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JT Cloud PBX

Main Number Divert User Guide

www.jtglobal.com/CloudPBX

in JT Group Limited 🛛 💥 @JT_Business

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Introduction

The JT Cloud PBX Customer Portal is used by a company administrator to configure the call flow of your main number(s). The portal allows you to control where a call is routed when a call is made to your company's main number, both inside and outside of office hours.

Your login credentials were given to you during your systems installation and demonstration. The username will always be your Extension number.

If you require further assistance, please contact customer support by phone: **01534882345** or by email at: **business.solutions@jtglobal.com**

This document will guide you through the steps to divert your JT Cloud PBX Main Number.

Getting Started

To login, navigate to **https://cloudpbx.jtglobal.com/login** and Enter your Login details, the browser will then take you to the Switchboard.

Once you have logged into the JT Cloud PBX Customer portal click the 'Triple-bar' menu in to upper right and select **'Admin'** from the revealed menu.

Note: Only users with admin privileges can navigate to the admin panel.

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		Main Number	01534 675411		G Switchboard
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The 'Main Numbers' page will open. Here you will find a list of any **'Main Numbers'** and **'Answer Groups'** you have access to, locate the number you would like to divert and click it.

01534 679411 Main Number	🚜 1 queues	🛓 4 in total	2 3 online	ය 1 offline	2 ~
01534 679412 01534 679412	武 1 queues	2 in total	1 online	ය 1 offline	⊠ ~

This will open a diagram of your '**Main Number**' setup. Click the first clock icon under the '**Main Number**', this will take you to the '**Opening Hours**' page.



Setting the Divert Number

On the 'Opening Hours' page, scroll down to the 'Outside opening hours' section.

Click the **'Forwarding to'** dropdown and select the correct number type, for this example we will use **'Other number'**. In the Other number field enter the number you wish to divert to.

Once the number has been set click the **'Save'** button and the changes will take place immediately.

If a call is dialled to the main number, outside of opening hours, it will now be diverted to your chosen number.

Outside of opening	hours, I	would like the custo	mer to be forwarded to:	
Forwarding to		Other number		
Other number	*	01534 882882		

You can also pick one of the other options in the **'Forwarding to'** dropdown, each of these have specific options and dropdown options of their own. For example, **'Employee'**, will provide you a dropdown list of each employee and their number to select from.

JT	Main numbers Answer groups Dur monue			=
01534 679411	OPENING HOURS (Main number 01534 679411)	answer groups	2 4 participants i	in total
	should follow the regular outside opening hours setup. You can specify which announcements are used at the bottom of the page.	-		
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Setting the Divert Number (cont)

When changes have been saved, you can continue to set your opening hours, time, date and day settings.

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	_	Wednesday	All day	Closed				
	1	Thursday	All day	Closed				
	Ŷ	Friday	All day	Closed				
		Saturday	All day	Closed				
Ar	nswergroup?	Sunday	All day	Closed				
						Cancel S	Ne	

Setting the Divert Number (cont)

Scheduled Divert

You have the option to add a Divert that comes into effect on specific dates and times. In this example, we will add a divert on Liberation Day 2024. See below to follow these steps:

Navigate to the **'Opening Hours'** page as described previously, and scroll down to the **'Exceptions'** section. From here you can click **'+Add Exception'**. This will create a new line with a selectable start and end date and time. You can manually enter the dates, or click the calendar icons to select them from the applet. When the times have been entered for the divert, make sure to select the **'Closed'** action from the dropdown menu. To finish, tick to finalise the exception and lastly, click the **'Save'** button the bottom of the page.

Any calls directed to the main number during this time will follow the rule set in the **'Outside opening hours'** section of this page, as described previously.

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01534 679411	OPENING HOURS (Main number 015	34 679411)		answer groups	2 4 participants	in total
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	If you choose "Open", the rest of the day will be clo day will follow the regular opening hours.	ised. If you choose somethin	ng else, the rest of the			
	For every exception where it's closed, you can cho should follow the regular outside opening hours se used at the bottom of the page.	ose if it should play an annoi itup. You can specify which a	uncement, or if it announcements are			
	09/05/2024 All day Closed		/ 1			
	Outside opening hours		+ Add exception			
	Outside of opening hours, I would like the custome Forwarding to Other number Other number +441534882882	r to be forwarded to:				
Answergroup	Extra announcements					
			Cancel Save			
						9

To edit or remove an exception, simply hover over it and select the edit or delete icon.

JT	Main nombers Answer groups Dial menos	Announcements	Employees
01534 679411	OPENING HOURS (Main number 01534 679411)	answer groups	💄 4 participants in total
	- Add opening hours Exceptions (vacations/holidays)	-	E Fit to screen
	You can specify date controlled exceptions from the general opening hours here. The settings you set here will override the general opening hours on the specified dates. If you choose "Open", the rest of the day will be closed. If you choose something else, the rest of the day will follow the regular opening hours. For every exception where it's closed, you can choose if it should play an announcement, or if it should be regular opening hours setue. You can specify which announcements are used at the bottom of the page. From To From To Op/02/20: B 00:00 - 24:00 - Choose action T + 10000000000000000000000000000000000		
1 Answergroup	Add exception Outside opening hours Outside of opening hours I would like the customer to be forwarded to:		
	Cancel Save		0

Setting the Divert Number (cont)

Ongoing Divert

You can set a divert that only takes effect on a specific day or days of the week, or at set times.

In this example, we will create a divert for all calls received to the main number every Wednesday afternoon; and play an announcement at the weekend.

To begin, set the opening hours for each week day to **'Open'**, and weekend days to **'Announcement 1'**. To do this, hover over the day and click the **Trash** icon to delete any existing information. Click the **'Edit'** button for each entry and change the dropdown to **'Open'** for Monday to Friday and **'Announcement 1'** for Saturday and Sunday.

Next, change the **'Open'** time on Wednesday to 08:00-12:00 by clicking the **'Edit'** button again and changing the **'From'** and **'To'** times. Click the **'+Add opening hours'** and set the new entry to Closed on Wednesday from 12:00-17:00. Remember to click the **Save** button.

Now calls to the main number between 12pm and 5pm on Wednesday will be diverted, and calls received at the weekend will be played an announcement.

	HOURS (Main number 01534 679411)
Main Num	ber 🖍
General op	ening hours
This is where yo day, and choose Which announce	u can specify the main number opening hours. You can create multiple intervals per what should happen for each of them; Open, Announcement 1 or Announcement 2. ement to play is specified at the bottom of the page.
Monday	All day Open
Tuesday	All day Open
Wednesday	08:00-12:00 Open
	12:00-17:00 Closed
Thursday	All day Open
Friday	All day Open
Saturday	All day Announcement 1
Sunday	All day Announcement 1
	+ Add opening hours
Exceptions	(vacations/holidays)
	Cancel Save

Once we have set the opening hours and the divert behaviour we can close the we can close the browser, or continue with other changes as needed.

For more information contact us at: T: Jersey: +44 (0) 1534 882 345 Guernsey: : +44 (0) 1481 882 345 E: business.solutions@jtglobal.com www.jtglobal.com/CloudPBX

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