JT Cloud PBX
GREETINGS
and
ANNOUNCEMENTS
Setup Guide
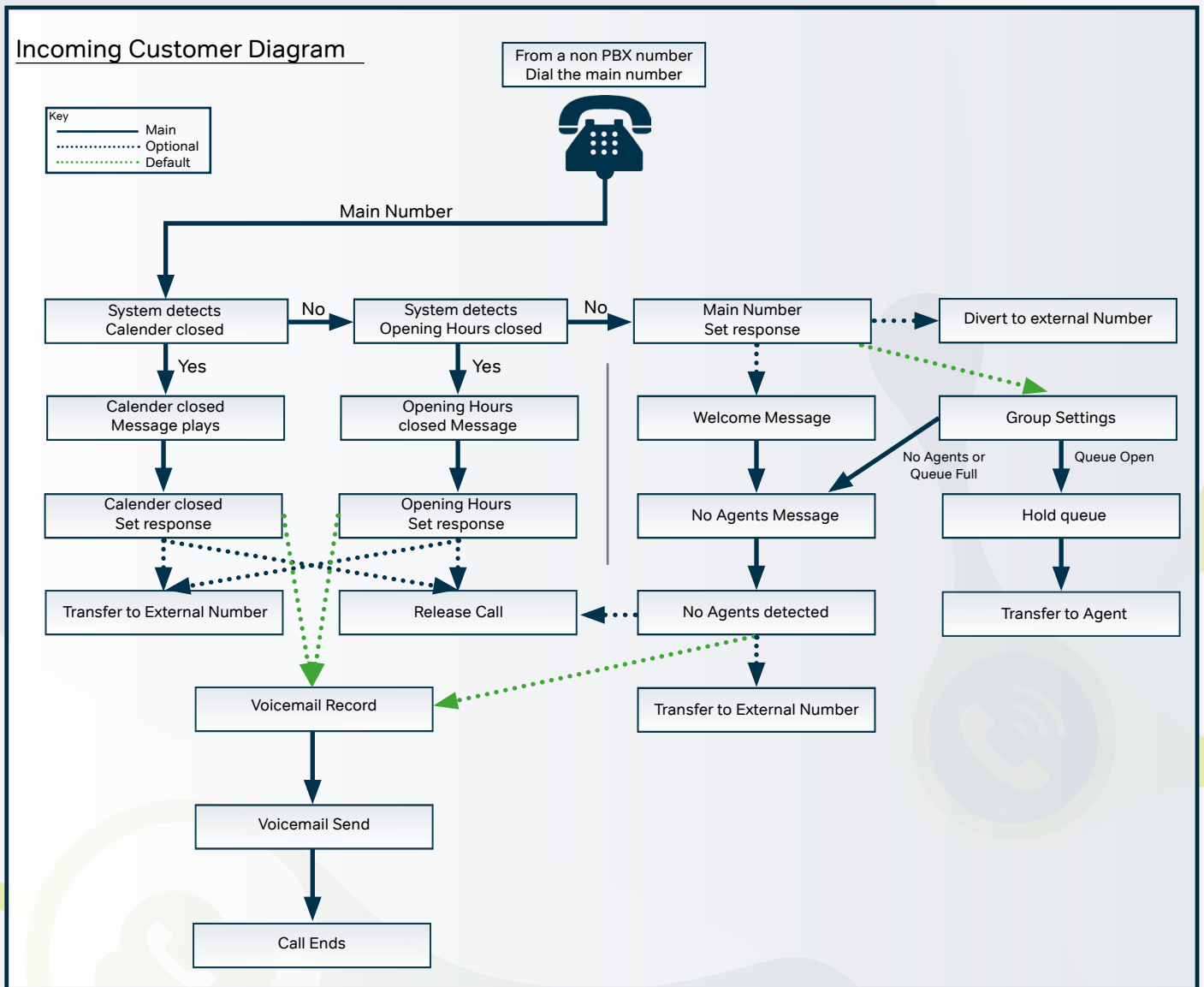
JT Cloud PBX

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Introduction

Welcome to the JT Cloud PBX Greetings and Announcements Setup Guide. This document will guide you through the process of setting up users and recording new announcements. You will use a JT Cloud PBX enabled service and require access to the JT Cloud PBX customer management portal.

Incoming Customer

When an external user dials the main number, calls will be directed through the system as detailed in the below diagram.

Incoming Customer Diagram

Key
- Main
- Optional
- Default

From a non PBX number
Dial the main number

Main Number

- System detects Calender closed — No → System detects Opening Hours closed — No → Main Number Set response ⋯→ Divert to external Number
- System detects Calender closed — Yes ↓ Calender closed Message plays
- System detects Opening Hours closed — Yes ↓ Opening Hours closed Message
- Main Number Set response ↓ Welcome Message
- Group Settings

Calender closed Message plays ↓ Calender closed Set response
Opening Hours closed Message ↓ Opening Hours Set response
Welcome Message ↓ No Agents Message
Group Settings — No Agents or Queue Full → No Agents Message
Group Settings — Queue Open → Hold queue

Calender closed Set response → Transfer to External Number
Opening Hours Set response → Release Call
No Agents Message ↓ No Agents detected → Release Call
Hold queue ↓ Transfer to Agent

No Agents detected ↓ Transfer to External Number
→ Voicemail Record ↓ Voicemail Send ↓ Call Ends

User Configuration

- Go to: **www.jtglobal.com/CloudPBX-Portal** and log in

Organisation

HPBX01986

Username

alexprodev

Password

••••••••••

enter

- Once logged in, your PBX users will be listed

- Click the '**Service Numbers'** button at the top
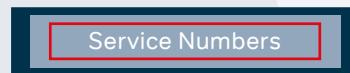
Service Numbers

- Next, click the '**Customer Modules'** button near the top

Customer Modules

- On the left, click '**Dial in Record Numbers'**

Dial In Record Numbers

- Enter the number for the user who will record the announcement, (DON'T include a "+" in-front of the number, this will be added by the system) then click **save**

Key

447797777751   save

- You can now close the customer portal, or repeat these steps to add additional users.

## How to record new announcements

To listen to or create new voice recordings, you need to use a phone that you have added in the last step. Simply dial the main number from the phone (in this example case we dial 01534 486200).

After dialling the number, you will be greeted by a pre-recorded message providing the following instructions:

- Press 1 to listen to a previously recorded announcement, or the default announcement.

    - Press * or # to **bypass** the announcement menu and call the main number

    - Press 1 for **Main Announcements**

        - Press 1 for **Calendar Closed**

        - Press 2 for **Opening Hours Closed**

        - Press 3 for **Welcome**

        - Press 4 for **No Agents**

    - If you do not make a selection you will be disconnected

- Press 2 to record new announcement.

    - Press 1 for **Main Announcements**

        - Press 1 for **Calendar Closed**

        Record your announcement after the tone, then press # to end

        - Press 2 for **Opening Hours Closed**

        Record your announcement after the tone, then press # to end

        - Press 3 for **Welcome**

        Record your announcement after the tone, then press # to end

        - Press 4 for **No Agents**

        Record your announcement after the tone, then press # to end

After you record your announcement you will be taken back to the "record a new announcement" menu.

Once you are happy with your recordings you can hang up. You can call the number again at any time to change or review the announcements.
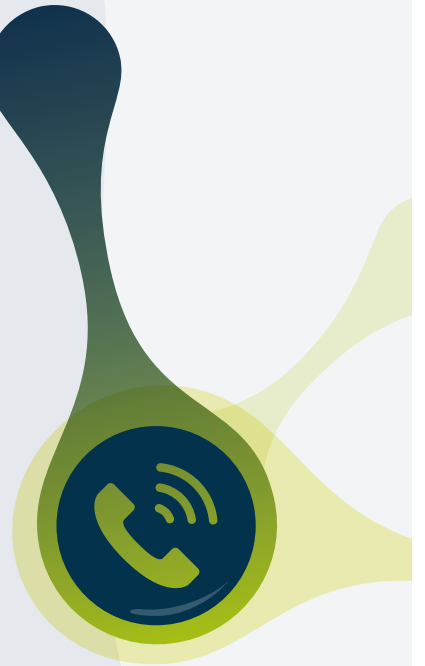
How to remove a user

To remove a user's ability to change the announcements follow the below steps. If you do not do this you will need to press * or # each time you wish to call the main number from this service.

- From the end user list click '**Service Numbers'**

  Service Numbers

- Next, click the '**Customer Modules'** button near the top

  Customer Modules

- On the left, click '**Dial in Record Numbers'**

  Dial In Record Numbers

- Click **delete** next to each number you wish to remove

Key
447797777751   edit   delete
save

- You can then click '**Users** to return to the list or close the customer portal

  Users

For more information, please contact our Business Solutions Team:

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