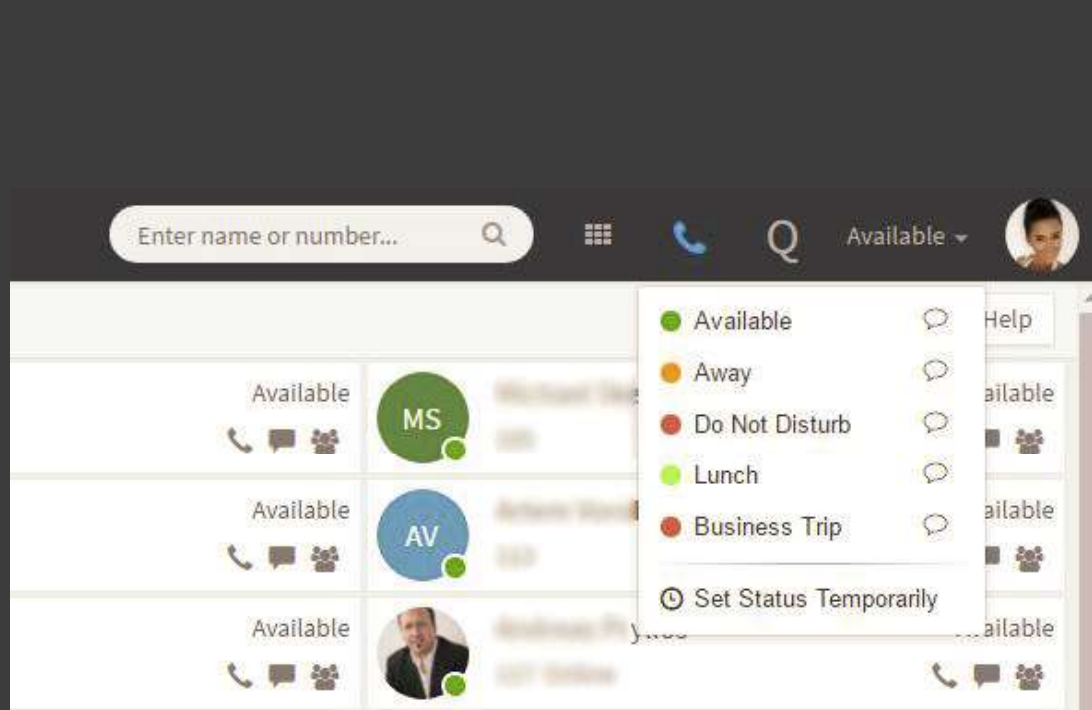
Settings

Help

RL Ronald Lee 101 Available	David Rodriguez 102 Available	LG Larry Green 103 Available
Doris Carr 104 Available	KC Keith Cook 105 Available	MG Mary Grant 109 Available
HH Howard Hudson 110 Available	Nancy Baker 111 Available	SJ Stephen Jordan 112 Available
Robert Wilson 113 Available	MR Michael Ryan 114 Available	Dennis Burns 115 Available
MD Melissa Duncan 116 Available	MT Marie Taylor 117 Available	JH Jonathan Hill 118 Available
Billy Fields 119 Available	PA Phillip Andrews 120 Available	PA Peter Alvarez 121 Available
HB Henry Bennett 122 Available	AH Ashley Hayes 123 Available	DM Doris Mills 124 Available
SA Sandra Anderson 125 Available	Harold Reyes 126 Available	Carlos Ward 127 Available
JG Janice Garcia 128 Available	WP Wanda Payne 129 Available	MW Mark Welch 130 Available
Gerald Price 131 Available	DB Daniel Black 132 Available	Andrea Washington 133 Available
Victor Kelley 134 Available	RL Roland Lee 710 Google nexus Available	DR David Rodriguez 711 Available
LG Larry Green 712 Available	DC Doris Carr 713 Available	KC Keith Cook 714 Available
JF Joyce Fisher 715 Available	AJ Anne Jones 716 Available	

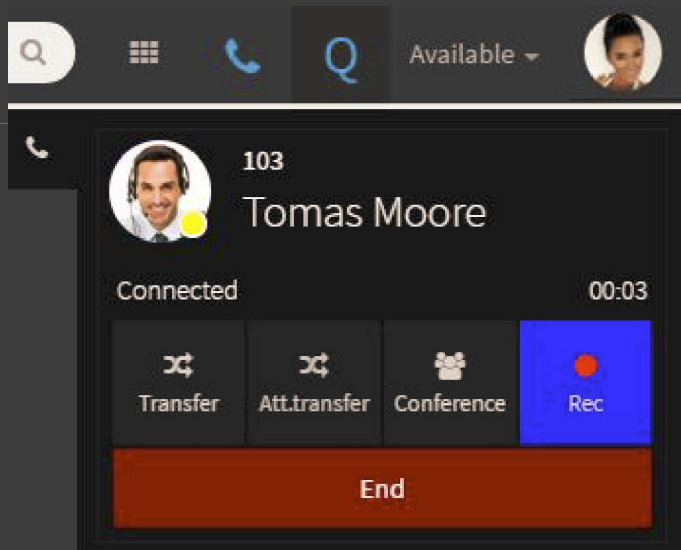
# Status & Account Settings

- Easily set status from drop down
- Set time based status, eg for 30 mins
- Account details easily accessible



# New Desk Phone & Client Control

- Improved phone control (CTI)
  - Supports Cloud AND on premise deployment
  - Extensions can be local or remote
  - Works with supported deskphones
  - .. and 3CX client for Windows, Mac, iOS and Android!
  - More reliable using uaCSTA standard
- Requires latest firmware and clients - easy though with v15!



## New Desk Phone & Client Control

- New popup for calls
- Blind & Attended transfer
- Office 365 contacts
  - Automatically recognized!
  - Open contact record from popup
  - No plugins required
- Improved conference call setup

Select participant

Search ...



100

Revekka Dimitriou

Connected

00:06



Transfer



Att.transfer



Conference



Rec

End



Mariana Trelí  
203

Available



DM Dianna Mann  
208

Available



SM Shelley Miles  
209

Available



Charles Coleman  
210

Available



MJ Matilda Jadyn  
211

Available



KA Katy Amy  
212

Available



OL Omar Lolicia  
213

Available



TZ Timotha Zena  
225

Available



TT Tillie Trudy  
226

Available



Rheanna Delmar  
228

Available



Willy Gerda  
232

Available



Shawnda Travis  
238

Available



KO Kerneels Odell  
241

Available



LE Les Ernestine  
244

Available



JL Jenessa Lili  
248

Available



RE Rube Esmée  
249

Available



QJ Quirijn Jermaine  
250

Available



JJ Joni Jean  
251

Available



Jere Solomon  
252

Available



Terrie Catherine  
254

Available



Gerolt Franks  
255

Available



BL Bobbi Laurens  
258

Available



SM Sharron Marcellus  
259

Available



AJ Andrea Jess  
260

Available

Settings

Help


- Featured people
  - Frequently contacted
  - On your calendar
  - Favourites
  - For follow-up
- Your contacts
  - Contacts
  - Skype for Business Contacts
  - test
  - Other contacts
  - Connect to social networks
- Directory
  - All Rooms
  - All Users
  - All Distribution Lists
  - All Contacts
  - All Groups
  - Offline Global Address List
  - Public Folders
- Groups New +
  - DD
- Discover

**Choose how you see People**  
 Pin the view that suits you. The next time you visit the People page, you'll see this view. You can change it at any time.

**People you frequently contact** [View the full list >](#)  
 See recent communications and updates for the people you interact with the most. [Pin this](#)

**MB** Michael Borg  
 We couldn't find any messages.  
[Send a message](#)

**People on your calendar today** [Pin this view](#)  
 See who you'll be meeting with and the kinds of things you'll be working on today.

 It looks like your calendar is open for the rest of the c

**SM**

**Shelbey Michaels**

[shelbey@michaels.com](mailto:shelbey@michaels.com)

[+44 \(20\) 3327 20 20](tel:+44(20)33272020)

[Schedule an event](#)

[See contact details >](#)



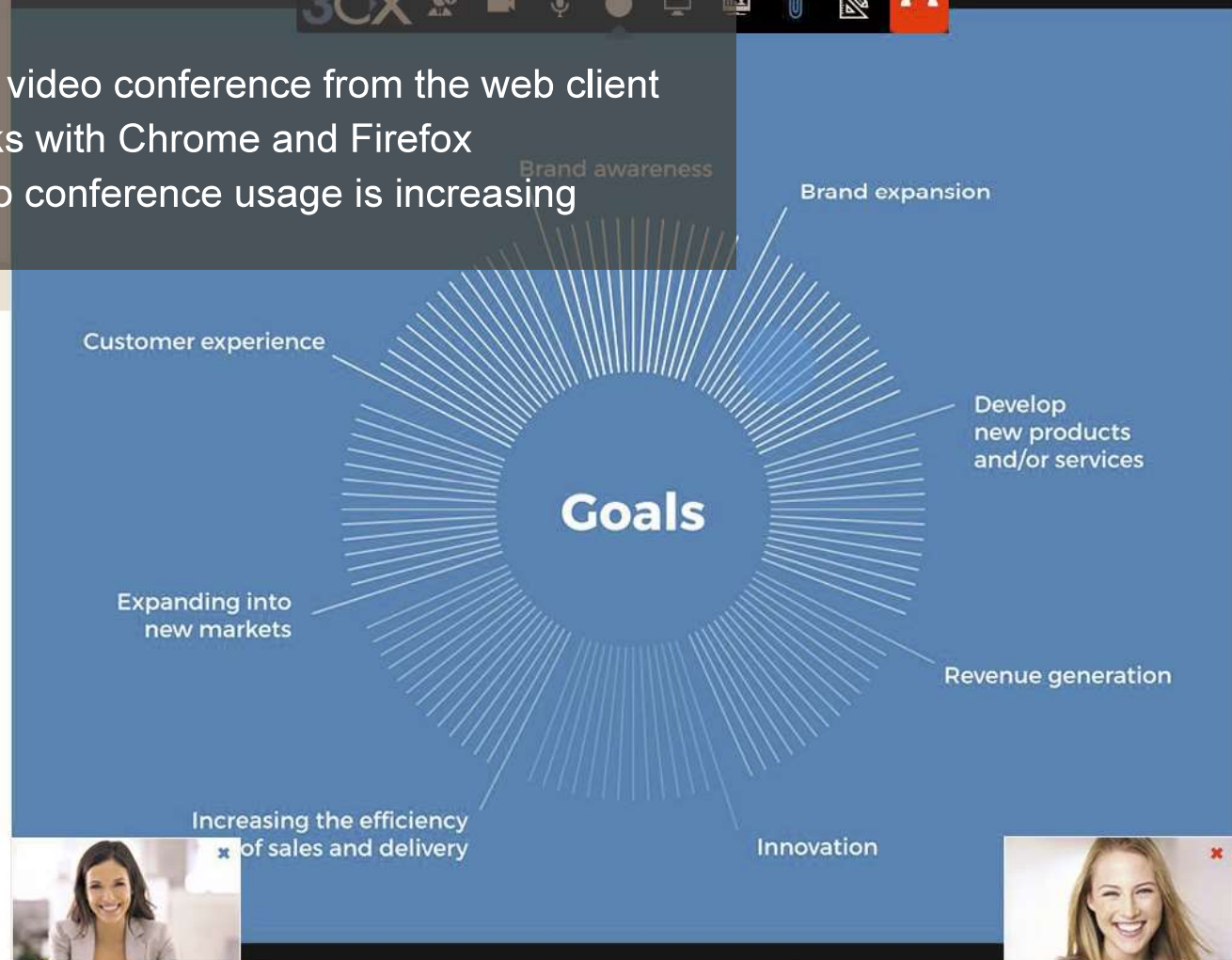
# Integrated WebMeeting

Enter name or number...

Available

- People
- Contacts
- Chat
- Call History
- Voice Mail
- Schedule Conference
- WebMeeting**
- Switchboard
- Recordings
- Settings
- Help

Start video conference from the web client  
 Works with Chrome and Firefox  
 Video conference usage is increasing



Attendees (+) Meeting Info Link

- Revekka Dimitriou
- Bella

Meeting Chat

---

1 of 36 | | Stop Sharing



# New Switchboard / Queue View

Navigation sidebar:

- All
- Wallboard
- 800 Q1
- 801 Q2
- Home
- Calendar
- Contacts
- Reports
- Tools
- Settings

Q1		Duration	Details
Nancy Baker[111]	Doris Carr[104]	00:22	Connected to Queue
Mary Grant[109]	Q1[800]	00:26	Waiting in Queue
Melissa Duncan[116]	Q1[800]	00:20	Waiting in Queue
Nancy Baker[111]	Q1[800]	00:42	Waiting in Queue
Jonathan Hill[118]	Q1[800]	00:37	Waiting in Queue
Dennis Burns[115]	Q1[800]	00:39	Waiting in Queue
Stephen Jordan[112]	Q1[800]	00:16	Waiting in Queue
Dennis Burns[115]	Howard Hudson[110]	00:08	Connected to Queue
Jonathan Hill[118]	Larry Green[103]	00:07	Connected to Queue
Billy Fields[119]	Q1[800]	00:06	Waiting in Queue
Marie Taylor[117]	Q1[800]	00:04	Waiting in Queue
Mary Grant[109]	Ronald Lee[101]	00:02	Connected to Queue
Melissa Duncan[116]	Robert Wilson[113]	00:00	Connected to Queue
Stephen Jordan[112]	David Rodriguez[102]	00:00	Connected to Queue

Waiting	Serviced:	Abandoned calls	Longest waiting time	Average waiting time	Average talking time
7	65	150	00:00:50	00:00:37	00:00:15

### Agent Status

- 000 Marios Neophytou  
Logged out
- 101 Ronald Lee  
Logged in
- 102 David Rodriguez  
Logged in
- 103 Larry Green  
Logged in
- 104 Doris Carr  
Logged in
- 105 Keith Cook  
Logged in
- 106 Joyce Fisher  
Logged in
- 107 Anne Jones  
Logged in
- 108 Joe King  
Logged Out April 27, 2017 11:13:50 AM  
0 / 0 / 00:00:00
- 109 Mary Grant  
Logged in
- 110 Howard Hudson  
Logged in
- 111 Nancy Baker  
Logged in
- 112 Stephen Jordan  
Logged in
- 113 Robert Wilson

Web based Wallboard (expandable)

9:57 AM

04/19/2017

# 3CX Wallboard

15

WAITING

00:00:24

AVG TALK TIME

7024

ANSWERED

3

ABANDONED

1

AGENTS BUSY

12861

TOTAL

0

CALLBACKS

00:00:36

WAITING TIME



## Improved Contacts

- Import contacts
- Better management (Delete All, list all in IP Phonebook)
- Synchronize server based with Office 365 (PRO)

Aaron Chapman <a href="tel:75820683401">75820683401</a>	Aaron Grant <a href="tel:86690501587">86690501587</a>	Aaron Kelley <a href="tel:03203978416">03203978416</a>
Aaron Reed <a href="tel:04966927463">04966927463</a>	Aaron Reid <a href="tel:14013868996">14013868996</a>	Aaron Roberts <a href="tel:25364181842">25364181842</a>
Aaron Reed <a href="tel:73302917263">73302917263</a>	Aaron Reid <a href="tel:39719314444">39719314444</a>	Adam Weaver <a href="tel:82250372122">82250372122</a>
Adam Welch <a href="tel:68753662679">68753662679</a>	Adam Williams <a href="tel:55444894264">55444894264</a>	Alan Hughes <a href="tel:22506549003">22506549003</a>
Alan Kim <a href="tel:50754136950">50754136950</a>	Albert Barnes <a href="tel:66489675979">66489675979</a>	Albert Hayes <a href="tel:04295028778">04295028778</a>
Albert Rodriguez <a href="tel:69026309605">69026309605</a>	Albert Shaw <a href="tel:14795082876">14795082876</a>	Albert Willis <a href="tel:89786894049">89786894049</a>
Alice Brown <a href="tel:42861656523">42861656523</a>	Alice Hudson <a href="tel:15892269396">15892269396</a>	Alice Kelley <a href="tel:50768956991">50768956991</a>
Amanda Bishop <a href="tel:22976494085">22976494085</a>	Amanda Campbell <a href="tel:34622890370">34622890370</a>	Amanda Gardner <a href="tel:96639731709">96639731709</a>
Amanda Rivera <a href="tel:67369310962">67369310962</a>	Amy Barnes <a href="tel:91247454840">91247454840</a>	Amy Bell <a href="tel:38970556867">38970556867</a>
Amy Simmons <a href="tel:20918295822">20918295822</a>	Andrea Bowman <a href="tel:53454600276">53454600276</a>	Andrea Elliott <a href="tel:45867805414">45867805414</a>
Andrea Franklin <a href="tel:19326693357">19326693357</a>	Andrea James <a href="tel:42042892280">42042892280</a>	Andrea Mccoy <a href="tel:91193727133">91193727133</a>
Andrea Medina <a href="tel:39108335594">39108335594</a>	Andrew Banks <a href="tel:26214629535">26214629535</a>	Andrew Howard <a href="tel:60426996102">60426996102</a>
Andrew Rose <a href="tel:52138636954">52138636954</a>	Angela Flores <a href="tel:53131121538">53131121538</a>	Angela Greene <a href="tel:30775359628">30775359628</a>

People



Search ...



## New Chat



Chat



Call History



Voice Mail



Schedule Meetings



Web Meeting



Switchboard



Recordings



Settings



Help



Nick Galea

Last Message: check chat message should pop up on screen 04/10/2017



Winston Royce Smith



Paul Clarke

Last Message: Can you please call Katie from Scorch London on 0203 040 2919 w... 03/02/2017



700

Last Message: martin.alcantara.m is waiting in a meeting. Click <https://sipcy3cx...> 10/31/2016



Katerina Kastritou

Last Message: I made some comments on the slides 1, 5 and 13. 05/24/2016



Giannos Charilaou

Last Message: Sorry we have Rob Ashwell scheduled? 04/22/2016



Agathoklis Prodromou

Last Message: Ys, everything went smoothly and they agreed to action 12/03/2015



Axelle Bourgeois

Last Message: I am on the phone, I call you back when I finished 11/20/2015



Gabriela Saborio Adamides

Last Message: I made some comments on the slides 1 08/31/2015



Andreas Andreou

Last Message: Can you please call Katie from Scorch London on 0203 040 2919 w... 05/21/2015

Improved chat functionality

• PUSH also for iOS and Android clients

• More Chat improvements in upcoming service packs

- People
- Chat
- Call History** 1
- Voice-Mail
- Schedule Conference
- WebMeeting
- Switchboard
- Recordings
- Settings
- Help

- All
- Incoming
- Outgoing
- Missed
- Abandoned

# Better looking screens for Call History, Voicemail & Recordings

- David Rodriguez 102  
April 6, 2017 5:26:31 PM
- Larry Green 103  
April 6, 2017 2:46:44 PM
- Joe King 108  
April 6, 2017 2:46:31 PM
- PlayFile  
March 15, 2017 3:54:45 PM, 00:00:01
- \*63  
March 15, 2017 3:54:04 PM, 00:00:01
- \*62  
March 15, 2017 3:53:59 PM, 00:00:02
- Sandra Anderson 125  
March 15, 2017 3:52:47 PM, 00:00:16
- Peter Alvarez 121  
March 15, 2017 3:52:20 PM, 00:00:01
- 999 -> VM  
March 15, 2017 11:40:49 AM, 00:00:05
- Doris Carr 104  
March 15, 2017 11:40:33 AM
- 300  
March 15, 2017 11:40:02 AM
- 300  
March 15, 2017 11:39:21 AM

# Click2Call

3CX Click To Call  
offered by 3CX  
★★★★★ (15) Productivity 4,251 users

OVERVIEW REVIEWS SUPPORT RELATED

Click to Call Settings

Number Length: Minimum 5 Maximum 15

Call via: 3CX Web Client (Requires 15.5)

3CX Webclient FQDN: Copy + paste the URL you use to connect to Webclient. Example: https://mycompany.3cx.com/webclient

Office 365 Outlook Nicky Borg

Search People

Contacts  
1 of 2 selected

Full name	Email address
Shelbey Michaels	shelbey@michaels.com
xanthi	(Empty)

Shelbey Michaels  
shelbey@michaels.com  
+44 (20) 3327 20 20

3CX

+442033272020

1	2	3
4	5	6
7	8	9
*	0	#
Call		





# New VAD: Call Flow Designer

• More performant

• Ability to trigger outbound calls

• Free as part of the PRO Edition

The screenshot displays the 3CX Call Flow Designer interface for a 'DatabaseAccessDemo' project. The main workspace shows a call flow diagram for a 'requestPIN' step. The flow starts with a 'Valid Input' path leading to a 'validatePIN' component (SQL icon). This leads to a 'validateDatabaseResult' component (yellow diamond icon). A decision diamond follows, branching into 'success' and 'error' paths. The 'success' path includes a 'playSuccess' component and a 'transferToOperator' component. The 'error' path includes a 'playValidationError' component. An 'Invalid Input' path branches off from the 'requestPIN' step and leads to a 'playInvalidInput' component. The interface includes a 'Components' pane on the left with categories like 'Call Control', 'Advanced Features', and 'User Defined Components'. The 'Properties Window' on the right shows configuration for the 'validatePIN' component, including database connection details and the SQL statement: 'SELECT count(\*) FROM'. The status bar at the bottom shows 'Ready.' and 'Error List Output'.



## Other features

- Hotel module integrated
  - No separate download
  - Works in cloud and on premise
  - Include in PRO at no extra cost
- Fax over G711
- Support for Google Firebase PUSH
  - Required for newer Android models

## Other features

- Output PDF reports in Linux version
- Ability to pause recording (PRO and ENT) for PCI compliance
- Improved download speed of updates with more download servers
- Multi-Line TAPI for terminal server environments