JT Cloud PBX Customer Portal

User Guide

JT's Cloud PBX is a cloud-based, flexible and powerful business telephony solution, providing customers with a future-proof alternative to traditional, on-premise phone systems.

What is the JT Cloud Customer Portal?

The JT Cloud Customer Portal is a website that customers can use to manage their JT Cloud PBX setup and users. It can be used to manage passwords, absence settings, voicemail and call priority queue.

Logging on to the Portal

- Using a web browser navigate to the Portal site. We recommend using Google Chrome:
  https://portal.cloudpbx.jtglobal.com

- When you become a JT Cloud PBX customer you will be provided a Username and Password to log into the portal. This login will allow you to make changes to all users. Please note that some of these changes can incur additional charges and JT engineer visits.

JTGlobal

Organisation
HPBX1234

Username
Example

Password
••••••

enter

User Tab

- By default, you will be taken to the Users tab. From here you have control over all the users on your JT Cloud PBX service.


Search

- The search box let you quickly and easily search for users by name, number or email address. Simply enter the query and click search.

Edit

- The Edit buttons will allow you to make changes to the name, numbers and App passwords for each user. Do not change the Trunk settings.

Delete

- Clicking Delete will remove the user from the system, this will require a visit from a JT engineer to re-configure the handset. Please inform your JT account manager before doing this.
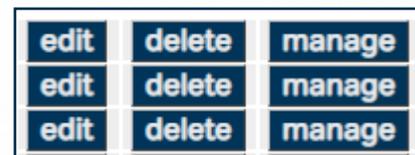
Manage

- Clicking the manage button will take you to a version of the user profile page as described later in this document.

Save

- After entering number, short number first and last name, password, email and trunk clicking save will create a new user.
- This will incur an extra charge and require a JT Engineer to configure a new handset.

Private Number Plan

- This section is only used with managed services, you can use it to configure the directory and set up speed dial.

Logo upload

- Here you can upload an image that will be displayed on the switchboard. The logo must be a .PNG with an image size of 50x50 pixels.

Black and white lists

- From this menu you can add or remove numbers or prefixes from the black and white list.
- The blacklist prevents anyone dialling that number from the Cloud PBX.
- Calls from numbers in the white list will bypass any absence settings to come straight through.

Outside office hours

- The Outside office hours menu item will allow you to change the times that the "Sorry we are closed" message is played.

Departments

- You can add or delete departments and sub departments from here. You can also activate and deactivate call pickup. To use call pickup, both users must be in the same department.

Users

- This is the default view shown at the start of this document. You can edit the users from here or manage them in more detail as if you had logged in as that user (explained on the next page).
- Do not add or delete a user without first contacting your JT account manager, as this will incur a charge and a JT engineer visit.

Service Numbers Tab

- From this Service numbers tab you have control over the Service number and which users are in the hunt group

Queues and hunt groups tab (Queues - Group Settings)

- From the group settings page you can configure the status and skill level for each member of the group as well as change the ringing and wrap up times for these users. You can also assign the user to a department if you have more than one setup.

Skill

- The Skill page allows you to set individual levels to each user. Skills work in ascending order with the lowest available number ringing first. Multiple users can share the same skill level.

Customer modules tab

- From within the Service numbers tab you will see a sub-tab called Customer modules, there are multiple options within this tab. By default, you will be taken to the Group Settings options.

Group Settings - Queue messages

- This section allows you to change the music .wav file that plays when callers are in a queue, as well as enable a message informing callers on their position and time in the queue.

	queues and hunt groups		customer modules							

Group Settings - Queue messages

Number	File	Description	Queue position	Queue time	Next			
1	../qmusic.wav	music			1	edit	delete	play
	../qmusic.wav ⌄		☐	☐	- ⌄	save		

Group Settings - Available messages

- This section allows you to upload new .wav files for use as various things such as queue music, welcome messages and calendar closed messages. However, the preferred method for this is to use Dail in Record Numbers. You can find a separate user guild for this here: **https://business.jtglobal.com/solutions/cloud-pbx/**

Group Settings - Available messages

File	File Size (bytes)	Last access	
../qmusic.wav	2185030	2015-12-09 02:00:00	play
../welcome.wav	72994	2015-12-09 02:00:00	play
Choose file No file chosen			save

Time and position

- From here you can set the maximum number of people who can queue at one time, the duration they can queue for and how long the kickout timer is.

Time and positions

Max positions	5
Max time (min)	1.5
Kickout-time (min)	1
	save

Generic number display expression

- This section lets you enable, disable and configure the generic number display expression. This allows you to choose a prefix or postfix number to incoming call display so you can determine which Service number was dialled and still see the callers number. Alternatively you can disable the caller ID if you wish incoming calls to be anonymous.

Generic number display expression

Type:	Disabled
Mode:	(A)-number
Expression:	
	save

Queue type

- This section lets you change the queue type and options. Skill based queue type is the most commonly used setting.

Queue type

Queue type:	Skill-based
Number of retries (when sequential):	1
Ringing time (when paralell):	25
	save

Calendar

- From within the Calendar tab you will be able to change the mode for individual days. For example, this is useful for public holidays. As dates are added they will be listed at the bottom of the page.

Opening Hours

- This section lets you change the open time for receiving calls and when the "closed" message is played. You are able to add multiple times per day but these times cannot overlap.

Welcome Message

- This section allows you to select the active welcome message from a list of files or upload a new file to this page.

Opening Hours Closed Message

- This section allows you to select the active open hours closed message from a list of files or upload a new file to this page.

Calendar Closed Message

- This section allows you to select the active Calendar Closed Message from a list of files or upload a new file to this page.

Main Mode Select

- Here you can change the mode, you can swap between Without Welcome Message, With Welcome Message and External Divert.
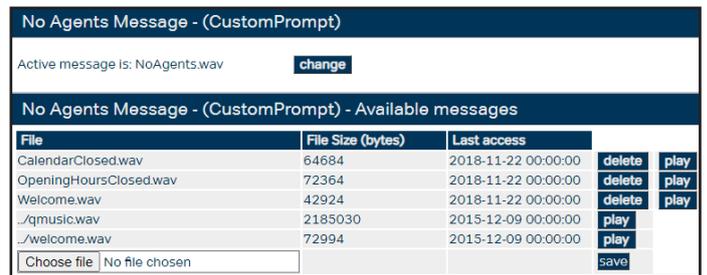

External Divert Number

- In this page you can add or change the External Divert Number, this will be used if you enable External Divert in the Main Mode Select page. Simply click edit and add the required number. Do not include the + as this is automatically added.

No Agents Message

- This section allows you to select the active No Agents Message from a list of files or upload a new file to this page.

Calendar Closed Mode

- You can change the Calendar Closed Mode from here, you can select from Divert, Voicemail and Message Only.

Opening Hours Closed Mode

- You can change the Open Hours Closed Mode from here, you can select from Divert, Voicemail and Message Only.

No Agents Mode

- You can change the No Agents Mode from here, you can select from Divert, Voicemail and Message Only.

Closed Divert Number

- In this page you can add or change the Closed Divert Number, this will be used if you enable Closed Divert in the Main Mode Select page. Simply click edit and add the required number. Do not include the + as this is automatically added.

No Agents Divert Number

- In this page you can add or change the No Agents Divert Number, this will be used if you enable External Divert in the Main Mode Select page. Simply click edit and add the required number. Do not include the + as this is automatically added.

VMS Email

- Here you can edit the email address that Voicemail message recordings will be sent too.

Dial in Recording Numbers

- After adding a number here, if you call the main number from that number you will be able to record new messages and set them to play as required. Full instructions on how to do this can be found on the JT Cloud PBX site here: **https://business.jtglobal.com/solutions/cloud-pbx/**

Caller Blacklist

- Adding a number to the Caller Blacklist will prevent that number from contacting your Cloud PBX Service Number. It will still be able to call users directly

Additional Numbers

- Your setup may have Additional Service Numbers, these appear at the bottom of the Menu. Clicking one of these numbers will open a new menu specific to that number.

User Login

- When you click Manage next to a number on the Users tab, or log in as a User you will see a new window with several tabs (see below).

Profile tab

- You can change the password by clicking the edit button. If you have logged in with admin rights you can also change the name and email address for that User.

Numbers

- You can view the numbers associated with the user.

Modes

- You can edit the user's absences preferences from here.

Common settings

- This section allows you to set up work hours, forwarding numbers, alert time and voicemail preferences.

Black and white lists

- From this menu you can add or remove numbers or prefixes from the black and white list.
- The blacklist prevents the user from dialling that number from the Cloud PBX.
- Calls from numbers in the white list will bypass any absence settings to come straight through.

Service numbers tab

- This service number tab allows you set a user to be available, activate, deactivate and change the Ringing and Wrapup times.

Service Subscriptions tab

- From here you can change the Subscription settings, these include enabling mobile voice recording, VoIP, conferencing and advanced voicemail. Any changes made here will incur additional charges.

Statistics tab

- If you are logged in with admin rights, you will also have a tab for statistics. From here you will be able to create a report that shows statistics for each user. Details include: total calls; answered calls; unanswered calls; transferred calls; abandoned calls; average call duration; busy time and errors.

- This report can be exported to Excel or viewed in a browser.
- To export to Excel, change the drop-down and set desired start and end period, then click **show statistics**, a download prompt will open allowing you to save the file to the desired location.

Frequently Asked Questions

Where do we set the numbers for the different absences?

You can set these numbers in the Modes section, you can also set the absence numbers in the mobile phone app. Please use the documents **JT Cloud PBX - Setting DDI Diverts via the App** and **JT Cloud PBX - Setting Service Number Diverts** for more detailed instructions. These can be found on the JT Cloud PBX site here:

- https://business.jtglobal.com/solutions/cloud-pbx/

Can you talk me through the Modes. What are these and how do they work?

These are the absences. If you set yourself into one, it will then divert to the number you have set (a colleague, your voicemail, or an external number for example). It will also log you out of any hunt or service number groups until you disable the absence. You can also enable and disable these from within the mobile app.

Modes			
Status	**Action (call pattern)**	**Number display**	
Meeting	Own only	+447797	edit
Lunch	Own only		edit
Do not disturb	External number only	+447797	edit
Gone for the day	Own only		edit
Absent	Own only		edit
Holiday	Own only		edit

Can you talk me through the Common Settings features?

- Work hours and Absence are for the extension (not the Service number) and can be toggled on and off here.
- Colleague number is the extension you want to divert to when you set the above absences and pick colleague.
- Service numbers are the hunt groups/main numbers that the extension is part of.
- Call forwarding number is the number you want to divert to when you set the absences above and pick call forward. In the mobile app, this is called External Number instead.
- Alert time is how long an incoming call will ring for before its sent to voicemail or disconnected.
- Voicemail enabled turns voicemail on or off.

Common settings		
Work hours activated private	Yes	edit
Absence activated private	Yes	edit
Colleague number		edit
Service numbers	Main number (+441534)	edit
Call forwarding number	+441534	edit
Alert time	25	edit
Voicemail enabled	☐	

Can you talk me through the Skills?

Skills can be set to give Users, or groups of users higher priority when receiving incoming calls. Users assigned skill level 1 will ring first, if the call is not answered within the selectable time (default 25 seconds) then it will be passed on to the next skill level, and so on until the call is answered or disconnected. Multiple users can be set to the same skill level, in this case, all active phones in this level will ring at the same time.

I found reference to a Switchboard web-client. What is this and can I get a link to it?

The switchboard web-client allows you to activate and deactivate numbers from a group, enable absences and transfer calls. It requires a login It can be access from here:

- **http://webapp.cloudpbx.jtglobal.com:8080/switchboardwebstart**

What it the full process for adding or removing users?

You should contact your JT Account Manager or the Business Solutions Team to advise that you wish to add or remove a User. They will advise you of any additional charge and a JT Engineer will be scheduled to visit to configure the hardware. If you make these changes without informing JT, it may cause issues with your service.

To find out more contact us at:

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