









			
		PBXact UC	Standard	Pro	Enterprise	Notes / Remarks
		commercial PBX, software and hardware options	commercial software PBX			
Basic Features	Description					
Extensions	Device connections such as telephones, door bells, printers	Unlimited	Unlimited	Unlimited	Unlimited	
Number of Simultaneous Calls	The number of phone calls that can be placed/received at one given time	Unlimited	1024	1024	1024	Sangoma: Unlimited for software PBXact using client's own hardware (call limit based on hardware) PBXact 5000 appliance limit to 1500 calls 3CX: limit is 1024 by license. Sangoma call limit is soft capped vs 3CX which is hard capped by license. IMPORTANT: 3CX considered a 'call' to be every call path where Sangoma considers a 'call' as inbound/outbound from system. So we don't chew up call limit for internal call paths as 3CX does
# of SIP Trunks / Gateways	VoIP connection (via Ethernet Cable) to remote connections like an ITSP or a VoIP Gateway	Unlimited	Unlimited	Unlimited	Unlimited	
Call Routing by DID	Receive inbound calls to specific phone numbers programmed in the PBX	Yes	Yes	Yes	Yes	Sangoma: DIDs can be assigned to any trunk which is useful for failover routing 3CX: DIDS can only be bound to 1 trunk. So cannot failover routing since the DID is only available for 1 trunk and if that trunk goes down the DID is no longer available for failover scenario
Music On Hold	Play specific greeting to inbound calls while waiting for call to reach destination	Yes	Yes	Yes	Yes	Sangoma also supports live streaming for MOH, so you can connect a live audio feed to be used as MOH. 3CX: does not.
Follow Me	Ability to forward a call to any destination (or multiple destination) if not picked up on initial destination. Voicemail can be sent to original or custom destination as well	Yes	Yes	Yes	Yes	3CX: Can only select 1 alternative external number (i.e. mobile). If you are not available at alternate number you must manually decline to have voicemail be sent to original called number, otherwise voicemail left on alternate phone.
Busy Lamp Field (BLF)	allow a phone to visually display a user's status by controlling the colour of the LEDs on the buttons	Yes	Yes	Yes	Yes	Sangoma: We support caller id on BLF so you can see the caller ID of the person calling
Call Recording	Ability to record phone calls and store for archiving	Yes	Yes	Yes	Yes	Sangoma: We have 'On demand' and 'fixed'. So you can choose to pause call recording and resume
Call Reporting	ability to report on various call statistics	Yes	Yes	Yes	Yes	
Intercom / Paging	broadcast a phone call over multiple phones using via the speakerphone	Yes	Yes	Yes	Yes	Sangoma: We support mixing Unicast and Multicast paging where 3CX does not support this (just one at time) So if you have local and remote users, you can do multicast paging for users on the local network (broadcast message on port/IP that all phones are listening on) and at same time do unicast paging to remote users.



						
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Unlimited conference rooms	Ability for staff to create their own conference rooms for callers to join	Yes	No	No	No	3CX: maximum 8 conference calls with limit of 64 calls combined. Must have IT admin create conference rooms in admin GUI or use 3CX phone to manage conferences. Sangoma: End Users can create as many conference rooms and manage attendees using Built-in PBXact User Control Panel. Conference rooms can be called by simply calling a pre-fixed users extension to make it simple and great for reoccurring conferences.
Ability to add on individual features		Yes	No	No	No	Sangoma: Add individual feature options without having to upgrade entire PBX. Great to scale as you grow. Built-in store makes it easy to buy whatever feature you need, self-serve, which installs upon checkout.
PSTN Card Support	ability to add third party telephony cards for analog, T1, E1, BRI capabilities	Yes	No	No	No	Sangoma: Broad support and automatic detection and configuration via webgui. Also offered from Sangoma so 'complete solution'. 3CX: must use a certified gateway
Free Major Version Upgrading	Ability to update PBX when newer version is released.	No	No	No	No	Sangoma: require maintenance plan to upgrade 3CX: require maintenance plan to upgrade
Announcements	Record greetings	Yes	Yes	Yes	Yes	Sangoma: very flexible. Can be used in many places through PBX-IVR, routing, ring groups, queues call flow, time conditions, and more 3CX: Not as flexible as PBXact. Can be used within IVR routing only
Text to Speech	Ability for PBX to interpret the text a user dials via phone keypad to route calls	Yes	Yes	Yes	Yes	Sangoma: built directly into PBX. 3CX: need to install Voice Activity Designer Application on separate machine, create text-to-speech, then import project.
Built-in Calendar	Built-in graphical calendar to insert dates, events, holidays which can be used for routing calls	Yes	No	No	No	Sangoma: Easy to use standard calendar. Multiple calendars can be created and can be easily used for call routing options 3CX: Have to manually create in/out office type situations. Voice Application Designer can be used which is separate application to create calendar project and then inserted into 3CX phone system
3rd party Calendar integration		Yes	Yes	Yes	Yes	Sangoma: Supports Google/iCal/Outlook. Can use calendars for routing calls based on events, holidays. 3CX: can only use them to update presence. Must use VAD as described above for further enhancements.
Office Hours	Define office hours time periods to allow PBX to route calls to specific destinations based on time	Yes	Yes	Yes	Yes	Sangoma: New calendar feature provides intuitive and easy method with graphical built-in calendar and third party calendar integration



						
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Built-in VoIP Firewall		Yes	No	No	No	Sangoma: Firewall protects both Data and Voice network. Able to predict hacking occurrences and dynamically works around threat 3cx: need to manage base OS firewall and add 3cx SBC and install on separate machine.
Total Solution - IP Phones		Yes	No	No	No	Sangoma: Offer a line of IP Phones designed for FreePBX/PBXact. 3CX: Must purchase solutions from separate vendors and hope they play together well otherwise must contact individual vendors for troubleshooting who can blame each other to avoid fixing issue.
Total Solution - SBC		Yes	No	No	No	Sangoma: Offer a line of hardware and software SBCs that work with FreePBX / PBXact. 3CX: Must purchase solutions from separate vendors and hope they play together well otherwise must contact individual vendors for troubleshooting who can blame each other to avoid fixing issue.
Total Solution - VoIP Gateway		Yes	No	No	No	Sangoma: Offer a line of analog and digital VoIP Gateways that work with FreePBX / PBXact. 3CX: Must purchase solutions from separate vendors and hope they play together well otherwise must contact individual vendors for troubleshooting who can blame each other to avoid fixing issue.
Ring Groups with advanced ring strategies	Ability to create destinations to send calls to to ring multiple extensions	Yes	Yes	yes	Yes	Sangoma: ability to change ring tones within ring groups so you can change sound per type of calls within ringgroups. We can also pre-fix the caller ID on calls with things like 'sales' or 'support' so you can see the type of call coming in (can prefix anything you want)
Codec Support: G.729, G.726, G.723.1, G.722, G.722.1, iLBC, L16, GSM	Voice compression Support	Yes with DSP card	Partial	partial	Partial	3CX requires complete system upgrade where FreePBX you can add our DSP card (dxxx) on same system
IVR / Digital Receptionist	Automated greeting for inbound callers including routing	Unlimited	Unlimited	Unlimited	Unlimited	
Voicemail	Voicemail	Yes	Yes	Yes	Yes	
Voicemail to Email	Send voicemail to an email address to listen to offsite	Yes	Yes	Yes	Yes	
Message Waiting Indicator (MWI)	Pulse the LED on phone to indicate a waiting voicemail	Yes	Yes	Yes	Yes	
Caller ID	Identify the caller by displaying the originating phone number	Yes	Yes	Yes	Yes	

						
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Call Parking	Ability to place a call 'on-hold' in a special area to allow intended recipient to pick up the call elsewhere	Yes	Yes	Yes	Yes	Sangoma: We have multiple Call Parking lots and ability to choose the slot for any parked call to answer, no matter what slot they are in. 3CX takes the next available slot only. Sangoma: Auto Park + Announce. Ability to announce to a page group of a parked call and you can also recording anything you want to say. Great for receptionist.
Do Not Disturb	Reject calls at the user's request	Yes	Yes	Yes	Yes	
Phone Directory	Directories of users that can be accessed by callers	Yes	Yes	Yes	Yes	
Sound Language Support	Play back audio in multiple languages (i.e. IVR greetings, and PBX responses)	Yes	Yes	Yes	Yes	Sangoma and 3CX : similar regional support
<b>Management</b>						
Automated Provisioning of Devices with redirection service	Configuration of phones, gateways automatically	Yes	No	No	No	Sangoma: True Zero Touch Provisioning with Sangoma phones. Plug phone into home or office network and redirection service automatically directs phone to PBX, then PBX sends full provisioning to Phone. No PBX admin person required. We support up to 300 devices 3CX: Offer PlugNPlay method still requires PBX admin to manually map extensions with detected phones. And this only works with phones locally or using 3CX SBC
Web-based Management Console	Manage PBX via web-based panel	Yes	Yes	Yes	Yes	
Integrated Web Server	Integrated Web Server	Yes	Yes	Yes	Yes	
VMware / Hyper-V Compatibility	Ability to virtualize PBX to reduce physical server space	Yes	Yes	Yes	Yes	
Backup and Restore	Backup and Restore	Yes	Yes	Yes	Yes	
Scheduled Backup	Scheduled Backup	Yes	Yes	Yes	Yes	
Real Time Web-based System Status	Real Time Web-based System Status	Yes	Yes	Yes	Yes	
Automatic security updates	Automatic updates of PBX when general security release is made	Yes	Yes	Yes	Yes	
<b>Deployment Options</b>						
Single software solution		Yes	Partial	Partial	Partial	Sangoma: FreePBX is an all-in-one bundle that installs on your hardware 3CX: Windows version-Must install Windows as Base OS and then install 3CX ontop Linux version - all-in-one. Includes Debian + 3CX
Offered in Hardware Platform		Yes	No	No	No	Sangoma: Complete line of small to large business 40-5000 users appliances 3CX: Only offer 1 third party hardware option (Intel Mini PC)

						
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Virtual Machines		Yes	Yes	Yes	Yes	
Hosted		Yes	Yes	Yes	Yes	
High Availability		Yes with Option	No	Yes	Yes	
<b>Scalability</b>						
Easy method to autoprovision IP phones and other end points		Yes *Included with Sangoma Phones	Yes	Yes	Yes	Sangoma: EndPointManager autoprovisions over 300 end point devices on a global or granular scale. Includes firmware, security and custom endpoint adjustments all through WebGUI. 3CX: Small vendor list support
Add-on feature support		Yes	No	No	No	Sangoma: Can add individual features (commercial modules) at will. Bundles also available
Session Border Controller Support		Yes	Partial	Partial	Partial	Sangoma: open to most vendor integration and will fix compatibilitie issues 3CX: small vendor list support
Media Gateway Support		Yes	Partial	Partial	Partial	Sangoma: open to most vendor integration and will fix compatibilitie issues 3CX: small vendor list support
Third party phone support		Yes	Partial	Partial	Partial	Sangoma: open to most vendor integration and will fix compatibilitie issues 3CX: small vendor list support
Failover (High Availability)		Yes with Option	No	Yes	Yes	Sangoma: 1 x HA license requird per server= 30-60 seconds failover time 3CX:1x 3CX pro license per server=30 minute failover time 3CX:1x ENT license = 120 seconds failover
<b>User Base</b>						
How many global installations		2 million installations. Shows how popular it is and interoperable and compatible	50000 customers			3CX: If reference needed, the 50,000 details are available all-over 3cx website
<b>Unified Communications</b>						
audio Conference Rooms	Create extension where multiple users/callers can call to be on the same phone call	Yes / Unlimited	No			Sangoma: end users can create their own conference rooms through UCP. Callers join conference rooms with simple pre-fix of extensions-easy to remember for re-occurring conferences 3CX: must use 3cx phone or have IT admin create conference rooms via PBX GUI
receive Fax to Email	Send fax to an email address to view offsite	Yes	Yes	Yes	Yes	

						
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Desktop Integration	Unify communication features and tools into a single location	Yes	No	Yes	Yes	Sangoma: User Control Panel- Can make/receive calls, manage voicemail and manage deskphone features Zulu UC available as add-on, providing click-to-call and screen-pop. Free 2-user 1 year license available
PSTN Card Integration and Autoconfiguration	Ability to install PSTN cards into PBX to create VoIP to PSTN communication	Yes	No	No	No	3CX: must use a Gateway.
Presence	Ability to monitor user status and manage individual status	Yes	Yes	Yes	Yes	Sangoma: Status and control available from UCP, Zulu, Sangoma Phones. Also have the ability to automatically change the call flow based on the presence State. Also can change call-flow automatically based on presence state of IPPhones/Zulu/Mobile
Voicemail to Email	Send voicemail to an email address to listen to offsite	Yes	Yes	Yes	Yes	
Desktop Softphone		Yes	Yes	Yes	Yes	
SMS		Yes *with sipstaiton	No	No	No	
Chat	Ability for staff to chat	Yes				
Mobile Client	Ability to make/receive calls from iOS/Android	Yes	Yes	Yes	Yes	
Built-in VPN server		Yes	No			Sangoma: VPN client also built into Sangoma IP Phones to automatically work together, but can use any other third party device too 3CX: must use 3cx phone to use their 3CX tunnel or a 3CX SBC on a separate system
<b>Call Center / Contact Center</b>						
Call Queuing	Ability to create destinations to send calls to to ring multiple extensions. All places calls in a hold area until intended extensions become available.	Yes	No	Yes	Yes	Sangoma: Escalation based on how long caller is waiting in queue. In general agents are assigned to priority levels and when callers call in they are assigned to a low priority level. Configurable, based the longer the caller waits, their priority level changes and more agents are brought into queue to escalate. 3CX: must create individual queues Sangoma: VIP caller: assign special phone numbers for special callers so when they call in they are assigned to specified priority and get answered.
Wrap up time	Allow agents a set period of time to complete interaction of a phone call before sending the agent another phone call	Yes	No	Yes	Yes	
Max calls in Queue	Define the maximum number of callers who can be waiting in the queue at the same time	Yes	No	Yes	Yes	
Ring Strategies (basic and advance)	Define the method how a call will ring to multiple extensions (ex. Round-robin, all-at-once..etc)	Yes	No	Yes	Yes	

						
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Call Recording	Record and store audio of phone calls	Yes	Yes	Yes	Yes	
IVR break	Ability to bypass an IVR greeting by DTMF	Yes	No	Yes	Yes	
Caller Announcements	Playback to caller their position in the queue	Yes	No	Yes	Yes	
Phone features	Ability to control certain call center features and view call center stats on phone	Yes* with sangoma phones	No	No	No	
Click-to-call	Click to call from CRM, web, office365	Yes	Yes	Yes	Yes	
Screen-pop	Pop screen with customer contact details on inbound calls	Yes	No	yes	yes	Sangoma: part of built-in zulu 3CX: part of CRM module plugin
Wallboard	Graphical display of call center stats,agent status and can transfer, barge, listen-in	Yes	No	Yes	Yes	Sangoma: offers add-on module (xactview)
Queue Call Back	Allow caller to disconnect the call and maintain their position in the queue and have system call them back when an agent becomes available	Yes with call center option	No	Yes	Yes	
Outbound Calling Campaign	Upload CSV and automate outbound dialing	Yes with call center option	No	No	No	Sangoma: offers add-on module where 3CX cannot support period.
Appointment Reminder	Automate appointment confirmation, cancellation..etc. by calling customer and have them identify status of appointment	Yes with call center option	No	No	No	Sangoma: offers add-on module where 3CX cannot support period.
Web Call Back	Enter contact information on website and have system call and connect with an agent	Yes with call center option	No	No	No	Sangoma: offers add-on module where 3cx cannot support period.
CRM Integration	Integration with sugarCRM,salesforce, SuiteCRM	Yes	No	yes	Yes	
Outbound call limiting	Prevent over dialing to avoid local government penalty	Yes with call center option	No	No	No	Sangoma: offers add-on module where 3CX cannot support period.
<b>IP Phone Management and Features</b>						
Auto-Provisioning	Automatic configuration and deployment of devices such as IP phones and/or gateways	Yes - support 300 units	Limited	Limited	Limited	Sangoma: Using End Point Manager. When phone boots up, it will communicate with PBX (using either Sangoma redirection service or LAN) then PBX will push all config to phone (and map extension to phones automatically-3CX does not do this). 3CX: Using PlugNPlay or LAN. (no redirection service option with 3CX which means not true Zero Touch especially when remote from office. 3CX also does not automatically map extensions with phone so admin must do this all manually for each phone!
PhoneApps	Advanced Features to allow Phone users to control features using phone's display instead of star codes	Yes	No	No	No	Sangoma : Over 12 advanced features which are server side (PBX in control of phone status at all times for UC). Supported and included with Sangoma IP Phones
Other tools available	Other tools available	User Control Panel	No	No	No	Sangoma: Can manage phone features and customize settings

						
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Manage IP Phones from central location	Tools or capabilities to manage IP Phones from single location	Yes	Yes	Yes	Yes	Sangoma: End Point Manager. Manage groups of phones and push configuration. No reboot required if using Sangoma IP Phones 3CX: from Phones configuration tab in PBX
Restart Phones Remotely	Restart Phones Remotely	Yes	Yes	Yes	Yes	Sangoma: But not required when using Sangoma IP Phones-
Update & Manage Firmware Network Wide	Update & Manage Firmware Network Wide	Yes	Yes	Yes	Yes	
<b>Application Integration</b>						
LDAP	Ability for PBX to 'look-up' specific information from a server to be used with its services	Yes	No	Yes	Yes	
SugarCRM	Integration with cloud-based CRM software	Yes	No	Yes	Yes	
Google Contacts	Integration with google contacts	Yes	No	Yes	Yes	Sangoma: limited import through contact manager, not automated
Hotel Property Management		Yes with Option	No	Yes	Yes	FrontDesk Connect (Sept 2017) Connector to Micros/Oracle PMS
Salesforce	Integration with cloud-based CRM software	Yes	No	Yes	Yes	Sangoma: CRM link module provides support 3CX: must upgrade to pro/enterprise edition
CRM Generic interface						
<b>Web Integration</b>						
Plugin Free – WebRTC	Web integration with real time communication	Yes	Yes- offers video calling too	Yes- offers video calling too	Yes- offers video calling too	Sangoma: webrtc phone available via UCP 3CX: offers video calling as well
One-click conference	Conference users with minimal setup	Yes - within UCP you can conference your contacts and view/manage their status	Yes	Yes	Yes	
<b>Support</b>						
pay-as-you go		Yes. Don't have to pay for a full year's fee	No	No	No	
Customer Portal		Robust-integrated store for add-on modules	Yes. provides certification and basic account details	Yes. provides certification and basic account details	Yes. provides certification and basic account details	
Free Support		No	No	No	No	
Annual maintenance contracts		Yes	Yes	Yes	Yes	
Professional Service Support		Yes	Yes	Yes	Yes	
call-in support		Yes	Yes	Yes	Yes	
helpdesk portal		Yes	Yes	Yes	Yes	