

# > 3CX - What's ahead?

# Agenda

- 1 Introductory
- 2 Security
- 3 Update 8
- 4 Roadmap



# About 3CX

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- IP PBX Software Developer
- Founded in 2005 by Nick Galea
- History of founding and scaling companies
- Previous companies:
  - GFI Software
  - Acunetix

# About 3CX

We work with our partner network to deliver simple, affordable, and flexible communications solutions for customers around the world.

600.000+  
Installations

190  
Countries

12  
Global Offices

40 %  
Growth YoY

12,000,000+ Users Daily

# About 3CX

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3CX sells exclusively through its channel of over 25,000 partners worldwide.

**Your customers, are your customers.**

3CX Customers rely on our partner network for:

Consultation | Licensing | Installation  
Customisation | Training | Support | Maintenance

# Security attack closed

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- We are continuing at full speed with our EFTA security charter
- Attack was an issue with our procedures not the product
- First of a kind cascading supply chain attack

# Securing our network - Actions

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- Appointed CrowdStrike to monitor our network 24/7
- Completely rebuilt our network
- R&D and build network are now higher security
- Regular pen tests of our network and website

# Securing our product - Actions

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- Build process is completely separate and closely monitored
- Implemented new solution to scan libraries and product for issues
- Code signing security



# Product Vulnerability testing

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- Pen test and code review of our entire product by Mandiant
  - Web client - Reviewed
  - Internal APIs - Reviewed
  - Server - Ongoing
- Issues found and fixed

# Enhancing Product Security Features

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- Password hashing
- Welcome email - we removed:
  - Password
  - Config File
  - QR Code
- Resigned all apps, updated to latest .NET and libraries
- Lock down of Admin Console by IP -
  - Admin console is new management console in web client
  - For system admin or all users

# Update 8

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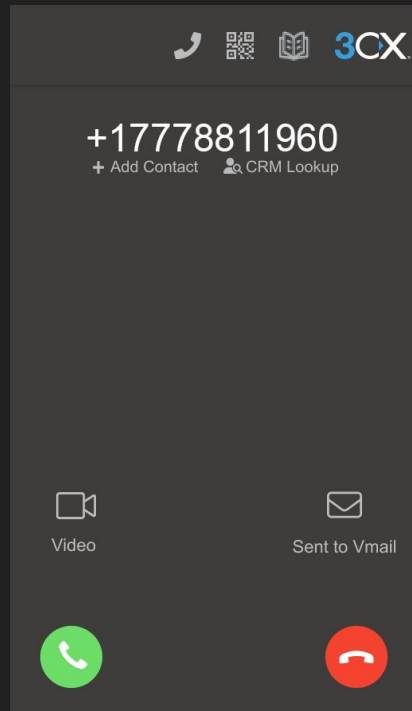
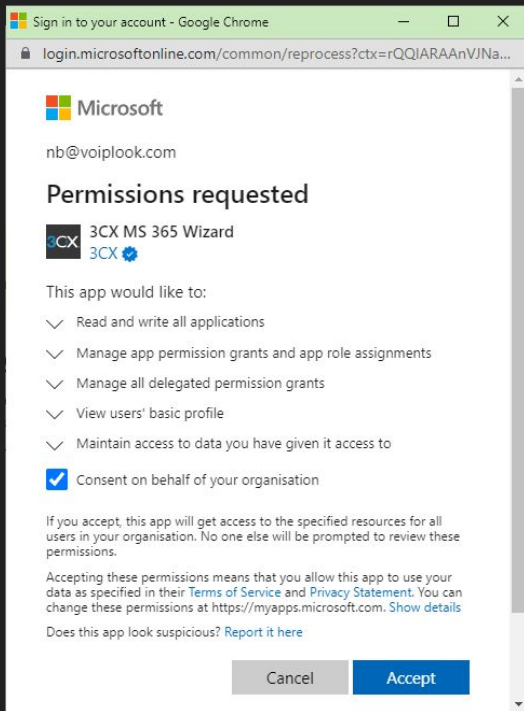
- Alpha Release - release
  - aforementioned Security aspects
  - Office 365
  - CRM Server Side Integration
  - Better Reports
  - IP Phone Provisioning & Management
  - Plantronics Headset

# Update 8 - Office 365

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- Office 365 integration configuration much easier
  - Improved User Sync & Contact Sync
  - Improved Event logging for troubleshooting
  - Ability to use SharePoint for backups and recordings
  - Ability to create a contact in MS 365 from new caller ID
  - Add and search in MS 365 contacts from web client

# Update 8 - Office 365



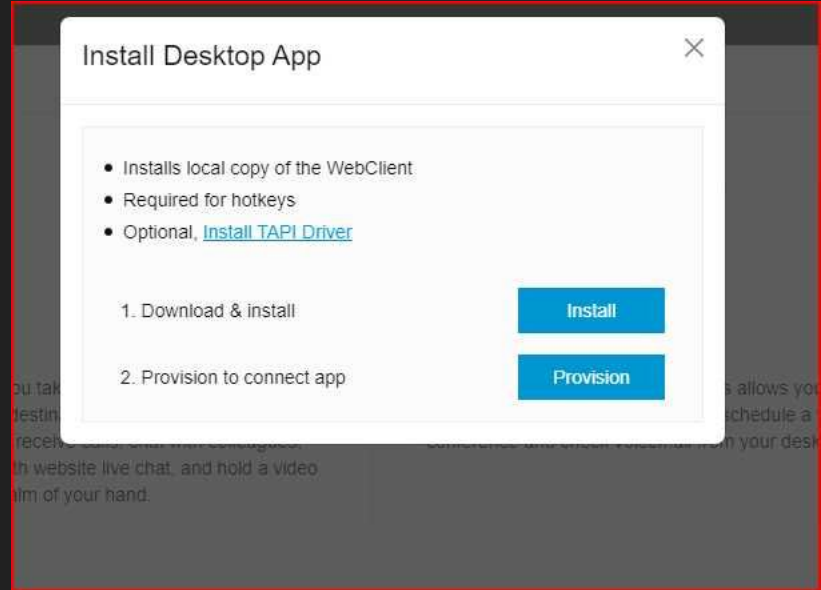
# Update 8 - CRM Server Side Integration

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- Complete revamp of code
  - Reviewed all integrations
  - Add contacts to the CRM from an inbound call
  - Add and search the CRM contacts from within the webclient

# Update 8 - TAPI Support

- v18 Desktop APP Provides TAPI support



# Update 8 - Improved Reports

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- Completely new reports from Web Client
  - Many issues fixed
  - Reports merged and simplified
  - Managers and Owner Roles can see reports



# Update 8 - Improved Reports

The screenshot displays the 3CX Admin Console interface. On the left, the 'Reports' section is expanded, showing various report categories and links. The main content area shows the 'Queue Performance Overview' report for the 'Last month' period, with options to 'Export CSV' and 'Print'. The report table lists various queues and their performance metrics.

**Reports Section Links:**

- Logs
  - Call Log
  - Chat Log
- Ring Group Statistics
  - Ring Groups
- Extension Statistics
  - Call Cost By Extension Group
  - Extension Statistics
- Chat Statistics
  - Queue Chat Performance
  - Queue Agents Chat
  - Abandoned Chats
- Agent Statistics
  - Agent In Queue Statistics
  - Agent Login History
- Queue Statistics
  - Abandoned Queue Calls
  - Queue Answered Calls By Waiting Time
  - Queue Callbacks
  - Queue Failed Callbacks
  - SLA Statistics
  - SLA Breaches
  - Queue Performance Overview
  - Detailed Queue Statistics
  - Team Queue General Statistics

**Queue Performance Overview Report:**

Queue	Received	Serviced	Unanswered	Talk Time	Average Talk Time
CSR - English	23	20	3		
Cyprus Head Office	0	0	0		
Sales - Australasia	35	2	284		
Sales - France	64	40	8		
Sales - German	87	61	38		
Sales - Italy	37	25	15		
Sales - MENA	3	2	1		
Sales - Spanish	30	13	3		
Sales - UK	92	70	9		
Sales - USA	94	73	55		
Support - Australia	1	1	0		
Support - EU	2	2	0		
Support - France	81	79	12		
Support - Germany	34	32	0		
Support - Italy	22	14	0		

# Update 8 - Phone Provisioning & Management

- Easier provisioning of IP phones on the LAN via RPS
  - (Requires split DNS and new install)
- Ability to configure a transfer method for a DSS method
- Added support for Gigaset N610
- For older phones you can specify extension number in auth ID.
  - Required for Avaya phones

# Update 8 - Plantronics Headset

- Plantronics Spoke SDK back
  - They released a new MSI that resolved their certificate issue
- Still not recommended!
- Mainly because they don't support and test
- Plantronics to support - not 3CX
- Provided as is for those who have plantronics already



# Roadmap (U9 / U10 / Version 20)

- 2 Factor-Authentication
- Call recording & Call-Transcription in CRM Journal
- MS-Windows Softphone (MS-Store)
- Debian 12
- Entirely new Call Manager
  - Able to handle more users
  - Able to be hosted more efficiently
  - Better flexibility for queues, ring groups etc
  - Scripting engine integrated (for internal use)
  - Able to handle call center demands!
- Requires Split DNS on premise

# > Questions?