



Reading Notes and Engineer Status on Enhanced Eco+

Version 1

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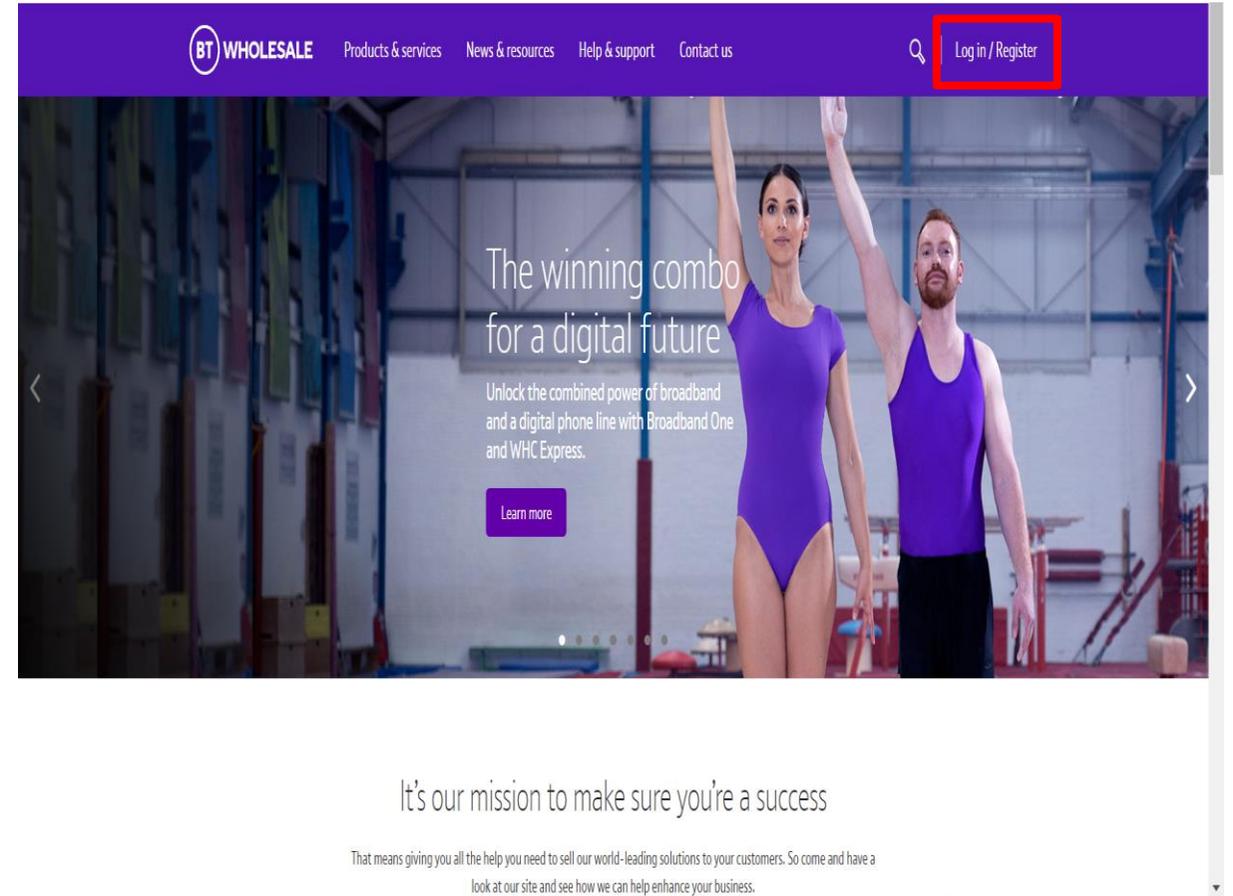
Version Control

Date	Change	Version
July 22	User Guide Published	1
Nov 22	User Guide updated	2

Logging In

Step 1: Logging In

- Go to www.btwholesale.com
- Click 'Login/register'



Logging In

Step 1: Logging In

- Enter your Username and Password.
- Click 'Login'

 | My BT Wholesale

What is My BT Wholesale?

My BT Wholesale gives you easy access to a wide range of information and services, all in one place.
Log in to access My Apps, Business Zone, Briefings and much more.

Username*

Demo

Password*

.....

Show

By clicking login, you agree to our [terms of use](#) and [privacy policy](#)

Login

[Register for an account](#) | [Can't access your account?](#)

Accessing the journey

Step 2: Accessing the journey

- Once logged in, you'll be taken to Business zone.
- If you aren't taken to Business zone, you'll need to arrange access via your company administrator.

The screenshot displays the 'Business zone overview' dashboard. At the top, there is a navigation bar with tabs for Overview, My orders, Repairs and Faults, Inventory & Reports, Billing, My apps, and My briefings. Below this is a dark header with the text 'Business zone overview' and a search bar labeled 'Enter the reference number'. A 'Help' icon is visible in the top right corner.

The main content area is divided into several sections:

- Order status:** A list of order statuses with counts and help icons: Saved (1), Pending (38), Cancelled (5864), In Progress (1612), and Completed (35780). A 'Go to Orders' link and a 'Place a new order' button are present.
- Fault status:** A section displaying updates from the last 24 hours. It shows 'In Progress' (3742) and 'Closed' (393) faults. A 'Go to Repair & Faults' link and a 'Raise or Track a fault' button are included.
- Actions required:** A blue sidebar on the right containing two entries: 'Reference 1-16441882835 Customer to Accept/Reject SHO' and 'Reference 1-16861878396 Customer to Accept/Reject CPD'. A 'View all' link and a pagination indicator '1-2 of 21195' are also shown.
- Important updates:** A section with a circular refresh icon, containing 'Planned Engineering Works' (392 works affecting services) and 'Major Service Outages (MSO)'.
- Inventory:** A section with a gear icon and an 'Account: Select' dropdown.
- Frequent tasks:** A list of tasks with icons: Broadband briefings, Broadband One fault KBD diagnostics, Business Portal, Create a new Ethernet quote, and eCo Repair.

Accessing the journey

Step 2: Accessing the journey

- Click on 'Raise or Track a fault'

The screenshot shows the 'Business zone overview' dashboard with the following components:

- Navigation:** Overview, My orders, Repairs and Faults, Inventory & Reports, Billing, My apps, My briefings.
- Search:** 'Enter the reference number' search bar.
- Order status:** Account: Select, Saved (1), Pending (38), Cancelled (5864), In Progress (1612), Completed (35780).
- Fault status:** Account: Select, In Progress (3742), Closed (393). Includes a 'Go to Repair & Faults' link and a highlighted 'Raise or Track a fault' button.
- Actions required:** Reference 1-16441882835 (Customer to Accept/Reject SHO), Reference 1-16861878396 (Customer to Accept/Reject CPD). Includes 'View all' and '1-2 of 21195'.
- Important updates:** Planned Engineering Works (392), Major Service Outages (MSO).
- Frequent tasks:** Broadband briefings, Broadband One fault KBD diagnostics, Business Portal, Create a new Ethernet quote, eCo Repair.
- Inventory:** Account: Select.

Search for your fault

Step 3: Search for your fault

- Select 'Track a fault'.
- Enter either the Service ID or the fault reference.
- Please note – If you track the fault using Service ID you will be displayed current open fault along with any historic faults raised.
- Click 'Go'

Overview | My orders | Repairs and Faults | Inventory & Reports | Billing | My apps | My briefings | Administration

Fault Homepage

Quick start

Please select what you'd like to do, enter your Service Id, Directory number or Fault reference, then click 'Go'.

I want to:

Search for your fault

Step 3: Search for your fault

- You will see the following screen if you used Service ID to track your fault. As explained on previous slide you will be given current open fault and historic faults reported into BT Wholesale.
- Click the hyperlink under BT reference on the Open Fault.
- Please Note** - If there are no historic faults reported you will not see the following screen and can move onto the next slide

You can change your filter conditions, date period or refresh the current data on screen via the options below, please select apply filter to submit changes related to the filter options or date period.

Service id

Date from

Open Closed Proactive faults (Applicable for WMC/HE only)

In progress In RCS validation Unsubmitted Cancelled

Cleared Clock suspended Completed Front end closed

[Fault homepage](#) [Export](#) [Apply filters](#)

Service Id	BT reference	Status - Substatus	Latest update	Last updated
 BBEU24775445	5-869891781819	Open - Cleared	Clear description: Right when tested, End User Equipment; All BT tests completed ok, diagnostics show no fault condition. Please retest this service. If you believe there is still a problem after checking your equipment, power and settings, please select the "Reject" option to reopen this trouble ticket. Note that the opportunity to reject the clear will expire at the end of the retest period, and a new trouble ticket will need to be raised.	Update received: 01/11/2021 09:51:17
 BBEU24775445	5-869890224672	Closed - Completed	The fault has been cleared and the trouble ticket is now closed. Any charges incurred during fault fix will be visible under the Charge Details section.	Update received: 01/11/2021 09:49:31

Search for your fault

Step 4: Fault Summary

You are now given a summary of the fault

Fault details

Service Id	BBEU24775445	Account name	WBC TRIAL 1
BT reference	5-869891781819	Date reported	01/11/2021 09:49:57
Your reference	JOE BLOGGS	Date cleared	
Directory number	01214540693	Clear code	
Past point of no return	No ?	Clear text	
Service level	Maintenance Category 5	Service level description	40 Clock hours on 24*7 basis ex B Hol.
		Update frequency	Only web notification

Fault status

Status	Open - In Progress
Status information	Your fault report is being progressed, see 'Fault progress updates' below for the latest information.
Description	test

[Cancel fault](#) [ONT details](#) [Fault homepage](#) [Amend](#) [Refresh](#)

Your required actions

Reading BT Wholesale Notes

Reading BT Wholesale Notes

Step 5: Reading BT Wholesale Notes

- Scroll down to Latest Update Section

Fault details

Service Id	BBEU24775445	Account name	WBC TRIAL 1
BT reference	5-869891781819	Date reported	01/11/2021 09:49:57
Your reference	JOE BLOGGS	Date cleared	
Directory number	01214540693	Clear code	
Past point of no return	No ?	Clear text	
Service level	Maintenance Category 5	Service level description	40 Clock hours on 24*7 basis ex B Hol.
		Update frequency	Only web notification

Fault status

Status	Open - In Progress
Status information	Your fault report is being progressed, see 'Fault progress updates' below for the latest information.
Description	test

[Cancel fault](#) [ONT details](#) [Fault homepage](#) [Amend](#) [Refresh](#)

Your required actions

Reading BT Wholesale Notes

Step 5: Reading BT Wholesale Notes

- Under the 'Latest Updates' section you can view the notes sent by BT Wholesale

Latest updates

View all the updates from below and see your fault history.

If you have any information about your fault that you'd like to make a note of and click for additional information.

	Date created	Update type	Description
	01/11/2021 13:28:09	Update	Appointment confirmed from Openreach end
	01/11/2021 13:28:07	Update	Notification Only - TR Amendment Accepted
	01/11/2021 11:53:12	Update	Appointment confirmed from Openreach end
	01/11/2021 11:53:10	Update	Notification Only - TR Amendment Accepted
			Line Stability:Network Stability:**Test Outcome:Pass**MFL:OK**Term Statement:CPE DFTFCTFD (RF) I S A-B I EGS)**I ine Signature:**Distance to Fault:0**Cable length:2.76**Test

< 9 - 13 of 13 >

[Mark all records as read](#) [Additional information](#)

Reading BT Wholesale Notes

Step 5: Reading BT Wholesale Notes

- If you want to view older notes, you can click on forward arrow.

Latest updates

View all the updates from below and see your fault history.

If you have any information about your fault that you'd like to make a note of and click for additional information.

	Date created	Update type	Description
	01/11/2021 13:28:09	Update	Appointment confirmed from Openreach end
	01/11/2021 13:28:07	Update	Notification Only - TR Amendment Accepted
	01/11/2021 11:53:12	Update	Appointment confirmed from Openreach end
	01/11/2021 11:53:10	Update	Notification Only - TR Amendment Accepted
			Line Stability:Network Stability:**Test Outcome:Pass**MFL:OK**Term Statement:CPE DFTFCTFD (RF11 S A-B I EGS)**I ine Signature:**Distance to Fault:0**Cable length:2.76**Test

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[Mark all records as read](#) [Additional information](#)

Viewing Engineer Status and Notes

Overview

Step 6: Overview

If your fault has an Appointment booked or a Non-Appointed engineer visit you can view the status of the engineer visit by using Additional Information.

- Click 'Additional Information'

Latest updates

View all the updates from below and see your fault history.

If you have any information about your fault that you'd like to make a note of and click for additional information.

	Date created	Update type	Description
✉	01/11/2021 13:28:09	Update	Appointment confirmed from Openreach end
✉	01/11/2021 13:28:07	Update	Notification Only - TR Amendment Accepted
✉	01/11/2021 11:53:12	Update	Appointment confirmed from Openreach end
✉	01/11/2021 11:53:10	Update	Notification Only - TR Amendment Accepted
			Line Stability:Network Stability:**Test Outcome:Pass**MFL:OK**Term Statement:CPE DFTFCTFD (RF) I S A-B I EGS)**I ine Signature:**Distance to Fault:0**Cable length:2.76**Test

< 9 - 13 of 13 >

Mark all records as read

Additional information

Overview

Step 6: Overview

A page will open up with few tabs.

- Supplier notes
- Missed appointments
- Auto compensation
- Exclusion reasons
- View my engineer

The screenshot displays a web application interface for appointment management. At the top, a navigation bar contains five tabs: "Supplier notes", "Missed appointments", "Auto compensation", "Exclusion reasons", and "View my engineer". Below the navigation bar is a "View appointment details" button. The main content area is divided into three sections:

- Supplier details:** This section contains two columns of information:
 - Service fault reference:
 - Incident reference num:
 - Engineer assigned:
 - Supplier status:
 - Supplier substatus:
 - MBORC reference num:
 - Last update date time:
- Line test results:** This section contains a label "Line test results:".
- Appointment details:** This section contains two columns of information:
 - Appointment date:
 - Appointment booked by:
 - Appointment slot:
 - Actual arrival date time:

Supplier notes

Step 7a: Supplier notes

Click on View appointment details tab to make a call into Openreach. This will retrieve the Openreach fault details for this fault.

The screenshot shows a web interface with a navigation bar at the top containing tabs: "Supplier notes", "Missed appointments", "Auto compensation", "Exclusion reasons", and "View my engineer". The "Supplier notes" tab is active. Below the navigation bar, a "View appointment details" button is highlighted with a red rectangular box. The main content area is divided into three sections:

- Supplier details**:
 - Service fault reference:
 - Incident reference num:
 - Engineer assigned:
 - Supplier status:
 - Supplier substatus:
 - MBORC reference num:
 - Last update date time:
- Line test results**:
 - Line test results:
- Appointment details**:
 - Appointment date:
 - Appointment booked by:
 - Appointment slot:
 - Actual arrival date time:

Supplier notes

Step 7a: Supplier notes

Under Supplier notes section you can view the following:

- Service Fault Reference – This is a Openreach Fault Reference which Openreach will ask if you contact Openreach.
- Incident/MBORC Reference num – This would be if there was a local incident in the area.
- Engineer assigned – If an Engineer is assigned the name will be populated.
- Supplier Status / Sub status – Current status of the Openreach fault.
- Last Update date time – the last update received from Openreach

Supplier notes | Missed appointments | Auto compensation | Exclusion reasons | View my engineer

[View appointment details](#)

Supplier details

Service fault reference:	2-1258085490887	Supplier status:	Open
Incident reference num:		Supplier substatus:	In Progress
Engineer assigned:		MBORC reference num:	
		Last update date time:	21//2/01/1 14:13:33

Line test results

Line test results: **Line Stability:Stable**Network Stability:Stable**Test Outcome:Pass**MFL:OK**Term Statement:**Fault Statement:**Line Signature:**Distance to Fault:**Cable length:**Test Start Time:**Test Stop Time:

Appointment details

Appointment date:	02/11/2021	Appointment slot:	AM
Appointment booked by:	CP	Actual arrival date time:	21//2/01/1 08:08:00

Supplier notes

Step 7a: Supplier notes

- Appointment details – This is where the current Appointment date and slot will be displayed. This will also show Engineer arrival date and time.
- You can also view Engineer Notes and Openreach SMC Notes.

The screenshot displays a web interface with two main sections. The top section, 'Line test results', contains a block of text with various status indicators. The bottom section, 'Appointment details', is highlighted with a red border and contains a table of appointment information and a list of notes.

Line test results

Line test results: **Line Stability:Stable**Network Stability:Stable**Test Outcome:Pass**MFL:OK**Term Statement:**Fault Statement:**Line Signature:**Distance to Fault:**Cable length:**Test Start Time:**Test Stop Time:

Appointment details

Appointment date:	02/11/2021	Appointment slot:	AM
Appointment booked by:	CP	Actual arrival date time:	21//2/01/1 08:08:00

Notes Table

Created date	Type	Description
30/10/2021 22:29:29	SMC Notes	Appointment confirmation: Please be advised An appointment has now been booked for 01/11/2021 A... ✓
01/11/2021 09:29:39	ENG Notes	Notes 01/11/2021 09:28:00\n-----\nEngineer details Engineer name: Ross,Fortune -----
01/11/2021 00:44:31	SMC Notes	CASE MANAGEMENT NOTES: As I checked the fault in CSS and Auto fix I can see that the job is live in task force ...
29/10/2021 14:01:39	ENG Notes	AllocationReason: Self service AllocationNotes: Self service Task CF-SW2HCD65 manually assigned to Tech SW...
29/10/2021 14:36:58	ENG Notes	Notes 29/10/2021 15:36:00\n-----\nEngineer details Engineer name: Rhys,Jenkins -----

Missed appointments

Step 7b: Missed appointments

Under Missed appointment section you will see any missed appointments from either Openreach or End User.

The screenshot displays a web application interface with a navigation bar at the top containing tabs: 'Supplier notes', 'Missed appointments', 'Auto compensation', 'Exclusion reasons', and 'View my engineer'. The 'Missed appointments' tab is active. Below the navigation bar, there is a table with the following columns: 'ApptRef', 'Date', 'Slot', 'ORMissed', 'Amended', 'Cancelled', 'CPMissed', and 'CP P'. The table is currently empty. A red box highlights the table area. Below the table, there is a pagination bar with a 'No Records' message and navigation arrows.

View my engineer

Step 7c: View my engineer

View my engineer only becomes available to view when the current status (under latest updates section) shows 'Trouble Report Accepted' or confirms and appointment has been booked.

This gives you the status of the engineer visit along with the engineer's name and contact number should you need to contact them.

The screenshot shows a web interface with a navigation bar at the top containing tabs: 'Supplier notes', 'Missed appointments', 'Auto compensation', 'Exclusion reasons', and 'View my engineer'. The 'View my engineer' tab is active. Below the tabs is a table with the following data:

Received date	Code	Description	Task status	Engineer name	Engineer telephone
2021-11-01T04:28:03	9625	The job is being prepared... The job is being prepared...			
2021-10-26T14:36:48	9633	The engineer is now wor... The engineer is now wor...		Robert	
2021-10-26T10:55:11	9629	The engineer has been all... The engineer has been all...		Robert	07435663153
2021-10-25T10:34:27	9625	The job is being prepared... The job is being prepared...			

At the bottom right of the table area, there is a pagination control showing '< 1 - 4 of 4 >'. The first row of the table is highlighted in dark blue and contains a white checkmark icon in the rightmost column.

