

Comparison PBX Call Assist 2 - Call Assist 3, 04/19

	PBX Call Assist 3	PBX Call Assist 2
Platforms		
Windows Client	yes	yes
MacOS Client	yes	no
Android	yes	no
iOS	yes	no
Communications / Collaboration		
Text Chat	yes	yes
Audio Chat via WebRTC	yes	no
Video Chat via WebRTC	yes	no
Presence Management	yes	yes
Fax Integration via ixi-UMS Business/Enterprise	yes	no
SMS	yes	no
DesktopSharing	yes	no
SIP Softphone Windows	yes	no
SIP Softphone iOS	yes	no
SIP Softphone Android	yes	no
Multimedia business card	yes	no
CTI		
RCC 2 Lines	yes	no
Accept a call	yes	yes
End a call	yes	yes
Reject a call	yes	yes
MakeIn	yes	yes
Hold	yes	yes
Conference	yes	yes
Pick up	yes	yes
DND	yes	yes

DTMF (Dual-tone multi-frequency)	yes	yes
Call Forwarding	yes	yes
▪ internal call	yes	yes
▪ external calls	yes	yes
▪ all calls	yes	yes
▪ by appointment	yes	no
▪ before answering	yes	yes
▪ while talking	yes	yes
Dialpad	yes	yes
Project codes (PIN)	yes	yes
Feature code support	yes	yes
Automatic redial	yes	yes
Automatic call forwarding	yes	no
CLIR	yes	yes
Reverse call number resolution	yes	yes
Schedule a call	yes	no
Prepare call	yes	no
Call reminder	yes	no
Missed calls	yes	no
Remote Office	yes	no
Client Remote Tapidriver	yes	no
Browser Call	yes	yes
Hotkey support	yes	yes
Click 2 Dial	yes	yes
Native authorization system	yes	yes
Status tagging	yes	yes
Presence status (for example, calendar)	yes	without a calendar
Favorites bar	yes	yes
SingleSignOn	yes	yes
Computer Smartphone Integration (CSPI)		
Leading through the bluetooth connected smartphone	yes	no
Switch audio channel between PC and smartphone	yes	no
Call signaling (incoming / outgoing)	yes	no
Accept a call	yes	no
Make a call	yes	no

Reject a call	yes	no
Hold	yes	no
Schedule a call	yes	no
GSM Feature Codes	yes	no
Hotkey-Wahl	yes	no
Click2Dial	yes	no
Journal	yes	no
Offline Journal (synch)	yes	no
Phonebook (Contacts)	yes	no
Journal		
Filter function	yes	yes
Note function	yes	yes
Offline Journal	yes	yes
Print function	yes	yes
Teamjournal	yes	no
Journaleditor	yes	yes
Journalbrowser	yes	no
Groupware		
Outlook 2007/20010	yes	yes
Outlook 2013	yes	yes
Outlook 2016	yes	no
▪ Outlook 64Bit	yes	no
▪ Office 365	yes	no
▪ Journal	yes	no
▪ Contact search locally	yes	yes
▪ Contact search public	yes	no
▪ Calendar integration	yes	no
▪ Exchange Webservice Support	yes	no
▪ Presence in Outlook	yes	no
Lotus Notes	yes	no
▪ Search contacts	yes	no
▪ Open contacts	yes	no
▪ Calendar integration	yes	no
Tobit David	yes	no

Datev Pro	MetaDirectory	MetaDirectory
Data sources		
ODBC	yes	no
LDAP	yes	via MetaDirectory
G Suite (formerly Google Apps for Work)	yes	no
DasTelefonbuch Germany	yes	via MetaDirectory
Herold telephone directory	yes	via MetaDirectory
Herold Gelbe Seiten	yes	via MetaDirectory
Twixtel Switzerland	yes	via MetaDirectory
Federation		
Presence exchange	yes	yes
Text Chat	yes	yes
Audio Chat	yes	no
Video Chat	yes	no
Contact data synchronization	yes	yes
Open Federation - SIP/SIMPLE	yes	yes
Statische Routen - SIP/SIMPLE	yes	yes
Federation Service - SIP/SIMPLE	yes	yes
Open Federation - XMPP	yes	yes
Centralization - UCServer		
Central user configuration	yes	no
Central software distribution / administration	yes	no
Site management (MultiSite/MultiVendor)	yes	no
Missed calls - notification via e-mail	yes	no
Missed calls - notification via SMS	yes	no
Administration of permissions on user functions	yes	no
Administration of global services	yes	no
Administration of team functions	yes	no
Administration of company functions	yes	no
Call recording	yes	no
User management		
Integrated user management	yes	yes
Active Directory	yes	no

SQL, LDAP	yes	no
Components		
MuLine Tapidriver	yes	no
Tools for Active Directory	yes	no
Calendar replicator	yes	no
SIP & XMPP Proxy	yes	no
UCServer Webservice	yes	no
STUN / TURN Server	yes	no
Client interfaces		
DDE	yes	no
SMS	yes	no
Mail	yes	no
Kuando BusyLight	yes	no
Business Process Integration (ERP,CRM)	yes	no
Languages		
German	yes	yes
English	yes	yes
Spanish	yes	no
French	yes	no
Italian	yes	no
Operating systems		
Windows 10	yes	yes
from iOS 10	yes	no
from Android 4.2	yes	no
MacOS Mojave, Sierra, el Capitan	yes	no
Microsoft Windows Server 2019	yes	no
SQL Server 2016	yes	no
Exchange 2016 Unterstützung	yes	no
Citrix	yes	no
Windows Terminalserver	yes	no
MSI	yes	yes
Virtualisierbar (vmWare, Hyper-V, ...)	yes	yes
64-Bit fähig	yes	yes

Other		
Custom Tabs	yes	no
Line keys	yes	yes
Kontakt vCard support	yes	no