

PBX and UC solutions FOR YOUR BUSINESS

Managed – Monitored – From the Cloud

JT's UCaaS



JT's UCaaS offer is delivered "as a Service" from the Cloud. With this offer JT can deliver and manage a complete solution for customers wanting PBX, Unified Comms and Contact Centre capability for their business. The solution is able to scale from 5 to 3000 users across as many as 150 locations and JT delivers sophisticated communications, ideally suited to companies that want powerful, business-impacting communications.

The underlying IP Office technology is an industry leader in low total cost of ownership and is unique in its ability to grow in both scale and sophistication enhancing productivity in a solution that's right for your budget and resources.

Our UCaaS seamlessly integrates with your existing applications such as Microsoft Outlook, Microsoft Skype for Business, and Salesforce.com to make desktop communications more efficient.

And there are hundreds of third-party Avaya-certified applications, that can integrate with it as well. Click to dial, check colleagues' presence, sync with contacts and calendars within your favourite desktop app. Just a few more ways IP Office enables better, faster, and smarter collaboration:

- Comprehensive Telephony Capability
- Supported telephony devices:
 - » IP phones, Digital phones
 - » Analog phones
 - » Softphones
 - » Analog and Digital Cordless (including DECT)
- Administration - Web based - centrally managed, Windows client, Database back-up and restore
- Mobility
 - » Make and receive calls over Wi-Fi/3G/4G data networks
 - » Visual voicemail
 - » Supervised and unsupervised transfers
- Integration with Avaya Equinox Meetings online delivers high performance cloud based virtual meeting rooms. The cloud meeting room offers a variety of video layout options to see and work with up to 50 participants, and webcast to 500. Content sharing includes handy annotation tools and an interactive whiteboard.



UNIFIED COMMS

When needed you can enhance your PBX to include a host of UC functions:

- Presence
- Instant messaging
- Conference controls
- Geo-location presence and tracking
- Equinox Mobile application for Android and iOS
- Support for WebRTC
- Simple and Powerful Web Collaboration allows you to share documents, applications and even remote desktop with the intuitive interface. And is supported on a variety of devices: PCs, Macs, Apple iPad devices.

And our solution plays well with others.

Our UCaaS seamlessly integrates with your existing applications such as Microsoft Outlook, Microsoft Skype for Business, and Salesforce.com to make desktop communications more efficient. And there are many third-party Avaya-certified applications available as well.



MULTI-MEDIA CONTACT CENTRE

Remove the complexity and focus on your business.

With our cloud based solution we handle the routine tasks needed to keep the systems operational, and up to date, leaving you free to focus on managing the contact centre itself. It provides:

- Support for up to 400 concurrent agents
- Skills based routing to match callers to agent capabilities
- Multi-media support for voice, chat, email and SMS message handling
- Call Blending between media types and between Inbound and Outbound calling
- Agent and supervisor interfaces
- Real time and historical reporting tools
- Call recording
- Integration to CRM clients



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