JT Cloud PBX

Product Description

JT Cloud PBX is a carrier class PBX hosted in our award winning secure cloud environment. It offers businesses of all sizes a scalable cloud telephony solution that is fully mobile phone enabled.

It replaces the need to support and manage on-premises PBX equipment and can be controlled through your own web administration portal. Because it is embedded in our fixed and mobile networks, it can be used seamlessly by employees whether in or out of the office, both on Island and while roaming using many different types of handset – including IP desk and conference phones, mobile phones, laptops and tablets.

JT's Cloud PBX marries IP telephony, GSM mobile telephony and standard fixed line telephony to deliver the most flexible and powerful service available in Jersey today.

It is simple to migrate from legacy PBX systems and because it uses SIP and IP, it offers you the ability to configure and view PBX users and services through one dashboard. Switchboard attendants can use a standard PC to manage incoming calls during working hours and check availability of employees through a flexible and powerful web interface. They can also send single or group text messages to your business contacts and, providing you include a mobile number associated with your solution, you can also receive replies to your mobile device.

JT's Cloud PBX solution is there to grow with your business. Provided by JT on a per user licence basis, you can have as many users as you need and easily add more without having to add hardware. Standard licenses include core PBX services, while Enhanced licenses add advanced Audio Conferencing features and integration with Microsoft Outlook.

Main Benefits

One business – many phones

Many businesses today allow employees to use their own mobile phones for business calls or allow employees to make personal calls from their business phones. This can sometimes present issues in terms of originating number presentation (CLI) and business call rules applied to personal phones.

JT's Cloud PBX has in-built support for business and personal phone use. Businesses can save on purchasing handsets and providing mobile services, whilst still maintaining all the integrity of in and outbound calling to and from important clients and contacts. The JT Cloud PBX also supports multiple devices per user so they can have a desk phone and mobile phone associated with their phone number, or they can have more than one desk phone, for example, one at home and one at work. All devices will ring when the user's DDI is dialled ensuring they can always be contacted. Calls can also be handled with a SIP app on your tablet or desktop. Although JT do not directly supply this app, we can provide all of the necessary configuration to enable you to utilise this method.

Every business call made by a registered JT Cloud PBX user can present a main business number or its own DDI (extension) number to the called party, regardless of which phone or device the call was made from. This has two major benefits:

- A temporary employee can work for your company and use their own mobile phone. The business number you allocate to it will appear as a main company extension to all internal and external parties even when calling directly. Personal calls are not affected and internal business calls to the mobile can even be made using a short extension number, as if you were dialling an office-based colleague.

- Your employees only need to publish their company DDI number to external contacts. They will always be contactable on their fixed or mobile phone via this number keeping their own mobile number separate for personal calls. If they leave the business, then their contacts will still call your business number but this will be re-routed to the replacement employee's mobile, providing real business continuity.

Productivity

A PBX in the cloud can bring significant benefits to the productivity of your employees. With an increasingly mobile workforce, many business calls happen not only in the office, but also when out and about, travelling locally or even abroad. The JT Cloud PBX will still reach you by ringing multiple devices so that an important call is never missed.

Incoming calls can be intelligently routed using rules for time of day, availability and even based on the best-skilled person to take the call.

With absence management for each employee controllable from the desktop or mobile phone, all employees can see their colleague's presence and availability. This information is important in deciding how to manage issues in real time and leads to fewer interruptions and more efficient working for all.

With hot-desking now an established practice, many organisations are seeking a free desk policy without the clutter of a fixed desk phone. The JT Cloud PBX service lets you free up the desk by enabling businesses to go all mobile. The full PBX service is available for all employees using just mobile phones, or with a mixture of mobile phone, laptop or tablet.

JT has opened up the office to extend to the whole of the Channel Islands. You can use your business mobiles as if they were office desk phones anywhere on the islands and make free calls between them. Home workers can now have the flexibility of location without the penalties of cost when they talk to their office colleagues.

Cost Savings

Many businesses have already chosen to reduce their overall telecommunications costs and overheads by moving their office phone systems into the cloud.

With the JT Cloud PBX you get a fully scalable solution, which grows with your business and adding new licenced users is simply a phone call away.

Unlike on-premises PBXs, which are limited by the number of trunk lines for concurrent outbound calls, with JT Cloud PBX, all users will be able to make calls at the same time. Furthermore, moving your phone service to the cloud can avoid costs associated with hardware, maintenance, running costs and support. It also frees up internal resources to focus on other important business priorities.

Managing your JT Cloud PBX

Once your account is created and your DDI numbers allocated, you have complete control of the PBX without the cost and hassle of on-site equipment. The JT Cloud PBX portal allows your designated administrator to manage your business telephony service and configure a range of optional settings. The administrator can create departments, user groups and business hour call routing, for example. The user portal also allows individual users to control their presence, routing calls when they are busy as well as "out of office" and "absent from work".

Support Options

We offer two fault support options – Standard and Full, both backed by JT's highly trained operations staff. The Standard service is available during working hours (08:00 – 18:00 Mon-Fri) and the Full service offers 24 x 7 hours support. You can discuss your business needs with the Business Solutions Team.

Customer Support Level	Support Cover	Price per user per month
Standard	Mon–Fri 08:00 – 18:00	£1.50
Full	24 x 7	£3.50

Priority Level	Time to Allocate Ticket*	Resolve (Target)*	User Update Interval*
P1	15 Minutes	6 Hours	1 Hour
P2	60 Minutes	8 Hours	4 Hours
P3	120 Minutes	12 Hours	6 Hours

*Within support contract covered hours.

Priority Level	Definition
Priority 1 Major Disruption	Major Business Impact: Outage with no Workaround resulting in complete loss of Core Services to Customer. • Service unavailable to all users with no possible Workaround or; • Vital Business Function(s) severely impacted.
Priority 2 Significant Disruption	Significant Business Impact: Outage with no Workaround resulting in significant loss or degraded system services to Customer; however, operations can continue in a restricted mode. • Service functionality or performance is severely impaired or; • Majority of users are unable to access the service or; • Vital Business Function(s) impacted.
Priority 3 Minor Disruption	Minor Business Impact: Degraded system performance or issue with Workaround. • Functionality or performance is degraded but the service is still usable or; • More than 75% of users are able to access the service with no significant impact or; • Vital Business Functions are not impacted.

Change Requests

Most configuration options within the JT Cloud PBX are available to your administrator via the online management portal. Basic portal administration training will be provided as part of the installation.

As part of the managed service option, JT can help you with more advanced configurations by providing a number of annual "moves, adds and changes" (MACs) per year at no additional cost. The number of these depends on how many licenced endpoints you subscribe to as specified in the table below. MACs requested in excess of the included number will be automatically charged at JT's standard engineering rates.

Licenced Endpoints	No of MACs per year
0-19	6
20-49	12
50+	18

A MAC is defined as a piece of work requiring up to 3 hours engineering time. If a single MAC exceeds 3 hours, each additional hour or part thereof will be automatically charged at JT's standard engineering rates. MAC allowances are calculated per calendar year.

A MAC which can be competed remotely will be assigned within 3 working days Alternatively, if an engineering site visit is required, the lead time is 5 working days.

All MAC requests on a **non-managed** service will be charged at JT's standard engineering rates and no inclusive allowances apply.

To request a 'MAC' or to report a fault, our Service Management Centre is available to assist on 01534 882345 (opt 1) or smc@jtglobal.com

Managed & Non-Managed Cloud PBX Description
Managed Service

Perhaps the most fundamental aspect of any PBX and telephony system used for business is the quality of service as well as the support which is provided with it.

For a guaranteed quality of communications from your office IP desk phones, we recommend our 'Managed service with dedicated bandwidth' option. With this option, you will receive a fibre service as the bearer, with a dedicated path and bandwidth, to connect the JT Cloud PBX service with your premises. This keeps the service fully independent of your internet traffic so as to maintain optimum voice quality. It also allows our support agents to connect directly to your phones easily to help in any configuration requirements remotely.

Non-Managed Service

If you have a small number of IP desk phones, you may prefer a non-managed service. This will be connected over the same fibre as your usual internet service. Although this option does not include any annual 'MACS', you do still get full access to the administrator portal to configure your service. In this case, call quality on your desk phones may depend on the available bandwidth on your internet connection and on the amount of other network traffic carried over it at any time.

If you are operating on a mobile only basis you will only require a non-managed service.

Service Features
Voicemail

Voicemail is included as standard for all users. Your voicemail is delivered as an MP3 file to the email address provided for each individual user. If a mobile is associated with an end user, an SMS can optionally be sent as a notification of receipt of a voicemail. All users also have dial-in access to JT's voicemail service to retrieve and control their voicemail.

Customers will need to ensure that voicemail e-mail messages from JT are not blocked by their Spam filters.

The Mobile App

At the heart of the JT Cloud PBX service is JT's dedicated mobile App, which can be downloaded from the Apple or Google Play stores. The App will run on any iOS or Android smart phone and is used to make and receive business calls.


JT's new app – purpose built and customised for the JT Cloud PBX service. Use it whenevre you make a business call.
iPhone 6 Home screen with the JT Cloud PBX App.

Every call from the App is treated as a business call and will follow the business rules for CLI release.

The mobile App has a comprehensive directory of all employees on your JT Cloud PBX service as well as access to the personal directory on the phone, so making a business call couldn't be easier. A call log tracks previous calls, so it is simple to reach a regular contact. The contact list uniquely flags the availability of the other end users on your JT Cloud PBX service, so you will always have the best chance of getting through to talk every time.

The App is also able to initiate a PBX Out-Call, which instructs the PBX to call the mobile back and then place a call to the required destination, connecting the two in the process. This can be used to reduce call costs and allows BYOD users to separate out business from private calls.
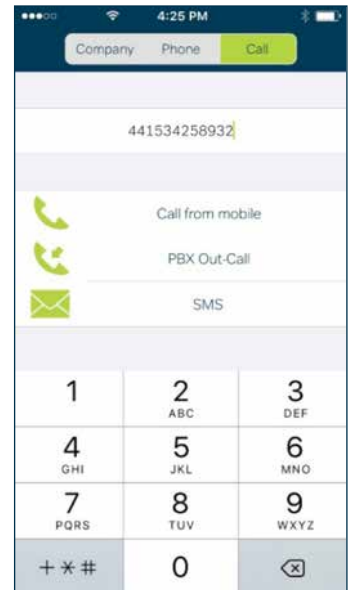
One of the most powerful features of the JT Cloud PBX service is Presence (Absence) management. Each user is able to set their own availability through a simple menu on their mobile phone. There are 6 Absence states, including 'In Meeting' and 'Do Not Disturb'.

Rules can be set for each absence status, such as forwarding calls, recording voicemails or many other actions. Absence duration can easily be altered at any time, using a simple time wheel, and a single click can cancel the Absence status if, for instance, the meeting finishes early.

The Enhanced license includes the Microsoft Outlook connector (on Microsoft Windows). With this, meetings set in Microsoft Outlook will automatically set the absence status, so saving the need for manual settings.

Absence for an employee can be seen by every other user and importantly by the switchboard attendant, who can override the settings if required
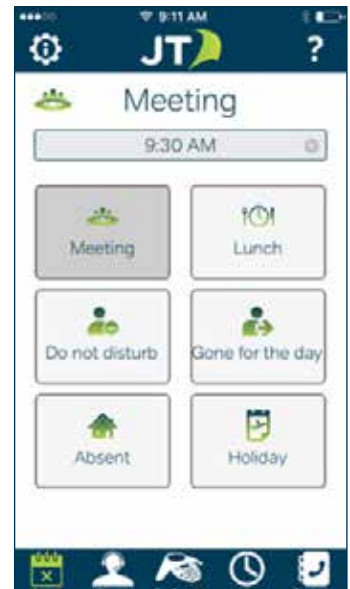
The Switchboard Application

With JT Cloud PBX you can ensure that your business customers receive a professional service and that your employees are able to work efficiently.

Your employees have access to all the main features of the service via the switchboard application or the portal. Depending on the needs of your organisation you can choose between the auto attendant and switchboard services or use both. The auto attendant allows callers to select from a number of available choices and then direct them to the right individual, group or department. You can tailor the menu options to your business needs.

Switchboard calls can be answered from a mobile or desk phone together with switchboard application running on Windows PCs or Apple Mac computers.
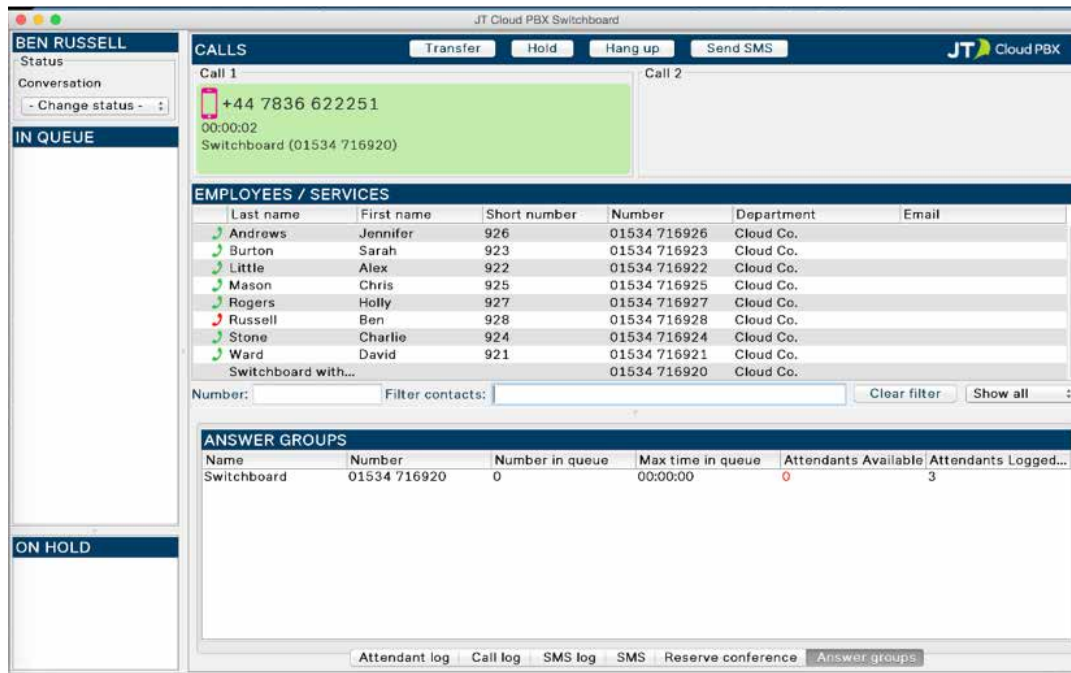
Example of an incoming call to the switchboard – the desk IP phone or mobile rings to take the call.

A switchboard attendant can also send SMS messages which means that you can get through discretely to those who may be in a meeting or not able to take a call. You can also set up groups for sending mass text messages. Please note the switchboard cannot receive SMS messages directly, if you associate a mobile user with the administrators log-in SMS replies can be received on that nominated handset.

Conference Calling – simply there when you need to meet remotely

The JT Cloud PBX service also has some powerful conference tools. Audio conferencing is one of the most efficient meeting enablers and this is built into the service. Conferences can be set up using the mobile App, from the switchboard or via the user portal.

The Standard license allows conference calls via a common access number. Private 6 digit PINs are issued for each conference to ensure privacy and ease of access. The Enhanced license provides users with an individual PIN so a user will not require a different PIN for each conference booking.

Conferences are available for up to 30 members at a time and notifications to conference invitees can be sent via e-mail, SMS or both.
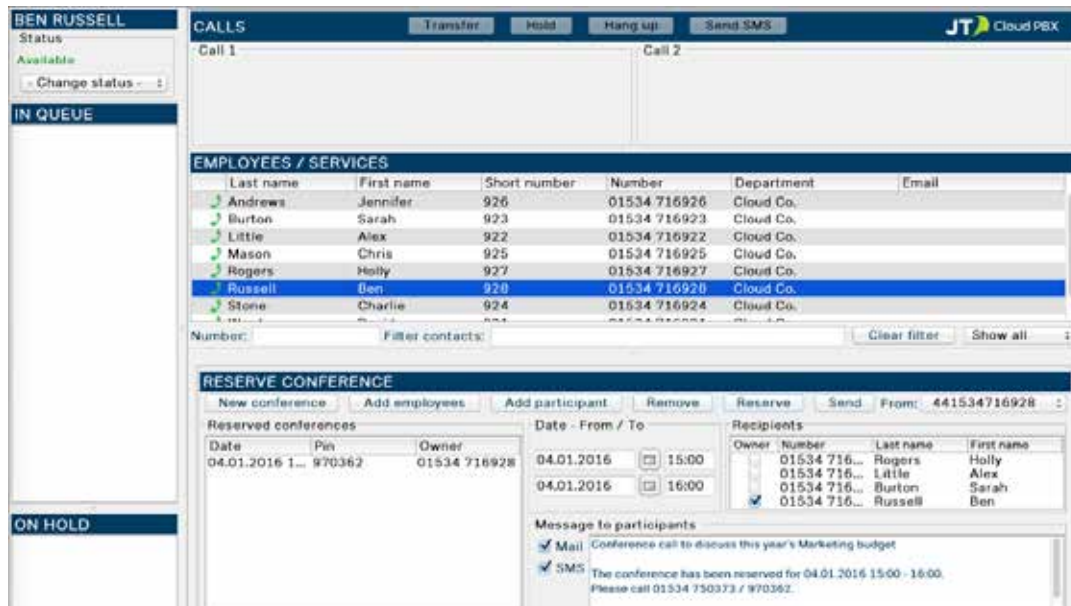
Setting up an Audio conference from the Switchboard web interface.

Web Portal control for Administrators

The JT Cloud PBX service can be managed simply by logging into the web portal and changing many settings for your users. The system is hierarchical, so administrators get the highest level of access.

Other users get access to a cut down version, which enables a sub-set of configurable options.

In addition to customisable settings, there are also a range of statistics and reports available for administrators to download and monitor the service. This can be helpful for tracking usage and performance.

Screenshot of Customer Admin Portal showing how departments can be modeled by the Administrator.

Screenshot of Customer Admin Portal showing Administrator user management screen.
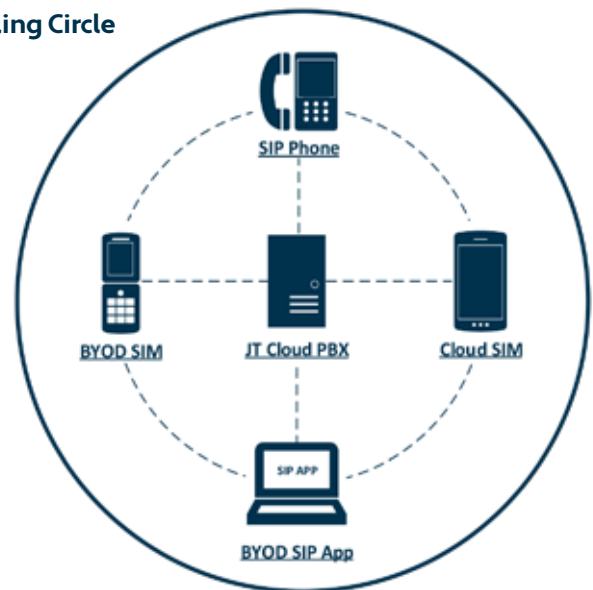
How calls are charged
Licensed Endpoints

The JT Cloud PBX solution is based around the concept of licensed endpoints. Each licensed endpoint can have up to four devices attached to it. These can be any of the device types listed below.

All of your licensed endpoints are allocated a Direct Dial number or 'terminal ID'. If you have more than one device on a single licensed endpoint, these will share the one number. They will all ring simultaneously when the number is called and the call can be picked up on any one of them. However, only one of the devices can be in used at a time preventing multiple calls coming through whilst you are on a call.

All endpoints are also included in your company's Cloud PBX Calling Circle. This means that On Net calls between all members of the calling circle are free of charge (data charges may apply – see later).

Key

SIP Phone:
Licenced JT Cloud PBX desktop handset

Cloud SIM:
Licenced JT Cloud PBX mobile on the business account

BYOD SIM:
Licenced mobile on a different account / different provider

BYOD SIP App:
Licenced endpoint using a 3rd party soft phone

Calling Circle

SIP Phone

BYOD SIM

JT Cloud PBX

Cloud SIM

BYOD SIP App

These diagrams display how the calls are set up and routed for each of the end points.
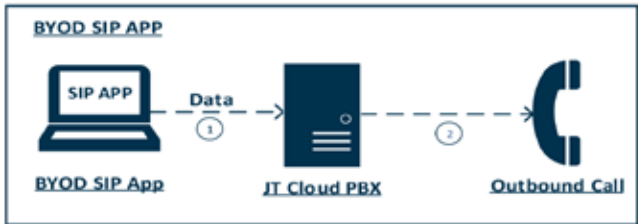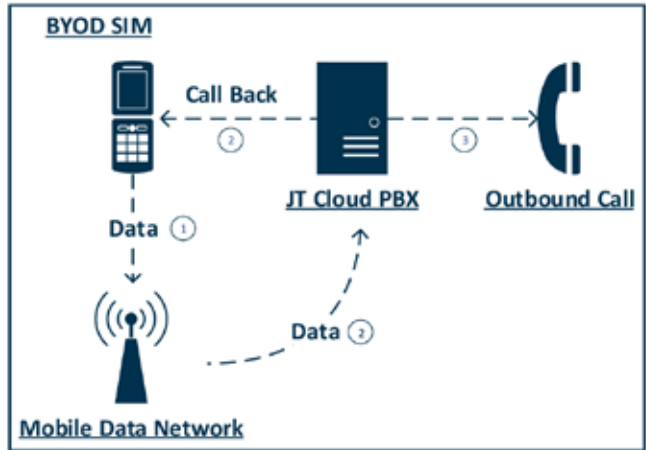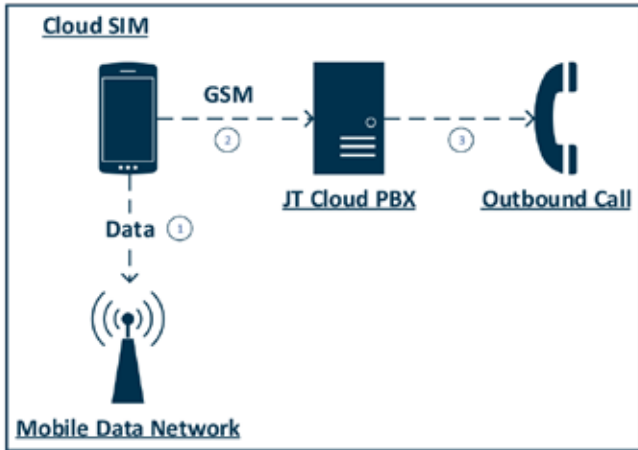
Based on the above diagrams, this is how each part of the call is charged: On Net (On the JT Network)

Source	Destination (B)	Call Back?	Charge to A	Rate	Charge to Cloud PBX	Rate
Cloud SIM on Cloud PBX Account (Licensed Endpoint)	Licensed Endpoint	N	N	FREE	N	FREE
BYOD SIM (JT different account)	Licensed Endpoint	Y	Y	as per bundle on alternate account (Data & SMS)	N	FREE
SIP Phone (Licensed Endpoint)	Licensed Endpoint	N	N	FREE	N	FREE
BYOD SIM (OLO Customer)	Licensed Endpoint	Y	Y	FREE	N	FREE
BYOD SIP APP	Licensed Endpoint	N	N (may be data)	As per connectivity	N	FREE
Cloud SIM on Cloud PBX Account (Licensed Endpoint)	Any destination (not the PBX)	N	N	FREE	Y	Standard rate to that destination
BYOD SIM (JT different account)	Any destination (not the PBX)	Y	Y	as per bundle on alternate account (Data & SMS)	Y	Standard rate to that destination
SIP Phone (Licensed Endpoint)	Any destination (not the PBX)	N	N	FREE	Y	Standard rate to that destination
BYOD SIM (OLO Customer)	Any destination (not the PBX)	Y	Y	as per bundle on OLO account (Data & SMS)	Y	Standard rate to that destination
BYOD SIP APP	Any destination (not the PBX)	N	N (may be data)	as per connectivity	Y	Standard rate to that destination
Cloud PBX	SMS	N/A	Y	JT Standard SMS rate	N/A	N/A

Off Net (When you are on a different carrier's network, i.e. Roaming) – Data or WiFi must be active

Source	Destination (B)	Call Back?	Charge to A	Rate	Charge to Cloud PBX	Rate
Cloud SIM on Cloud PBX Account (Licensed Endpoint)	Licensed Endpoint	N	Y	Roaming Data/call rate as per bundle (or free on WIFI)	N	FREE
BYOD SIM (JT different account)	Licensed Endpoint	Y	Y	Roaming Data/call rate as per bundle + Roamed received call rate	N	FREE
SIP Phone (Licensed Endpoint)	Licensed Endpoint	N/A	N/A	N/A	N/A	N/A
BYOD SIM (OLO Customer)	Licensed Endpoint	Y	Y	Roaming Data/call rate as per OLO bundle to set up + Roamed received call rate	N	FREE
BYOD SIP APP	Licensed Endpoint	N	Y	Roaming Data/call rate as per bundle (or free on WIFI)	N	FREE
Cloud SIM on Cloud PBX Account (Licensed Endpoint)	Any destination (not the PBX)	N	Y	Roaming Data/call rate as per bundle (or free on WIFI)	Y	Standard rate to that destination
BYOD SIM (JT different account)	Any destination (not the PBX)	Y	Y	Roaming Data/call rate as per bundle + Roamed received call rate	Y	Standard rate to that destination
SIP Phone (Licensed Endpoint)	Any destination (not the PBX)	N/A	N/A	N/A	N/A	N/A
BYOD SIM (OLO Customer)	Any destination (not the PBX)	Y	Y	Roaming Data/call rate as per OLO bundle to set up + Roamed received call rate)	Y	Standard rate to that destination
BYOD SIP APP	Any destination (not the PBX)	N	Y	Roaming Data/call rate as per bundle (or free on WIFI)	Y	Standard rate to that destination
Cloud PBX	SMS	N/A	N/A	N/A	N/A	N/A

Data Usage

Please note that the JT Cloud PBX service may need access to a data connection, WiFi or Mobile Data (3G/4G) from your connected device. This may incur a charge depending on your data connection plan or method.

The JT Cloud PBX App will always require brief access to a data connection when you start it on your device. Otherwise, on-net calls will be carried over your normal mobile connection and charged accordingly as per the tables above.

When using a SIP app on your tablet or desktop, all calls will be carried over the data network. Remember, the quality of the call will heavily depend on the quality of the data connection available.

Where to get more Information

If you are interested in discussing the JT Cloud PBX service in more detail, then please contact your JT Relationship Manager or one of the Business Solutions Sales Support Team on **01534 882345** or e-mail **business.solutions@jtglobal.com**

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