

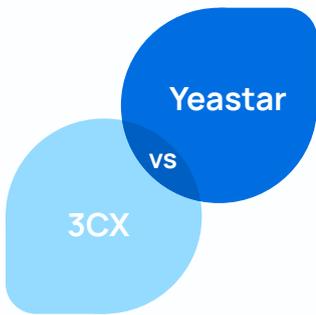


VS



# Yeastar vs. 3CX

A Side-by-side **Feature Comparison**



Yeastar vs. 3CX is a battle of feature-rich, scalable, and user-friendly PBX and unified communications solutions that cater to the diverse needs of businesses

Yeastar presents a comprehensive business phone solution along with a suite of unified communications tools suitable for businesses of all sizes. Going beyond the standard PBX offerings, Yeastar offers visualized call management, video communication capabilities, advanced call center features, unified communications applications, anywhere-anytime connectivity, and more across browsers, mobiles, and desktops.

3CX is a software-based business communication system that also offers a range of unified communications features, including video conferences, live chat, and messaging. This solution facilitates remote working and mobility through its apps for Android, iOS, and the web. It is designed for small to medium-sized companies and start-up businesses.

If you are looking for the next business communication solution and wondering if 3CX or Yeastar offers the right feature set for your specific needs, this document should be very helpful. We provide a side-by-side feature comparison to give you a basic overview of the key differences and similarities.

Before we dive into the detailed comparison chart, let's take a look at what deployment options Yeastar and 3CX each offer.

## Yeastar:

### ✔ Cloud

In a dedicated instance

### ✔ On-premise

- In a dedicated instance, on your own server
- Out-of-the-box

## 3CX:

### ✔ Cloud

- In a shared instance
- In a dedicated instance

### ✔ On-premise

In a dedicated instance, on your own server

# Yeastar vs. 3CX: Feature-by-feature Comparison

## ○ Telephony

	3CX	Yeastar	How Yeastar Excels
Extensions	✓	✓	
Trunks	✓	✓	
DID (Direct Inward Dialing)	✓	✓	
DOD (Direct Outward Dialing)	✓	✓	
Inbound/Outbound Routes	✓	✓	Multiple routing strategies in one route
CID-based & DID-based Routing	✓	✓	DID routing rules: <ul style="list-style-type: none"> <li>• DID ranges to match extension ranges</li> <li>• DID patterns to match specific extensions</li> <li>• DID patterns to match defined destinations</li> </ul>
Call Forwarding	✓	✓	
Call Monitoring	✓	✓	Call monitoring with feature code
Call Parking	✓	✓	Unretrieved parked calls can be routed to group voicemail.
Call Pickup	✓	✓	
Call Transfer (Attended & Blind)	✓	✓	
Call Waiting	✓	✓	Supported even in Queue and Ring Group
Caller ID	✓	✓	
Busy Camp-on	✗	✓	
AutoCLIP	✗	✓	
Speed Dial	✓	✓	No need to set up prompts
Dial by Name	✓	✓	
DNIS	✗	✓	
DND (Do Not Disturb)	✓	✓	
Allowed/Blocked Number	✓	✓	Both inbound and outbound numbers supported
SIP Forking	✓	✓	
Headset Integration	✓	✓	

### Conclusion

In terms of telephony features, both Yeastar and 3CX offer the basics such as extensions, trunks, routing, DID/DOD, etc., but Yeastar's configuration is more straightforward, simple, and flexible.

	3CX	Yeastar	How Yeastar Excels
IVR	<ul style="list-style-type: none"> <li>Multi-language support</li> <li>Wake-up IVR</li> </ul>	<ul style="list-style-type: none"> <li>Supporting multiple audio clips</li> <li>Outbound dialing via IVR</li> <li>Dial-by-name via IVR</li> </ul>	
Ring Group	✓	✓	<ul style="list-style-type: none"> <li>Memory hunt ring strategy</li> <li>Missed call alerts</li> </ul>
Custom Prompts	✓	✓	
Distinctive Ringtone	✓	✓	
Music on Hold	✓	✓	Streaming music on hold
Operator Panel	One panel as operator and queue management console	<ul style="list-style-type: none"> <li>Independent operator and queue panels</li> <li>Drag and drop to dispatch incoming calls</li> <li>Presence status monitoring (extension, ring group, queue, parking slot)</li> <li>Supporting more operations</li> </ul>	
Paging & Intercom	✓	✓	<ul style="list-style-type: none"> <li>One-way &amp; two-way paging</li> <li>Multicast paging</li> <li>Custom prompts</li> <li>Scheduled paging or intercom calls</li> <li>More suitable for airports, schools, hospitals, etc</li> </ul>
PIN List	✗	✓	
BLF	✓	✓	Supporting Intercom, DTMF, and LDAP
LDAP Server	✓	✓	
T.38 Fax	✓	✓	
Remote Extensions	Customer-premise SBC is required	Via an encrypted tunnel (secured by Yeastar-managed SBC) and Yeastar-supplied domain name	
Business Hours & Holidays	✓	✓	
Emergency Number	✓	✓	
Emergency Notifications	✓	✓	
Call Log	✓	✓	
CDR	✓	✓	<ul style="list-style-type: none"> <li>Visualized reports</li> <li>Filter-search</li> <li>Playing recordings from the interface</li> <li>Fuzzy number lookup</li> </ul>
Boss-Secretary	✗	✓	
Hot Desking	✓	✓	
Call Accounting	✓	✓	
Hotel PMS Integration	✓	✓	

**Conclusion**

Yeastar and 3CX have their own advantages in terms of business features. For example, Yeastar provides a free Operator Panel with a more visual interface and more efficient drag-and-drop operations, as well as more paging and intercom options for broadcast scheduling; while 3CX supports more advanced IVR features.

Queue	<ul style="list-style-type: none"> <li>○ Skill-based routing</li> <li>○ Priority Queue</li> </ul>	<ul style="list-style-type: none"> <li>○ Priority Queue: More flexible weight customization and support the use of "Acceleration Weight"</li> <li>○ Queue status can be associated with presence status.</li> </ul>
Queue Panel (Switchboard)	One panel as operator and queue management console	<ul style="list-style-type: none"> <li>○ Independent operator and queue panels for clearer display</li> <li>○ Drag and drop to dispatch incoming calls</li> <li>○ Supporting more operations</li> </ul>
Real-time Queue Statistic	✓	✓
Real-time Queue Monitoring	✓	✓
Static Agent	✗	✓
Dynamic Agent	✓	✓
Agent Login/Logout	Global agent login and logout to all queues	<ul style="list-style-type: none"> <li>○ Dynamic agents can log in or out of a queue.</li> <li>○ Static agents are always in the queue.</li> </ul>
Agent Pause/Unpause	✗	✓
Agent Pause Reasons	✗	✓
Agent Status Auto Switch	✓	✓
Announcements	Join announcement	<ul style="list-style-type: none"> <li>○ Join announcement</li> <li>○ Agent ID announcement</li> <li>○ "Thank you for your patience" prompt</li> <li>○ Position and estimated hold time announcement</li> <li>○ Periodic queue announcements</li> </ul>
Wallboard	One wallboard for all queues	Independent wallboards for each queue
SLA	SLA time for each call	<ul style="list-style-type: none"> <li>○ SLA time for each queue</li> <li>○ Alarm threshold (%)</li> </ul>
Call Recording	Automatic/scheduled backup to FTP and Google Storage	<ul style="list-style-type: none"> <li>○ Automatic/scheduled backup to FTP (for P-Series Appliance and Software Edition)</li> <li>○ Allow the use of a "Beep" sound as the recording indicator during external calls</li> </ul>
Call Reports	Allow users to personalize the logo displayed in the downloaded call report files.	<ul style="list-style-type: none"> <li>○ IVR Report</li> <li>○ Agent Pause Activity</li> </ul>
Satisfaction Survey	✗	✓
Call Flow Designer	✓	✗
CRM Integration	✓	✓
Helpdesk Integration	✓	✓
Pop-up URL	✗	✓

### Conclusion

Both Yeastar and 3CX present an array of call center features tailored to enhance services and optimize management for customer-facing businesses. Each offers distinct advantages. While 3CX impresses with its sophisticated routing and Call Flow Designer, Yeastar is more user-friendly, intuitive, and user-friendly in terms of dynamic agent support, customizable Wallboard, drag-and-drop Queue Panel operations, etc., which allows for more professional and efficient queue management.

	3CX	Yeastar	How Yeastar Excels
<b>UC App</b>			
Web Client	✓	✓	
Mobile App (Android & iOS)	✓	✓	Video preview for Fanvil door phones (For Android)
Desktop Client (Windows & macOS)	✓	✓	
Web App	Via PWA	Via Google Chrome Extension	
Click to Call	✓	✓	
Call Flip	✗	✓	
Call Switch	✗	✓	
Call Merge	✗	✓	
Presence	✓	✓	
Function Keys	✓	✓	11 types of function keys supported
Select & Dial with Hotkey	✓	✓	
Audio Conferencing	✓	✓	
WebRTC Audio Call	✓	✓	Users can move, minimize, and reduce the size of a call window.
Voicemail Transcription	✓	✓	
Group Voicemail	✓	✓	<ul style="list-style-type: none"> <li>Group Voicemail Inbox: The voice messages can be saved in a group mailbox and shared with all members or broadcasts (copies and forwards) to each member's mailbox individually.</li> <li>Group Voicemail Announcement: Sequentially dial the pre-set external numbers when a new voicemail is received.</li> </ul>
Voicemail to Email	✓	✓	
CTI	✓	✓	Configured via the user portal, more user-friendly
Door Phone Video Preview	✗	✓	
SDK	✗	✓	

**Conclusion**

Both Yeastar and 3CX offer web and desktop clients and a mobile app that allow users to access a suite of UC tools within one interface. However, Yeastar provides a more flexible calling experience with features like Call Flip and Call Switch, and its user interface appears to be more intuitive and easy-to-use. Yeastar also provides SDK for developers to incorporate Linkus voice calling into their custom applications.

## MS 365 Integration

Microsoft Teams	Direct Routing via SBC (not certified by Microsoft)	Two approaches to integrating with Microsoft Teams: <ul style="list-style-type: none"> <li>• A free embedded app (no Teams Phone or Calling Plans license needed)</li> <li>• Direct Routing (via Call2Teams, a Microsoft-certified SBC solution provider)</li> </ul>
Outlook	✗	✓

### Conclusion

Yeastar has a strong Microsoft 365 integration, supporting both Outlook and Microsoft Teams. When it comes to Teams integration, Yeastar offers two flexible solutions for customers who want a cost-effective or Microsoft-certified robust approach to integrate.

## Video Calls & Conferencing

Video Calls	✓	✓
Video Conferencing	✓	✓
Meeting Link	✓	✓
Team Chat	✓	✓
Screen Sharing	✓	✓
File Sharing	✓	✗
Polls	✓	✗
Whiteboard	✓	✗
YouTube Integration	✓	✗

## Messaging & Live Chat

Message Queue	✓	✓
WhatsApp Integration	✓	✓
SMS Integration	✓	✓
Facebook Integration	✓	✗
View/Download Chat Log	✓	✓
Chat Reports	✓	✗
Live Chat	✓	✗

### Conclusion

Unlike the enterprise-level video conferencing provided by 3CX, Yeastar's lightweight solution is designed for SMEs' basic online meeting needs. As for omnichannel messaging, both Yeastar and 3CX offer digital channels for customer interactions. Yeastar also had Facebook integration, live chat, and AI-power capabilities in its roadmap.

## Administration

	3CX	Yeastar	How Yeastar Excels
Web-based Management Portal	✓	✓	
Graphical Dashboard	✓	✓	
Auto Provisioning	✓	✓	<ul style="list-style-type: none"> <li>○ Default &amp; custom auto-provisioning templates</li> <li>○ Provisioning methods: PnP, DHCP, RPS FQDN</li> <li>○ Import phone models and MAC addresses to auto-provision in bulk</li> </ul>
Bulk Import & Export	✓	✓	Supporting extensions, routes, contacts, and trunks
Extension Directory	✓	✓	
Personal & Company Contacts	✓	✓	
Phonebooks	✗	✓	
Extension Group	✓	✓	
Organization	✗	✓	
User Role & Permissions	✓	✓	
Operation Logs	✓	✓	
Event Logs & Notifications	✓	✓	<ul style="list-style-type: none"> <li>○ Filter search by needs</li> <li>○ Supporting multiple event types</li> </ul>
Backup and Restore	✓	✓	
Troubleshooting	✓	✓	
Built-in SMTP Server	✓	✓	
Network Drive	✓	✓	
SNMP	✗	✓	
FQDN	✓	✓	
IPv6	✓	✓	
Azure Active Directory Integration	✓	✓	<ul style="list-style-type: none"> <li>○ Dynamic synchronization</li> <li>○ Custom selection of Groups</li> <li>○ Supporting up to 200 Groups to be synchronized</li> </ul>
Active Directory Integration	Using AAD as a transitional step	Direct integration	

### Conclusion

Both Yeastar and 3CX offer a range of administration features for their VoIP phone systems. Yeastar comes with more features for contact and extension management, such as Phonebooks, Organizations, AD & AAD integration, and more granular permissions for Linkus UC Clients.

## Security

	3CX	Yeastar	How Yeastar Excels
S RTP & TLS Call Encryption	✓	✓	
Password Policy Enforcement	✓	✓	
Auto & Static Defense	✓	✓	<ul style="list-style-type: none"> <li>Block both IPs and protocols (TCP/UDP)</li> <li>Custom rules based on needs</li> </ul>
IP Blocklist	✓	✓	
Country Allow/Blocklist	✗	✓	
Outbound Call Frequency Restriction	✗	✓	
Two-Factor Authentication (2FA)	✗	✓	Supported on both Management Portal & User Clients
Global IP Blocklist	✓	✓	

### Conclusion

In terms of system security, Yeastar provides more comprehensive and flexible measures, such as 2FA for login security, country IP restriction, outbound call frequency restriction, etc.

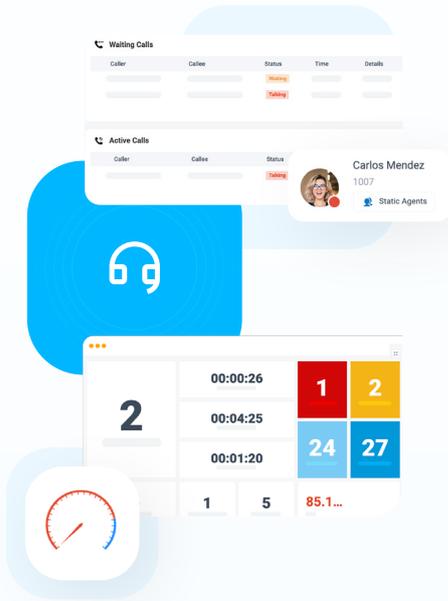
## High Availability

	3CX	Yeastar	How Yeastar Excels
Failover	Auto backup & restore Data replication interval: 5 minutes for the Enterprise license and 6 hours for the Pro license.	Hot standby <ul style="list-style-type: none"> <li>Real-time data and configuration replication</li> <li>"Heartbeat check" and "primary server self-check"</li> <li>No extra license required</li> </ul>	Yeastar adopts real-time replication to ensure low latency and seamless failover. In contrast, 3CX has longer replication intervals and its failover involves scheduled backup uploads and downloads, leading to restoration latency and potential data loss.
Disaster Recovery	✗	✓	Replica PBX deployed in a different region will immediately take over in case of unforeseen events or disasters to maintain all PBX call services.
Cloud Infrastructure (Fully Hosted)	3CX uses DigitalOcean and Vultr as its cloud providers. DigitalOcean has 15 data centers worldwide and offers 99.99% SLA time. Vultr is used in countries where DigitalOcean is not present. Customers may experience limited downtime during system updates.	With more than 15 data centers and deployments across the globe, powered by Amazon Web Services, Yeastar's hosted voice service guarantees 99.99% uptime. Every data center is equipped with active-active SBC and load balancing to ensure optimal performance.	

### Conclusion

Yeastar provides a more comprehensive and robust high-availability solution that outperforms 3CX in terms of data synchronization frequency and failure detection mechanisms. Apart from Hot Standby, Yeastar also offers a disaster recovery solution for cross-region failover to enhance the system reliability further.

# Yeastar's Key Functional Differentiators



## → Queue Panel

Yeastar provides a single interface for agents and supervisors to efficiently manage queue calls and view real-time statistics. It displays call handling and queue performance metrics, allows easy control of agent status, and supports various operations for call management with simple clicks or drag & drop.

## → Wallboard

Yeastar Wallboard displays real-time call center metrics and KPI information, such as active/waiting calls, average waiting time, SLA, answered/missed rate, etc. Agents and supervisors can monitor the performance of each queue independently to quickly spot any issues at a glance and improve their service quality.

## → Operator Panel

Designed for receptionists and employees handling a large number of calls, Yeastar Operator Panel provides a comprehensive view of call activities and extension availability. It enables easy call management through simple clicks or drag-and-drop actions, including call distribution, parking, recording, monitoring, etc.

## → Auto Provisioning

Configure IP phones located in a local or remote network in bulk using default or custom provisioning templates. Freeing administrators from time-consuming manual tasks. This useful feature applies to 270+ IP phone models from over 10 brands, such as Yealink, Fanvil, Cisco, and Snom.

## → Microsoft Teams Integration

Yeastar offers 2 approaches to integrating to Microsoft Teams. You can either use a free embedded calling app paired with Linkus Web Client to avoid any Teams Phone licenses and Calling Plan fees or leverage the direct routing solution via Call2Teams, which is a Microsoft-certified SBC solution provider.

## → Call Flip & Switch

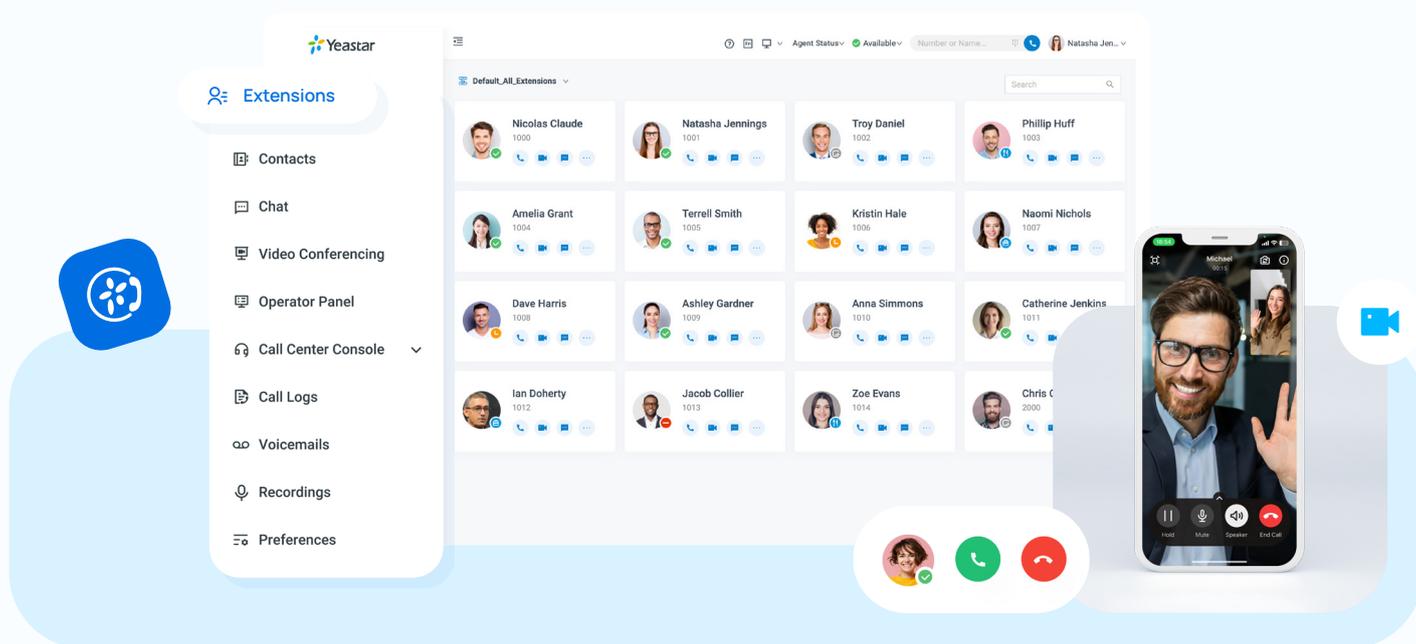
Call Flip and Call Switch are a pair of useful call features that can seamlessly transfer a live call between different extension endpoints. With Call Flip, calls can be initiated on the desk phone and flipped to a mobile device when you need to move around, and switch it back if necessary. The conversation will remain fluid and uninterrupted.

## → Paging & Intercom

Yeastar's paging and intercom solution is ideal for airports, hospitals, schools, warehouses, etc. Users can broadcast announcements to specific extensions, have two-way conversations, or use multicast paging for a large group of people. Both live and scheduled paging/intercom calls are supported.

## → Phonebooks

Manage your company contacts flexibly by grouping them into different phonebooks. Better yet, sync directly from your CRM to keep all your contacts in one place. Set up permissions to control visibility and access to each phonebook for more granular contact management.





# In Conclusion

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- **Both Yeastar and 3CX provide a series of powerful telephony features.**

There is a significant overlap between Yeastar and 3CX in terms of core PBX functionalities, and both platforms come with excellent telephony features that will work like a charm for modern businesses.

Yeastar goes the extra mile by supporting additional efficiency-improving features such as AutoCLIP, Call Flip, and Call Switch to build a more flexible communication experience.

If user-friendliness is a top priority for you, Yeastar stands out as the better choice for its intuitive, sleek web interface and overall ease of use, making it a breeze for anyone to navigate and manage their phone system efficiently.

- **Yeastar makes communications management easier for system administrators.**

With Yeastar, you can either have your phone system hosted in the cloud or deploy the plug-and-play-ready equipment on-site. Built with both users and system admins in mind, Yeastar is proven to be highly easy to manage in terms of configuration, administration, reliability, and security. For example:

- Hot standby and disaster recovery for high availability
- Phonebooks, Auto Provisioning, and other advanced administration features
- Two-factor Authentication, Country Allow/Blocklist, and other security measures
- Modern, simple, and intuitive user and management portals

- **Yeastar is catching up on unified communications & omnichannel capabilities.**

Both Yeastar and 3CX offer comprehensive unified communications solutions that include voice, video, mobility, chat, presence, and more. While 3CX comes with some enterprise-level UC and omnichannel capabilities, Yeastar is not far behind. Supporting WhatsApp and SMS integration, Yeastar also has more omnichannel contact center features under development, such as support for more digital channels, live chat, and even some AI-powered capabilities, which will be released in 2024.