



3CX Services

SERVICE DESCRIPTION

including Terms & Conditions

3CX v4

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These Product Specific Terms apply to the provision of the 3CX Services and shall form part of and be incorporated into the General Terms.

SERVICE DESCRIPTION V1

Unless otherwise stated:

capitalised terms used in this Service Description have the meanings stated in the terms and conditions in the annex to this document (the “Terms”).

This Service Description is a generic document which describes in detail the range of 3CX telecommunications Services that may be offered by Vivio. The Services to be provided under a Services Agreement will be specified in the Order Form and (if applicable) a Statement of Work and, for the avoidance of doubt, Vivio will have no obligation to provide Services set out in this Service Description if they are not specified in the Order Form or Statement of Work.

1. What is 3CX?

3CX is a complete communications service for business that provides an extensive range of fixed, UC and mobile telephony capabilities through easy to use web and mobile interfaces. The service allows you, the administrator, to easily manage your business telephony environment whilst enabling your employees to maximize their productivity. The service offers a range of clever features and an emphasis on control and administration through the web that takes the burden away from your IT team. For administrators, you can quickly configure the system according to your organisation’s changing requirements, whilst your employees can manage calls easily and effectively through additional services such as desktop and mobile client software.

3CX is suitable for any sized business looking to improve their productivity and image, or take a step into the many benefits of Hosted and Cloud Telephony.

2. 3CX Overview

3CX by Vivio is made up of a winning formula of industry leading systems and services, and can be built as a complete package, or can be added to preferred suppliers to offer a complete and winning formula for Hosted telephony.



3. Premium Handsets

3CX can be provided using a wide range of handsets and devices across various manufacturers such as Fanvil, Polycom and Yealink - providing high standards of interoperability and features from manufacturers you know and trust. Unlike other solutions, an installation can combine manufacturers in any configuration to ensure the best handset is used for the customer’s requirement.

4. 3CX Web Portal and Clients

3CX’s web portal has been specifically designed by 3CX’s in house development teams to provide a positive and intuitive user experience when making and receiving calls, configuring the service and monitoring performance. Through the web portal a wide range of features can be configured and managed either at a company, site (location), or individual user level giving full and easy control of an entire telephony environment, even over multiple sites. A number of mobile and desktop clients extend key functionality to the user’s desktop and mobile phone and provide advanced features such as messaging, presence, CRM integration and, specifically for mobile clients, the ability to take and receive calls from anywhere.

5. Gamma Access and Network

The Gamma network is one of the UK’s largest Tier 1 providers of voice and data services, switching in excess of 900 million minutes per month over our soft switch infrastructure. Their Next Generation architecture, which

interconnects to BT at over 650 local exchanges, has been specifically designed to:

- Support the end to end automation of customer transactions between our Portal and Network platforms
- Facilitate the rapid development and deployment of new product functionality
- Ensure very high levels of system availability through multiple layers of technical and geographic resilience
- Interconnect with a range of ISPs and Community based networks such as JANET

We also strongly recommend that 3CX is provided using Gamma’s wide range of Data products. For small site offices, we offer a range of voice focused and guaranteed connections through our IP Assured range, whereas for head offices or larger deployments requiring data access also, fully converged Ethernet and EFM solutions are available. Through using the Gamma access solutions your voice traffic will never leave the network when making or receiving calls, ensuring focus on quality business IP connections is provided on every call. What’s more, should an issue occur, there is only one phone call needed to a helpdesk who has sight of the entire call route from your site, and is in complete control of resolving your issue.

6. SIP Trunk Call Manager platform

Overlaying onto the Gamma SIP Trunk service, Call Manager provides an additional layer of Call Handling features, Failover and Business Continuity to your 3CX solution.

7. Hardware

The choice of end customer hardware will depend on the features required for a particular user, or may just stem from a preference between the brands. All phones used with the 3CX offering are ordered and dispatched through Vivio to ensure the correct configuration is applied. Please note, all hardware is sold with the 3CX settings pre-configured. Vivio does not offer a service to unlock the handset and remove these settings at the end of a customer contract.

Vivio does not support any 3rd party handsets. Please be aware Vivio does not support the use of Fax with an analogue adaptor on 3CX.

8. Licensing

Unlike other hosted offerings we don’t break down each component, user and extension of a customer’s phone system and charge you for each item, but instead provide you a single license charge which covers your requirements and needs. We then combine this with the required hosting and SIP requirements to provide the overall service.

3CX comes in 3 different tiers, Standard (STD), Professional (PRO), Enterprise (ENT) and are defined by their feature availability below:

Core PBX Features	STD	PRO	ENT
Import / Export Extensions via CSV	YES	YES	YES
Extensive Codec Support	YES	YES	YES
Calling Line Identification Presentation (CLIP)	YES	YES	YES
Call Transfers (Blind & Attendant)	YES	YES	YES
Calling Line Identification Restriction (CLIR)	YES	YES	YES
Hold (CW) incl. Custom Music on Hold	YES	YES	YES
Intercom / Paging	YES	YES	YES
Call Parking / Pickup	YES	YES	YES
Hunt Groups	YES	YES	YES
Hunt Groups - Simultaneous / Circular / Regular	YES	YES	YES
Hunt Groups - Overflow	YES	YES	YES
Auto Attendants - Multi Level	YES	YES	YES
Auto Attendants - Extension Dialling	YES	YES	YES
Scheduled Routing	YES	YES	YES

Voicemail	YES	YES	YES
Voicemail Transcription	YES	YES	YES
Voice Mail via Email	YES	YES	YES
Call Queue		YES	YES
Core User Features	STD	PRO	ENT
Call Forward on Busy (CFB)	YES	YES	YES
Call Forward on No Answer (CFU)	YES	YES	YES
Busy Lamp Field (BLF) / Presence	YES	YES	YES
Mobile Twinning	YES	YES	YES
Follow Me Sequential Ringing	YES	YES	YES
Call Notify via Email (Missed Calls)	YES	YES	YES
Blacklisting	YES	YES	YES
Withhold CLIP	YES	YES	YES
Office Productivity	STD	PRO	ENT
Ring Extension & Mobile Simultaneously	YES	YES	YES
Integrated Fax Server (Central and per User)	YES	YES	YES
Automatic Plug & Play Phone Provisioning	YES	YES	YES
Soft Client Apps: Web Client, iOS, Android, Windows, Mac	YES	YES	YES
Audio Bridge	YES	YES	YES
Directory (Company & Private Phonebook)	YES	YES	YES
Sync with Office 365 (Users' Phonebook)		YES	YES
Call Query against DB & CRM		YES	YES
Web Conference Dial-In		YES	YES
Web Conferencing (incl. Polls, PDF-Share, Screen Share, Remote Assist & Record)	25	100	250
Call Center Features	STD	PRO	ENT
Call Logging	YES	YES	YES
Click2Call (Browser Extension)	YES	YES	YES
Click2Talk	YES	YES	YES
Click2Meet	YES	YES	YES
Website Live Chat and Talk	YES	YES	YES
CRM Integration		YES	YES
Sync with Office 365 (Azure AD)		YES	YES
Call Queuing		YES	YES
Real Time Statistics & Monitoring		YES	YES
Supervisor Agent Status Override		YES	YES
SLA Alerting		YES	YES
Switchboard		YES	YES
Wallboard		YES	YES
Callback / 0 for Voicemail		YES	YES
Call & Queue Reporting		YES	YES
Call Recording Transcription and Search		YES	YES
Barge In / Listen In / Whisper		YES	YES
See Group Recordings		YES	YES
Enterprise Features	STD	PRO	ENT
Call Flow Designer		YES	YES
Hot Desking		YES	YES
Scheduled Restore		YES	YES
Call Recording Restrictions (Start/Stop)			YES

Skill based Routing			YES
Customize IP Phone Logo			YES
Failover	YES	YES	YES

For feature explanations for the above, please refer to Appendix 1 of this document.

9. Fair Use Policy

Whilst we do not charge per extension, for Vivio to ensure the solution is running efficiently we may advise that you increase the amount of Simultaneous Calls and Hosting resource to provide an optimal service for the amount of extensions on the service.

On a minimum 36-month agreement, calls to 01/02/03/and 07* destinations are free of charge, subject to the following conditions:

- 3000 minutes to UK 01/02/03 per SIP Channel pooled.
- 2000 minutes to UK 07 per SIP Channel pooled.
- *07 destinations are deemed as the main UK mobile operators (O2, Vodafone, Three, EE). Some 07 destinations are classed as WiFi Services and will incur a charge.

10. In-Life Changes

At any point during the contract you can upgrade the:

- 3CX License Type (eg. Standard to Pro)
- 3CX Simultaneous Calls (eg. 32 SC to 48 SC)
- SIP Channels (eg. 32 SIP Channels to 48 SIP Channels)

Any of these changes will incur additional charges which will be agreed upon prior to any upgrade taking place. It is not possible to downgrade the License Type, Simultaneous Calls or SIP Channels.

11. CRM Integration

With 3CX you can integrate your CRM, ERP and Accounting System with your PBX and be able to launch calls with a single click. Inbound calls are automatically linked to the customer record which pops-up on the screen and all calls are logged in the CRM package.

Additionally, with this omnichannel contact centre solution, your agents can easily keep track of customer interactions from any channel, ensuring that records are always up to date for real-time access to contact details and information. Integrate 3CX PRO / ENT with MS Exchange, Salesforce, Microsoft Dynamics, Microsoft Outlook, Office 365, Zendesk and more! If your CRM software is not included in our list of applications you can easily integrate it yourself via 3CX API with a REST based CRM system.

Depending on your CRM, some of the key features are:

- Synchronize contacts across apps
- Automatic call pop-ups when receiving incoming calls
- Automatically create new contacts from unknown numbers
- Call journals instantly log records in the CRM
- Launch calls in a single click with the 3CX Click to Call function

12. Office 365 Integration

3CX provides out of the box integration with Office 365 accounts for:

- Syncing Office 365 users to 3CX extensions.
- Syncing Users' personal contacts from Office 365 to 3CX phone books.
- Syncing Shared mailbox contacts from Office 365 to 3CX company phone book.
- Real time updating of users 3CX' status based on their Office 365 calendar.

Requirements:

- An Office 365 plan and user login credentials with “Global Administrator” privileges.
- These plans have limited or no integration capability with 3CX:
- Office 365 Plans that do not have user management, i.e. home plans.
- Plans that do not include Exchange cannot be used for Contact and Calendar Sync, i.e. Office 365 Business and Office 365 Pro Plus.

13. Desktop Softphone

This desktop client allows user to make and receive calls from their PC (using an appropriate headset), as well as quickly accessing key settings for their 3CX service. This is ideal for users who often work remotely; work from different locations where it is not practical to install a handset or who are regularly on the move with access to Wi-Fi (e.g. hotel stays). In addition to the above the softphone also provides presence and instant messaging between users who also have a softphone (or smartphone app).

The key features provided are as follows:

- Make and receive calls
- Instant messaging and presence (includes Group Chat with up to 4 participants)
- 3CX company directory (with Click to Call from the softphone itself or the user’s desk phone)
- Call history (with Click to Call from softphone or desk phone)
- Desktop dialler
- Settings management
- Twinning
- Remote office
- Forward calls
- DND
- Withhold my number
- Wallboard
- Call Queue statistics

14. Smartphone App - Android & iOS

The Smartphone app allows a user to make and receive calls on a mobile device, as well accessing key setting for their service. It provides all the same functionality as the desktop client above, with the exception of Click to Call and Group Chat. This is an ideal bolt-on for users who often work remotely or who are regularly on the move with access to Wi-Fi (e.g. hotel stays).

15. Desktop and Mobile Clients Usage Guidelines

Please carefully consider the following advice on the use of mobile and desktop clients:

We cannot guarantee any aspect of setting up and conducting a 3CX call over any mobile network, whether using a 3CX mobile client or desktop client on a tethered laptop. Mobile networks provide no prioritisation of signalling and voice payload packets and some networks will either block or slow down VoIP packets. Using the clients over 3/4/5G will consume data that may either result in charges being raised by the user’s mobile operator or be counted against the user’s monthly data allowance.

16. Web Client Functionality

With a softphone or web phone, you can easily manage calls, host web conferencing and chat from your desktop web browser. Whether you are in the office, at home or on the road, using the 3CX Web Client will benefit from:

- Make and receive audio / video calls
- View Presence, Transfer and Collaborate
- Instant Messaging with Colleagues and Live Chat
- Host Web Meetings – Audio, Video, Screen Sharing
- Switchboard and Queue Management, including Receptionist
- Enable pop-out Chrome / Edge extension

17. Receptionist View

The Receptionist View comprises of an inbuilt Switchboard which allows you to see active calls, remote presence status and extensions all grouped together. This is ideal for employees who are in charge of managing and transferring a large number of simultaneous calls.

- Monitor incoming calls to key numbers over all extensions / offices
- Manage both Incoming, Answered and Parked Calls
- Increase efficiency with Presence, Call Whisper and Instant Messaging
- Easily transfer calls by dragging and dropping (Windows only).

18. Call Reporting

3CX Professional and Enterprise offers Call Reporting to provide valuable business insights. Reports can be viewed on demand, and scheduled to receive via email. You can create custom reports, and also choose from some pre-built reports:

- User Activity / Extension Statistics
- Average Talk Time
- Call Distribution
- Queue Callbacks Reports
- Statistics & SLA Breaches
- Call Waiting Time
- Team Queue Calls

19. Contact Centre Functionality

3CX Professional and Enterprise offers contact centre software to ensure you provide your customers with quality services, and monitor Agent productivity to boost performance. You will have access to, but not limited to:

- Real-Time Wallboard Monitoring
- SLA & Callback Statistics
- Remotely manage Agents
- Advanced Call Distribution
- Call Back – callers can hang up and keep their position
- Barge In / Listen In / Whisper
- Live Chat & Talk website integration

20. Call Recording Storage

Call Recording is available on Professional and Enterprise licensing. There is 10GB of free storage available in the Cloud, with options to implement SFTP for on-site / remote storage.

21. Call Termination and Call Barring

Gamma will support voice calls to all UK, mobile and international destinations. Call barring is available for the following destinations:

- UK national – 01, 02, 03.
- UK mobile – 07
- UK Premium Rate (09)
- International – 00, 155
- Directory Enquiries (118 XXX)
- Allow freephone calls

Coupled with this a full company level bar is available with the option to either bar calls, but allow a primary/secondary number, or transfer all outgoing calls to a primary or secondary number

22. Local Dialling

Local dialling, where you dial a number without the area code, is not supported on 3CX and a full area code will need to be dialled for local calls. Please note that the local area is defined as the user's DDI, or where not assigned the main site DDI that the user is associated to.

23. DTMF

DTMF is supported over 3CX

24. Non-Geographic numbers

Non-geographic numbers (e.g. 0845, 0844, 0870, and 0871) can be added to SIP Trunk Call Manager with number translation through to 3CX.

25. CLI Presentation

CLI Presentation is supported on 3CX and allows an administrator to present a choice of either the “Site” number, “Withheld / Private” or “User DDI”. The numbers presented have to be 3CX numbers either allocated at point of order or ported to the 3CX product. Alternative Number Presentation is also available where any number owned by an End User can be presented, as long as it meets Ofcom guidance on CLI Presentation.

This means it must be:

- A number that can be reached / dialled
- A number that has been received, from the public network and passed on unchanged
- It will have been allocated either to the caller or if allocated to a 3rd party only used with the 3rd party’s explicit permission
- It must not be a number that generates an excessive call charge (i.e. one prefixed 090 or 091)
- It is supported by an underlying network number and service

For calls to the Emergency Services Operator, the presentation to the Called Party will always be defaulted to the Site Number allocated to the Company, and where address information is stored. Please note that some combinations of CLI presentation and call recording will result in the call recording not recording calls for the call flow required. Please check the Call Recording Interaction guide for further detail.

26. Call Divert

Where call divert is setup from the 3CX user account to an external number then the following rules will be applied:

User Provided CLI / Outgoing Caller ID	Presentation to Called Party *	CDR Record *
Site Number	Site Number	Site Number
Private	The displayed “presentation” to the called party will be dependent on what is supported within the destination network. For example “Unavailable” or “Private Number” may be presented to the called party.	Site Number
Individual CLI	Individual CLI	Individual CLI

* Note: In the case of call divert, the Presentation CLI and CDR Record entry will be a number from the 3CX Platform, not the originating CLI of the calling party.

27. Emergency Services Support

The emergency services can be accessed through 3CX by dialling either 999/112 providing there is active internet / SIP connectivity. When provisioning the 3CX service, Gamma will ensure that the site CLI is logged in the emergency services database, with a VoIP service type and address information provided to us. This will ensure that where an emergency call is presented the operator will always aim to confirm the address with the customer because of the nomadic capabilities of these numbers. However aside from this, the call

will be handled no differently to a traditional analogue call. For outbound CLI presentation to 999/112 the users DDI number will be used. If the user does not have a DDI number then the site DDI number will be used. 3CX also does not operate identically to traditional phone systems and lines when contacting 999 or 112 emergency services, in that if an underlying component of an IP network fails, calls cannot be made.

Scenarios that could impact the ability to make emergency calls are:

- During a service outage, where an end customer loses connectivity, for example owing to a power outage or the failure of DSL routing equipment
- If an end customer's account has been suspended
- In such circumstances the end customer should ensure they have an analogue phone available to plug into a PSTN line, however in reality it is likely mobile devices will be available to use.
- Other consideration should be given on design and installation for sites where specific issues are known,
- e.g. power outages and backup power options.

28. Call Services not supported

3CX does not at present support the following services:

- Analogue phones and devices, although a terminal adapter box can be used to connect these if required
- ISDN Data calls
- Numbers not allocated to the 3CX platform
- International number presentation (we cannot guarantee presentation of a UK CLI across International carriers)

29. Alpha Tagging

With this feature, the handset will display the inbound and outbound caller name. The data is taken from both the company directory and a user's personal directory. The provisioning process remains unchanged for this feature to be active. Please be aware, that this will not work for calls originating from the Soft Clients or the Cisco IP323 DECT handset.

30. Network Access

3CX, like all IP offerings, needs to be delivered over a voice focused and well managed network, ensuring that the required amount of bandwidth has been provided based on the number of consecutive calls and codec (G729, 711, 722) being used. Gamma's Data services have been specifically designed to provide this essential connectivity platform on which to run your business communications, and also allow you to run either dedicated pipes for data and voice, or where required a fully converged solution through our Ethernet offerings. Through using Gamma Data services with 3CX you will benefit from:

- Your voice traffic never leaving the Gamma network
- Increased accountability with a provider who can see from your customer's site, through to termination of the call
- A connection from a UK provider, with a network focused at routing voice over IP
- Flexible offerings, and dedicated/uncontested bandwidth
- 24/7 monitoring and helpdesks, being proactive and easily contactable, rather than raising a ticket and passing it on.
- Service Level Agreements covering performance, delivery, availability and time to fix.

There are a number of key benefits to using 3CX with Gamma's Data offerings, however 3CX will also work with any 3rd Party data provider, as long as they are able to support the configuration required and detailed in the 3rd Party Access document available on the external knowledgebase. It should be noted that whilst this document describes the relevant configurations for routers and firewalls, this needs to also be implemented on a provider's network as well, otherwise 3CX will not work. Where a 3rd party provider is being used, Gamma & Vivio will be limited in the support they can offer to investigate issues associated to the Access component.

31. Support

3CX, Vivio will provide remote support for the 3CX phone system, SIP trunks and provided hardware on a break fix/incident solution. Support requests will be charged in 15-minute intervals at £15.00 per interval. An incident is classed as a loss of service or an issue impeding a user. Support requests are classed as changes or additions to the system. Some examples of what is in and out of scope are below:

Incident – Remote Support

- Break – Fix
- Loss of service
- User password reset
- How to questions
- User guides

Request – Managed Service

- User password reset
- New users/groups/hunt groups/call queue groups/IVRs
- Change of users/groups/hunt groups/call queue groups/IVRs
- Device reassignments
- Time zone, office hours, holidays
- Report scheduling
- BFL additions/changes
- Guides & assistance with soft client installations
- Small changes to WAN or Firewall device which requires assistance from telephony side
- Other small changes
- DR number changes (if possible)

Other examples which are out of scope of the above and costing will be upon request

- Significant changes to your Internet/WAN connection including IP configuration changes and / or changes to your firewall set up.
- Cost of replacement parts
- New site deployments and office moves
- Site visits
- Set up of integration features
- Any work out of working hours (Monday – Friday 8.30am-5pm)
- Devices in which soft clients are installed on. Best endeavours will be taken to assist but the device is not Vivio's responsibility unless it is provided

32. Declaration

I hereby agree to be bound by the Terms & Conditions contained in this 3CX Service Description (including Terms & Conditions) and the accompanying Order Form and subsequent Statement of Work (where relevant). I understand that by signing these documents I am entering into a minimum term contract with Vivio for Services as outlined in the Order Form. I confirm that all of the information provided is true or correct and that I am duly authorised to sign on behalf of the organization named.

Appendix 1 – Feature Explanation

Please see below explanation of features available on the 3CX service.

Ad Hoc Conference Enables the ability to invite other participants to a call creating a conference call. Maximum of 4 people partaking.

Anonymous Call Rejection This feature enables a user to reject calls from anonymous parties who have chosen not to present their

number. By implementing this service the caller will receive a message stating that the applied number is not receiving anonymous calls.

Authentication This service provides authentication via SIP Registrar and SIP Invite to secure a phone's incoming or outgoing calls with the 3CX service.

Authorisation codes Performs an authorisation of calls made to external parties by prompting a user for an authorisation code prior to making a call. Calls will not be connected unless a valid code is entered. Authorisation codes are managed by the administrator of the Company and can be 2 to 14 digits in length. Please note you can't have Authorisation codes activated whilst account codes are in use.

Automatic Call Back This feature enables a call back to be set when dialling a user within the 3CX group, if a busy tone is received.

Busy Lamp Fields Busy Lamp Fields allows a user to monitor a defined extension by the colour of the lamp of the line key assigned. It also acts as a speed dial which when pushed will call that extension or user.

Call Admission Control This feature provides the ability to limit the number of external calls that can be made from a 3CX site. This can be implemented by the Channel Partner ensuring that the bandwidth that has been scoped for external calls from a customer's site is backed up by a call control to avoid quality issues.

Call Barge The Call Barge feature allows a managing user to connect into an existing call and setup a Three-Way Call. This means that there will be a set of users ([Managing Users](#)) that can Barge-In into calls of a set of users ([Monitored Users](#)) which are configured to be able to be monitored.

Call Centre An extension to the 3CX hosted telephony platform, this add-on service enables businesses to easily manage their call centre environments, boost productivity of call centre agents and the overall efficiency of their call centre and help them deliver a first-rate service to their customers. Additional Licences that can be ordered are:

- Call Centre Agent
- Call Centre Agent Client
- Call Centre Supervisor Client

Call Centre has a separate guide available on the Gamma Knowledge Base

Call Forward Always Allows a user to redirect all incoming calls to an alternative destination. Users have the option to activate and deactivate this service through dialling a feature access code or configuring the service via their web interface.

Call Forward Busy Allows a user to redirect calls to an alternative destination when an incoming call encounters a busy tone. Users have the option to activate and deactivate this service through dialling a feature access code or configuring the service via their web interface.

Call Forward No Answer Allows a user to redirect calls to an alternative destination when an incoming call is not answered within a specified number of rings. Users have the option to activate or deactivate this service through dialling a feature access code or configuring the service via their web interface.

Call Forward Not Reachable Allows a user to redirect calls to an alternative destination when an incoming call cannot route to the intended user, e.g. faulty line.

Call From Anywhere (Remote Office) Provides the ability for the user to define a location potentially outside of the 3CX service i.e. hotel room, where they can receive and make calls, whilst out of the office. This feature works through re-routing incoming calls to the defined destination, as well as implementing a 2 staged call setup when using click to dial through the 3CX service.

Call Log/History (Top 10 missed, received, dialled) Provides the user with a short term view of both incoming and outgoing calls, and the relevant results of each, through easy to use and interpret graphs displayed on the dashboard of the service.

Call Me Anywhere (Twinning) Allows the user to define one or more locations that can be used as extensions to the user's desk phone. These locations when defined and activated would also ring at the same time as a desk phone when an incoming call is delivered.

Call Notify by Email Provides the ability to define which call types you would like to be notified about via email. This could range from missed calls during business hours through to outgoing calls from devices which should be locked or out of use.

Call Park Enables a call to be parked and retrieved from another phone within the same Call Park group, through using the relevant feature access codes and user extension.

Call Pickup Enables an incoming call to be picked up by another user within a Call Pickup group, through using the relevant feature access code and user extension. If there is more than one call ringing within a Call Pickup group, the call that has been ringing the longest will be retrieved.

Call Return Allows a user to call the last party that called assuming a CLI was presented, regardless of whether or not the call was answered.

Call Recording Inbound and Outbound Provides the ability to record calls both inbound and outbound, over users, hunt groups and auto attendants, so that the recordings can be accessed later through the 3CX system. In order to implement call recording, please refer to the call recording scenario's guide as depending on CLI being presented or incoming call route, some call recording scenarios are not currently available. Additional charges are applied to the maximum storage used within each month.

Call Transfer Enables a user to redirect a ringing, active, or held call to another number or directly to voicemail. Prior to forwarding the call a user can choose to answer it and put the caller on hold whilst they contact the 3rd party to be transferred to.

Call Waiting Provides sight of additional incoming calls to the user's device while the user is engaged on another call.

Calling Line ID Blocking Allows a user to block or allow their user identity (name and number) to be presented to a called party.

Calling Line ID Delivery (External) Allows a user to present their user identity (name and number) for external calls.

Calling Line ID Delivery (Internal) Allows a user to present their user identity (name and number) for internal calls within the 3CX service

Calling Name Retrieval Provides the ability to deliver a user's name, as well as a number for calls made and received.

Calling Policy Enables an administrator to define the Calling Policies for both site and user to restrict or allow specific call routing, i.e. Call barring

Call Hold Allows a call to be put on hold for any length of time, whilst the user performs other activities.

Distinctive Ring Ability to set different ring tones for external and internal calls

Diversion Inhibitor Enables a user to prevent calls made being redirected again by the called party, i.e. redirecting calls to voicemail when trying to forward a call

Do Not Disturb Allows a user to set their phone to unavailable so that incoming calls are given a busy tone. This feature can be enabled through feature access codes, on supported devices, or through the 3CX GUI.

Group Paging Group Paging is a group feature that allows for unidirectional paging to a group of users by dialling a group paging directory number (DN) or extension.

Hot Desking Provides the ability for any user to login to any device assigned to their Company throughout all sites. A user can login to a device through either activating the phone on supported devices, or through the 3CX GUI, or Company Voice Portal. When activated that user will have the ability to make and receive calls as themselves, however programmed line keys or BLFs will only show when logged into their assigned device.

Hunt Groups Allows the delivery of incoming calls to users in predetermined and configured routing. Group administrators can choose from any of the following "Hunt" routing, and attach users and configuration as required:

- **Circular** – sends calls in a fixed order. The call is sent to the first available user on the list, starting with the user following the last user to receive a call
- **Regular** – sends calls to users in the order they are listed. The call is sent to the first user in the list, always starting with the first user.
- **Simultaneous** – sends calls to all users within a group. The first user to pick up the phone will have the call routed to them.
- **Uniform** – sends calls to the user who has been idle the longest. Once a call is completed that user will be moved to the bottom of the list. Calls received but not routed through the Hunt Group will not be applied to this routing.
- **Weighted** – sends calls to users based on a weighted % of calls to answer. For example out of 10 calls 2 users may be weighted as 40% and 60% meaning 4 calls and 6 calls are delivered as defined to the associated users.

Administrators can also define call waiting to enable calls from outside of the Hunt Group routing to be delivered and

answered.

Last Number Redial Enables users to redial the last number they called through supported devices or through a feature access code.

Music on Hold Allows the administrator to setup and maintain audio files that can be used in various call scenarios (e.g. Call Park, Call Hold.....). These files can be recorded through supported devices or uploaded through saved files.

Music on Hold (user) Allows users to enable or disable music on hold on a per call basis, through either a feature access code or via the 3CX GUI. This service is especially useful when attending conference calls or similar where you may wish to put a line on hold.

Pre-set availability Profiles Allows a user to enable a predefined availability profile, in order to implement specific call routing. These are defined as:

- Available in the Office
- Available out of the office
- Busy
- Unavailable

Scheduling Allows the definition of set schedules for business hours, and other company specific events. These schedules can then be implemented over Auto Attendants or Hunt Groups to provide specific routing during set hours or days.

Selective Call Rejection Enables a user to define criteria to prevent incoming calls being delivered, i.e. a black list. This ranges from specific numbers, through to time of day and day of week.

Sequential Ring Allows a user to define a “find me” list of numbers that incoming calls will route to, sequentially. While the incoming call is routed, callers will hear comfort announcements, and can interrupt the search to leave a message. The user must set the number of rings after which the service will move on to the next number.

Site Admin Allows the creation of an administrator who will just manage a single site. This means the Company Admin will still have all the admin capabilities for a company and the Site Admins will have the following facilities for their respective sites within the company.

- Manage Users
- Device Management
- View & Download Call Recordings
- View Statistics

Speed Dials Allows a user to define either 1 or 2 digit speed dials that can be made from their device to key external or internal destinations. Local speed dials can also be established, however we recommend using the system to ensure both the phone and 3CX GUI is in sync.

Voice Messaging Enables voicemail services to be established either against users or hunt groups so that messages can be left and accessed by users. Please note that 3CX does not display voicemails in its system, but enables a Voicemail to email function or access via the 3CX devices.