

V15.5 Presentation



V15.5 Kernelemente

- Basiert auf v15 Architektur
- Einfach umzusetzendes Upgrade
- Neuer Web-Client

Neuer Web-Client

- Schnell & sicher - nutzt aktuellste Webtechnologien
- Optimiert für Chrome & Firefox
- Verbesserte Steuerung / CTI von IP-Telefonen durch uaCSTA
- CTI steuert nun auch 3CX Smartphone-Clients
- Web-Client wird bevorzugter Client
- Windows und Mac Client werden beibehalten - ideal für den Gebrauch von Softphones



- People
- Chat
- Call History 318
- Voice-Mail
- Schedule Conference
- WebMeeting
- Switchboard
- Recordings
- Settings
- Help

All Groups

DEFAULT

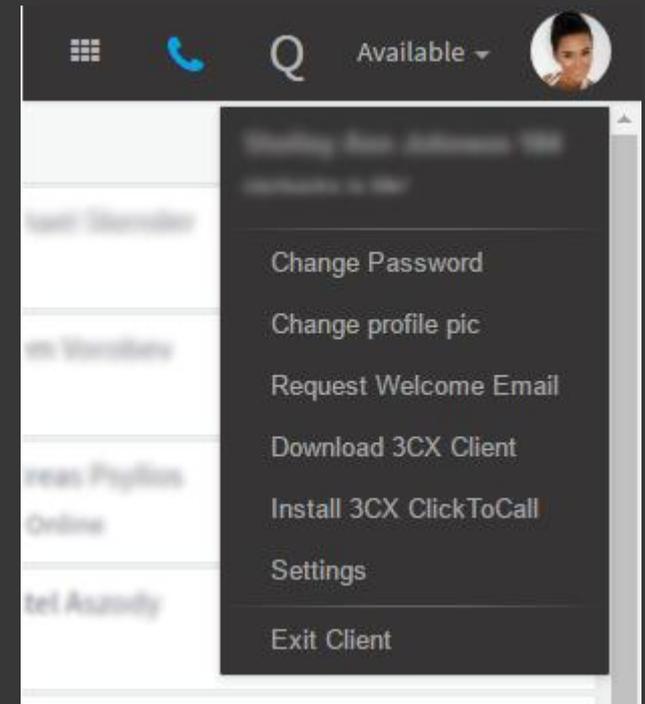
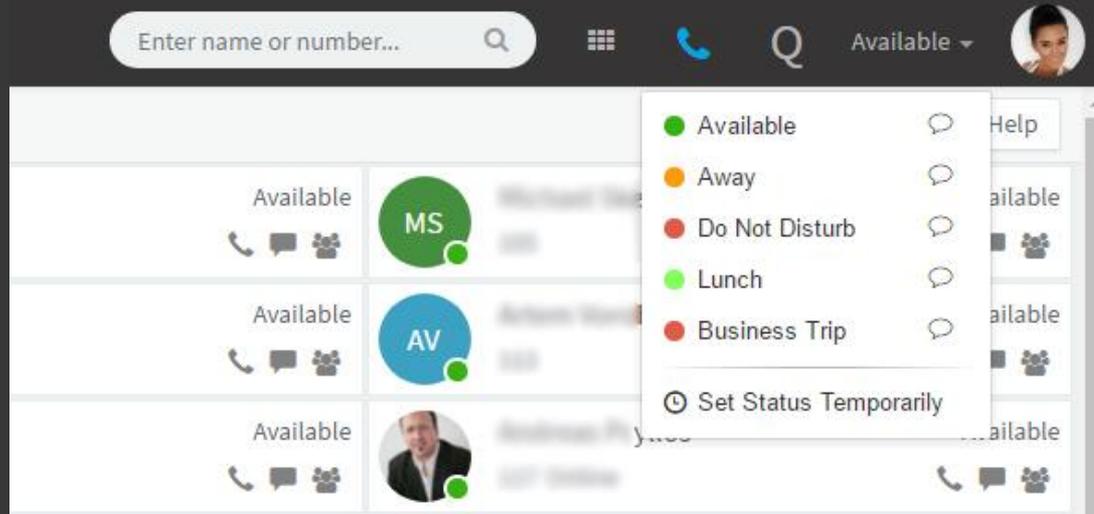
London Office\DEFAULT

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

Web-Client

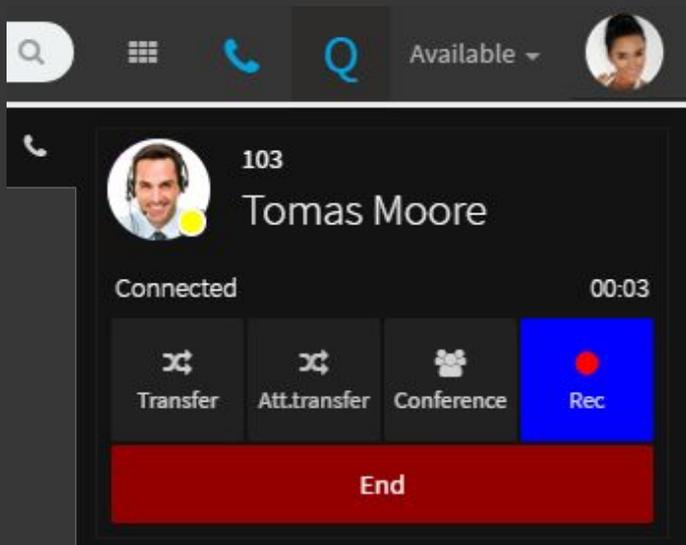
Status & Kontoeinstellungen

- Einfache Auswahl des Status über Drop-down-Menü
- Einrichtung eines zeitlich beschränkten Status möglich, z. B. für 30 Minuten
- Kontodetails leichter zugänglich



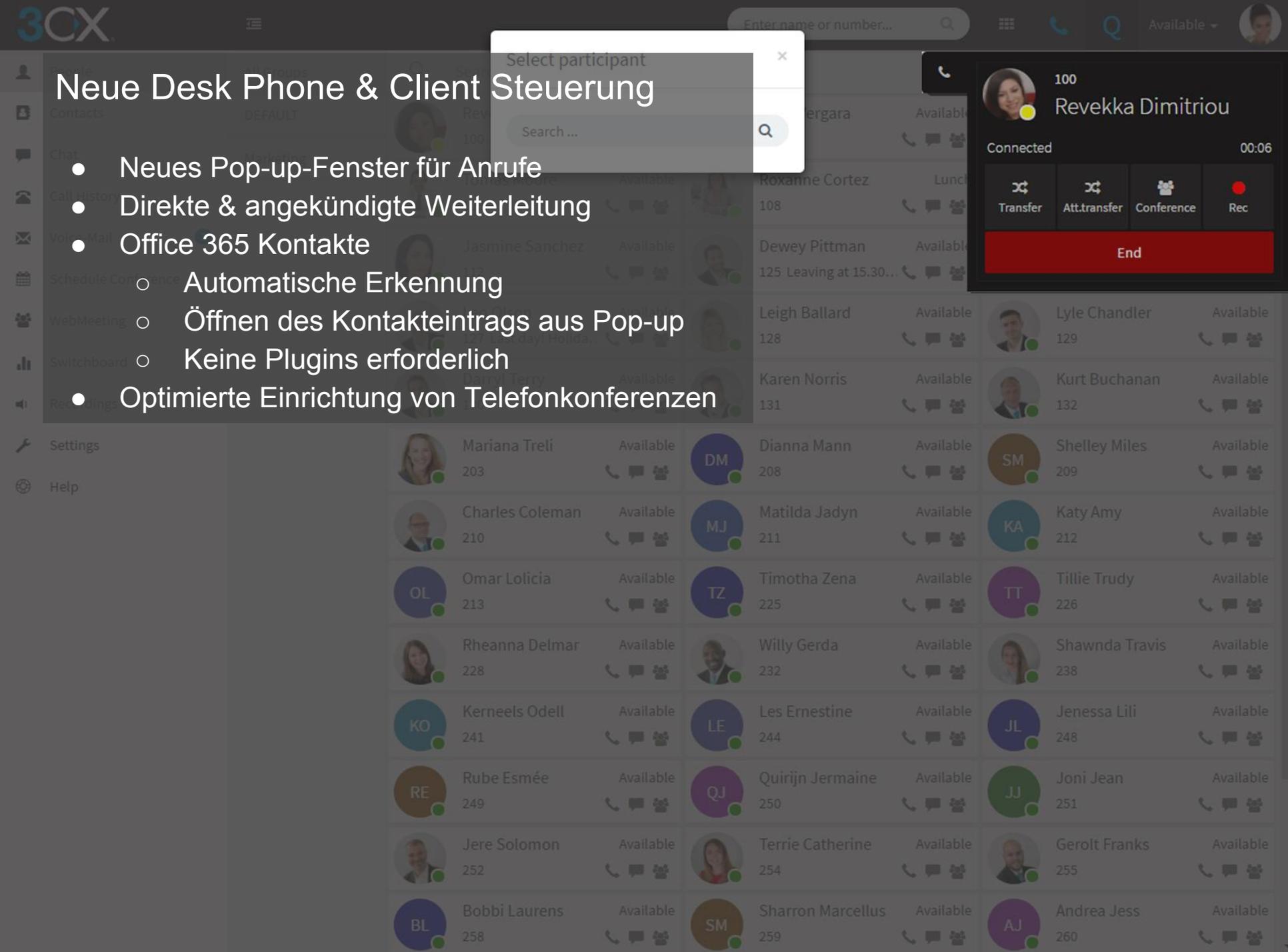
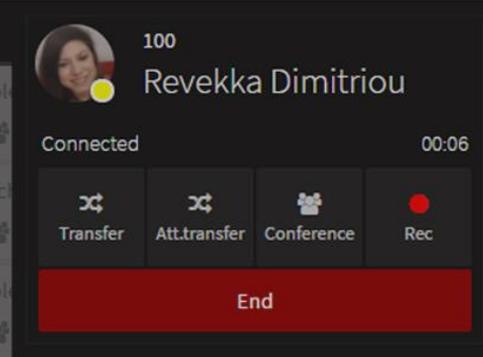
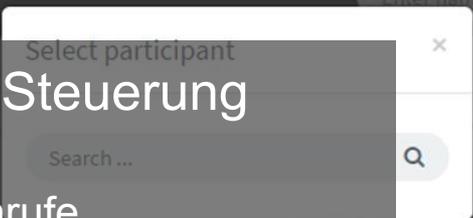
Neue Desk Phone & Client Steuerung

- Optimierte Telefonsteuerung (CTI)
 - Unterstützt Einrichtung in der Cloud UND On-Premise
 - Nebenstellen können sich lokal oder in Außenstellen befinden
 - Funktioniert mit unterstützten Deskphones
 - .. sowie dem 3CX Client für Windows, Mac, iOS und Android!
 - Noch zuverlässiger durch Nutzung des uaCSTA-Standards
- Erfordert aktuelle Firmware und Clients - unkompliziert mit v15!



Neue Desk Phone & Client Steuerung

- Neues Pop-up-Fenster für Anrufe
- Direkte & angekündigte Weiterleitung
- Office 365 Kontakte
 - Automatische Erkennung
 - Öffnen des Kontakteintrags aus Pop-up
 - Keine Plugins erforderlich
- Optimierte Einrichtung von Telefonkonferenzen





Search People

New | Manage | Edit Favourites

- 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 view](#)

Michael Borg

We couldn't find any messages.

[Send a message](#)

People on your calendar today

See who you'll be meeting with and the kinds of things you'll be working on today.

[Pin this view](#)

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



Favourites

SM

Shelbey Michaels

shelbey@michaels.com

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

[Schedule an event](#)

[See contact details >](#)

Integriertes WebMeeting

- Startet Videokonferenz aus dem Web-Client
- Funktioniert mit Chrome und Firefox
- Nutzung von Videokonferenzen steigt



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

Enter name or number...

Attendees (+) Meeting Info Link

- Revekka Dimitriou
- Bella

Meeting Chat

1 of 36 | [Navigation icons] | Clear | Stop Sharing



Neues Switchboard / Neue Warteliste

Navigation sidebar with icons for Home, Switchboard, Messages, Calendar, Contacts, Reports, Settings, and Help.

- Home
- Switchboard
- Messages
- Calendar
- Contacts
- Reports
- Settings
- Help

All		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
- RL 101 Ronald Lee
Logged in
- 102 David Rodriguez
Logged in
- LG 103 Larry Green
Logged in
- 104 Doris Carr
Logged in
- KC 105 Keith Cook
Logged in
- JF 106 Joyce Fisher
Logged in
- AJ 107 Anne Jones
Logged in
- JK 108 Joe King
Logged Out April 27, 2017 11:13:50 AM
0 / 0 / 00:00:00
- MG 109 Mary Grant
Logged in
- HH 110 Howard Hudson
Logged in
- 111 Nancy Baker
Logged in
- SJ 112 Stephen Jordan
Logged in
- 113 Robert Wilson

Webbasiertes Wallboard (erweiterbar)

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

People

All contacts

Search ...

Help

Optimierte Kontaktverwaltung

- Import von Kontakten
- Bessere Verwaltung (Alle Löschen, Alle im IP-Telefonbuch auflisten)
- Serverbasiertes Synchronisieren mit Office 365 (PRO)

Company	Aaron Chapman 73302917263	AG	Aaron Grant 86690501587	AK	Aaron Kelley 03203978416
Personal	Aaron Reed 04966927463	AR	Aaron Reid 14013868996	AR	Aaron Roberts 25364181842
	Aaron Williams 73302917263	AW	Aaron Williams 39719314444	AW	Adam Weaver 82250372122
	Adam Welch 68753662679	AW	Adam Williams 55444894264	AH	Alan Hughes 22506549003
	Alan Kim 50754136950	AK	Albert Barnes 66489675979	AH	Albert Hayes 04295028778
	Albert Rodriguez 69026309605	AR	Albert Shaw 14795082876	AW	Albert Willis 89786894049
	Alice Brown 42861656523	AB	Alice Hudson 15892269396	AH	Alice Kelley 50768956991
	Amanda Bishop 22976494085	AB	Amanda Campbell 34622890370	AG	Amanda Gardner 96639731709
	Amanda Rivera 67369310962	AR	Amy Barnes 91247454840	AB	Amy Bell 38970556867
	Amy Simmons 20918295822	AS	Andrea Bowman 53454600276	AE	Andrea Elliott 45867805414
	Andrea Franklin 19326693357	AF	Andrea James 42042892280	AM	Andrea Mccoy 91193727133
	Andrea Medina 39108335594	AM	Andrew Banks 26214629535	AH	Andrew Howard 60426996102
	Andrew Rose 52138636954	AR	Angela Flores 53131121538	AG	Angela Greene 30775359628

People



Search ...

Neuer Chat



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

- Optimierte Chat-Funktionalität
- PUSH auch für iOS und Android Clients
- Noch mehr Chat-Verbesserungen in anstehenden Service-Packs

Switchboard

Recordings

Settings

Help

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

All

Outgoing

Missed

Abandoned



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

Bessere Bildschirmoptik für Anruflisten, Voicemail & Aufzeichnungen

Click-to-Call

The screenshot shows the Chrome extension interface for 3CX Click To Call. At the top, it says "3CX Click To Call" and "offered by 3CX". Below that, there are stars for ratings and a "Productivity" tag. The main content area has tabs for "OVERVIEW", "REVIEWS", "SUPPORT", and "RELATED". A settings window is open, titled "3CX Click To Call", with a sub-section "Click to Call Settings". It includes fields for "Number Length" with "Minimum 5" and "Maximum 15", and a "Call via:" dropdown menu set to "3CX Web Client (Requires 15.5)". Below the settings, there is a note: "3CX Webclient FQDN: Copy + paste the URL you use to connect to Webclient. Example: https://mycompany.3cx.com/webclient".

The screenshot shows the Outlook interface. The top bar includes "Office 365" and "Outlook". Below the search bar, the "Contacts" list is visible, showing "1 of 2 selected" and sorted "By surname". The contact list includes:

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

The contact details for Shelbey Michaels are shown on the right, including a profile picture with initials "SM", email "shelbey@michaels.com", and a click-to-call number "+44 (20) 3327 20 20".

The 3CX logo is displayed at the top. Below it, the phone number "+442033272020" is entered into a text field. Below the text field is a numeric keypad with buttons for digits 1-9, *, 0, and #, and a "Call" button at the bottom.

Gestalten Sie Ihre eigene 3CX-Telefonie-Appliance

- Richten Sie 3CX ISO auf einer Appliance mit nur wenigen Klicks ein
- Getestet mit führenden Appliances (Intel, Shuttle, Gigabyte)
 - Weltweit verfügbar mit lokalem Support / Service
- Geringe Kosten, hohe Qualität (verfügbar schon ab 200 \$)
- Machen Sie minderwertigen Telefonie-Appliances Konkurrenz



Neuer VAD: Call Flow Designer

Leistungsstark

Ermöglicht das Initiieren von abgehenden Anrufen

Kostenlos im Rahmen der PRO Edition

The screenshot displays the 3CX Call Flow Designer interface for a 'DatabaseAccessDemo' project. The main workspace shows a call flow diagram with three main sections: 'Valid Input', 'Invalid Input', and a central 'validateDatabaseResult' block. The 'Valid Input' section contains a 'validatePIN' component. The 'Invalid Input' section contains a 'playInvalidInput' component. The 'validateDatabaseResult' block is a decision diamond that branches into 'success' and 'error' paths. The 'success' path includes 'playSuccess' and 'transferToOperator' components. The 'error' path includes a 'playValidationError' component. The interface includes a 'Components' sidebar on the left with categories like 'Call Operations', 'Call Control', 'Advanced Features', and 'User Defined Components'. On the right, there is a 'Project Explorer' showing the 'Main.flow' file and a 'Properties Window' for the 'validatePIN' component. The Properties Window shows configuration for 'Database Access' (Name: validatePIN, Database: CustomersDatabase, Server: localhost, etc.) and 'General' settings (Enabled: True).

Database Access	
(Name)	validatePIN
ConnectionString	
Database	"CustomersDatabase"
Database Type	SqlServer
Parameters	(Collection)
Password	"password"
Port	1433
Server	"localhost"
SqlStatement	SELECT count(*) FROM
Statement Type	Scalar
Timeout	30
UseConnectionStri	False
UserName	"username"

General	
Description	
Enabled	True

Weitere Funktionen

- Hotelmodul integriert
 - Kein separates Herunterladen
 - Funktioniert in der Cloud und On-Premise
 - Inkludiert in PRO ohne zusätzliche Kosten
- Fax über G711
- Unterstützung für Google Firebase PUSH
 - Erfordert neuere Android-Modelle

Weitere Funktionen

- Ausgabe von PDF-Berichten in der Linux-Version
- Möglichkeit zur Unterbrechung von Aufzeichnungen (PRO und ENT Edition) zur Gewährleistung von PCI-Compliance
- Verbesserte Downloadgeschwindigkeit für Updates durch mehrere Download-Server
- Multi-Line TAPI für Terminalserverumgebung



Vielen Dank

Für mehr Informationen besuchen Sie WWW.3CX.DE

