Northeast and Canada Region

4Q18 Partner Updates

3CX

v16 Alpha 2, Quick Overview

- Improved Architecture
- Easier to scale
- Smaller faster C+++ footprint
- IPv6
- Latest Google Web Protocol Technology
- Latest Debian/Linux
- Modern technologies and protocols
- Office365 integration
- 3CX Global Blacklist and auto blacklist
- Call Center increased focus
- Livechat plus click2talk
- True mutli-tenant management
- Can use $35 Rasberry pi3 device -good for 16 sim call depending on usage
- Hosting 3 month trial

3CX

v16 Alpha 2, 3CX Instance Manager - Manage Multiple 3CX Installs

With 3CX v16 we introduce the new opt-in Instance Manager to optionally enable 3CX and authorized resellers, securely and transparently monitor or manage 3CX installs on Linux hosts.

Inspired by our own internal monitoring tools, managed systems can be actively monitored, checked on resource usage, updated and proactively repaired for commonly faced issues. Enabling the Instance Manager requires no network or firewall configuration and can translate to higher reliability for monitored and managed 3CX systems.

We always value your data privacy, so you always have full control of what is transparently shared and managed through this service.


3CX
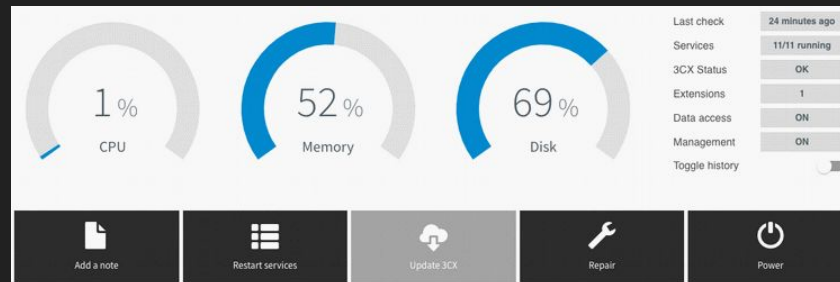
v16 Alpha 2, New VMX Transcription Service

Updated Voicemail Transcription Service is now more reliable, moving to Google Speech API from the deprecated Microsoft Bing Speech Services.

Follow the steps in our <u>3CX Voicemail Transcription guide</u> to enable <u>3CX v16</u> to transcribe the first minute of recorded voicemail and send it via email for easy reading.

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v16 Alpha, Expanded PBX Feature Set

We strived to make the latest version of 3CX the most feature-complete PBX, enabling you to do more with new features and upgrades, including:

- **Enhanced Office 365 integration** module to enable one-way syncing of Office365 users to 3CX extensions, Personal Contacts syncing and setting 3CX user's status based on their Office 365 calendar.
- Enhanced queue options for **skill-based routing of calls to agent groups**.
- **Extended IVR module** with scriptable and DTMF-code-based actions for increased integration capability.
- **Queue engine restructure to scale better for bigger call center installs** with larger number of calls and queues.
- **Revised and optimized reporting engine** towards standards-based reports.


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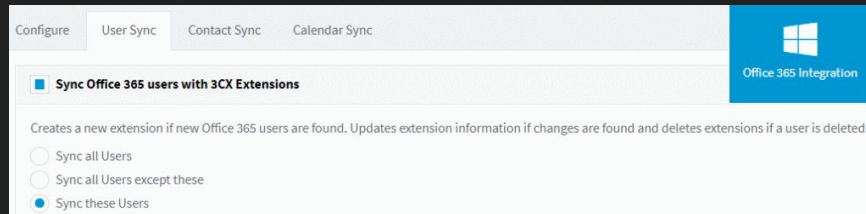
v16 Alpha, Simply Effective
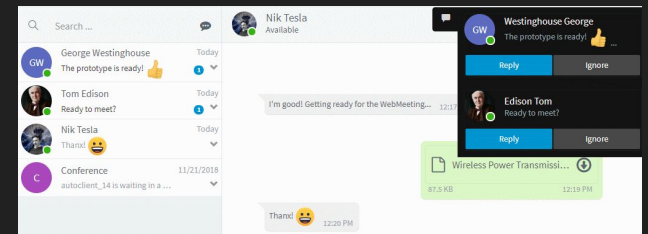
The 3CX apps create a unified communication environment, working hand-in-hand with the 3CX PBX. 3CX version 16 apps improvements include:

- **Android & iOS Apps**:
  - **Chat interface** with emoticons/emojis, feedback notifications and sending documents and images.
  - Improved performance and simplified UI (User Interface) design.
- **Web Client**:
  - **Revised chat interface** with emoticons/emojis, feedback notifications, search and sending documents and images.
  - **Added Sennheiser headset support**.
  - Improved performance and simplified UI (User Interface) design.
- **WebMeeting**:

Added the ability for user to join a meeting from a phone by calling a conference external number or calling the conference extension (700).\

v16 Alpha, Secure by Design
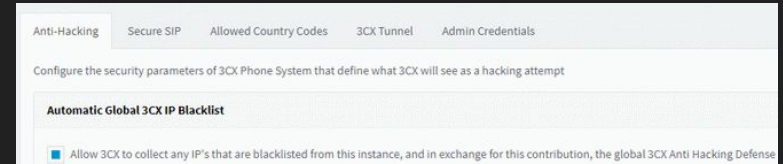
Administering an Internet-facing system keeps security always on your mind. v16 includes new and updated security features to ease your mind, making it the most secure yet:

- Option to auto-update blacklist entries daily from an online list managed by 3CX.
- IP blacklist Export & Import functions enables you to export all your blacklist entries and import them on another PBX to sync.
- New option to restrict access to 3CX Management Console to specified list of IPs through new Restrictions tab.
- Extended Management Console function to provide flexibility to choose the password/PIN to reset.
- To enhance security and prevent service exploits, 3CX v16 does not send the user agent by default, unless SIP communication is authenticated.
- Updated checks and warning notifications for weak extension security level.

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v16 Alpha 2, Solid Foundations

3CX v16 is more than the sum of its parts. Updated under the hood components and automation logic, keep the 3CX PBX running with stability and top-notch performance:

- Latest Postgres DB version - robust performance on a solid database engine.
- OpenSSL to 1.0.2o – latest security-fix release.
- Built using VS2017 compilers – keep the 3CX codebase modern and portable.
- .NET Core framework update – improved performance and security
- GCC 6 – code optimization & security improvements
- Debian 8 EOL (End of Life) – recommended upgrade via our Debian 9 "Stretch" ISO to improve performance, security and benefit from v16 features.

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v16 Alpha 2, How to Get the Alpha 2

Download the v16 Alpha 2 for <u>Windows</u> and <u>Linux</u> below or take it for a spin using our <u>PBX Express </u>tool and we'll configure a brand new PBX for you to try!

Download links for:
- **Windows:** <u>3CX v16</u>
- **Linux:** <u>3CX v16 on Debian 9 ISO</u> - choose "Beta" on the "3CX Update Channel" screen.

Note: <u>3CX v16 Alpha 1</u> installs can be upgraded to Alpha 2 via "Updates" in the Management Console.

View the <u>change log</u> for this version and give us your feedback via the community forum.

Important: The Alpha version must be installed only for evaluation purposes and not on production systems, as it cannot be upgraded to or restored via backup on Beta or Release versions. This version is not covered by any support SLA.

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Proof of Concept Request

How to request a 30-day Proof of Concept license

- Log into your partner portal (customer.3cx.com)
- Go to KEYS
- Look to right side and create "TRY License" with client info
- Active license/pbx
- Send an email (with edition and capacity requirement) to Channel Manager to search TRY License request.
- Channel Manage will identify the request
- Channel Manager approves the request for Proof of Concept to be built
- 3-5 business day turnaround time
- POC is 32SC Pro or Enterprise and above

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v16 Certifications

- Everyone v15 certified will need to get recertified on v16

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