

An Introduction to the Business Zone Ethernet Order Journeys

BT Wholesale Online

V.1



Contents

What's in this User Guide?

[p3 - Version Control](#)

[p4 - Introduction](#)

[p6 - Available journeys](#)

[p7 - Pre-requisites](#)

[p8 - Order journey layout](#)

[p9 - Known issues](#)

The screenshot shows the 'Order Wholesale Ethernet products: Step 1 of 4' interface. It features a top navigation bar with a 'Help' icon. Below this is a progress bar with four stages: Configuration (selected), Contacts, Billing, and Confirmation. The main content area is titled 'Step 1. Configure your order' and contains a sidebar with a list of order items and a main configuration panel. The sidebar lists 'Order Fibre (3-ASGD12E)' and 'Order Etherflow (3-ASGD12Q)'. The main panel is titled 'Choose network' and includes a table with columns for 'Total', 'Qty', 'One-off', and 'Monthly'. The table shows a total of 2 units, with one-off and monthly costs of £0.00. Below the table, there is a message: 'To begin configuring your order, please choose the network you want to use.' followed by a 'Choose a network >' button. A light blue box contains the text: 'No network has been selected yet.' with sub-labels for 'Network service reference:', 'Network name:', and 'Network ID:'. At the bottom, a warning message states: 'Please make sure you have selected the correct network before moving on. Selecting the wrong network may lead to issues with the way your order is processed.'

Total	Qty	One-off	Monthly
	2	£0.00	£0.00



Version Control

Date	Change	Version
11/07/16	User Guide Published.	1
06/01/17	New journeys added	2



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BTwholesale

Introduction

What is the Business Zone Ethernet Order Journey?

We're replacing Eco Plus with a new improved online order journey for Ethernet.

Accessed via Business Zone, the new journey will allow you to enter Ethernet orders faster and easier.

The new journey is compatible with modern browsers, is more stable and removes many of the irritants experienced on Eco Plus.

We'll be introducing further changes to the Ethernet order/fault journeys, giving you a great online experience.

The screenshot shows the 'Order Wholesale Ethernet products: Step 1 of 4' interface. It features a navigation bar with four steps: Configuration (active), Contacts, Billing, and Confirmation. Below the navigation bar, the main content area is titled 'Step 1. Configure your order'. On the left, there is a sidebar menu with options: 'Order Fibre (3-ASGD12G)', 'Choose network', 'Check availability', 'Add site details', 'Add access details', 'Order Etherflow (3-ASGD12G)', 'Activation', and 'Validate network'. The 'Choose network' option is selected. The main content area displays a 'Choose network' section with a table showing a total of 2 units, one-off cost of £0.00, and a monthly cost of £0.00. Below the table, there is a message: 'To begin configuring your order, please choose the network you want to use.' followed by a 'Choose a network >' button. A light blue box contains the text: 'No network has been selected yet.' and 'Network service reference: Network name: Network ID:'. At the bottom, a disclaimer states: 'Please make sure you have selected the correct network before moving on. Selecting the wrong network may lead to issues with the way your order is processed.'



Introduction - continued

What are the benefits?

- Entering Ethernet orders online is much easier
- It provides a more intuitive ordering experience
- Common options are pre-populated
- Validations are run up front, meaning you don't need to go back through the journey to make amendments
- There's fewer pages to navigate, a real simple ordering experience
- All of the above contributes to you being able to enter your orders faster than doing so via Eco Plus

The screenshot shows the 'Order Wholesale Ethernet products: Step 1 of 4' interface. It features a navigation bar with four steps: Configuration (active), Contacts, Billing, and Confirmation. Below the navigation bar, the main content area is titled 'Step 1. Configure your order'. On the left, there is a sidebar with two main sections: 'Order Fibre (3-ASGD12G)' and 'Order Etherflow (3-ASGD12G)'. Under 'Order Fibre', there are options for 'Choose network', 'Check availability', 'Add site details', and 'Add access details'. Under 'Order Etherflow', there are options for 'Activation' and 'Validate network'. The main content area is titled 'Choose network' and contains a table with columns for 'Total', 'Qty', 'One-off', and 'Monthly'. The table shows a total of 2 units, with one-off and monthly costs of £0.00. Below the table, there is a message: 'To begin configuring your order, please choose the network you want to use.' and a 'Choose a network >' button. A light blue box contains the message: 'No network has been selected yet.' and 'Network service reference: Network name: Network ID:'. At the bottom, there is a disclaimer: 'Please make sure you have selected the correct network before moving on. Selecting the wrong network may lead to issues with the way your order is processed.'



Available Journeys

We're creating new online journeys for Ethernet throughout 2016-2018.

Please visit our [Transformed Ethernet Ordering page](#) to learn more about the available journeys and functionality.

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Products & Services ▾ Sales Tools ▾ Help & Support [My BT Wholesale >](#)

Transformed Ethernet Ordering

Discover how Ethernet ordering is now quicker than ever with our new online process.

Streamlined Ethernet ordering

Explore our speedy new order journey, available exclusively from My BT Wholesale

We've transformed Ethernet ordering by providing a better and faster online process that replaces Eco Plus. The new process can only be accessed from My BT Wholesale and is compatible with modern browsers.

A clear process

We've developed user guides and videos that will help you to quickly get to grips with the new process:

User Guides (see the banner opposite or the [bottom of the page](#))
These give a detailed explanation of how the process works, including the reasons for the improvements, the benefits, the pre-requisites for using the process, the orders that can be made and a typical order process. It also explains how to save an order and a template.

[View asset journey user guide](#)
Explore the improvements we've made to our Ethernet view asset journey.

[Download now >](#)

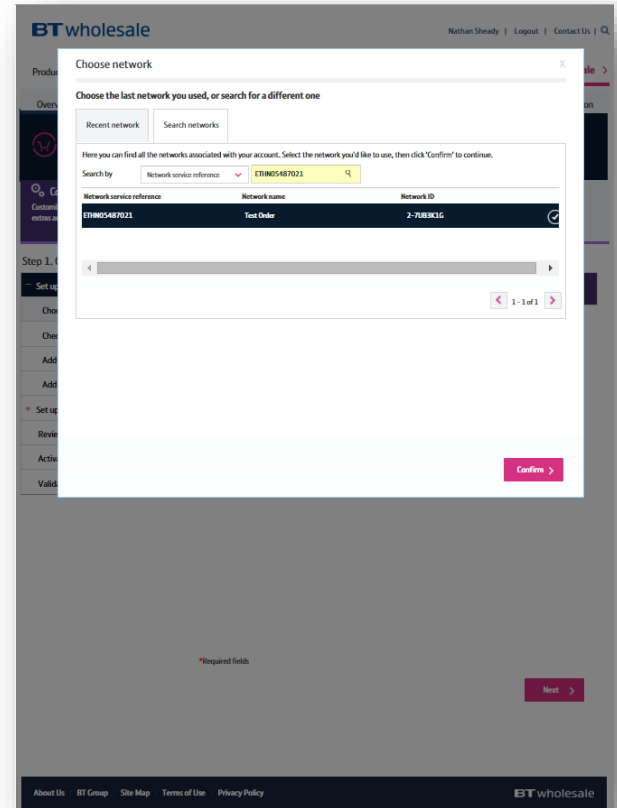
[Ordering Etherway Copper user guide](#)



Pre-Requisites

What do you need to enter an Ethernet order via the new journey?

- You need correct access and privileges, including My BT Wholesale (Business zone). If you don't have this, please contact your company administrator to action.
- The journey is currently only available to enter and manage orders based on specific combinations of Etherway Fibre, Etherway Copper and Etherflow Connect. Please visit our [Transformed Ethernet Ordering page](#) to learn more.
- You must be using a Windows machine and using the latest version of Internet Explorer, Chrome or Firefox.
- Mobile devices, Mac and Safari are not supported.



Order journey layout

1 Configuration
Customize your product specifications, extras and more.

2 Contacts
Tell us who should be kept updated about the progress of the order.

Billing
Review your billing account details.

3 Confirmation
Make sure you're happy with everything, then go ahead and place the order.

Step 1. Configure your order

2 Order Fibre (3-ASGD12E) >

Choose network

Check availability

Add site details

Add access details

+ Order Etherflow (3-ASGD12C)

Activation

Validate network

3 Choose network

Total	Qty	One-off	Monthly
	2	£0.00	£0.00

To begin configuring your order, please choose the network you want to use.

Choose a network >

No network has been selected yet.

Network service reference:
Network name:
Network ID:

Please make sure you have selected the correct network before moving on. Selecting the wrong network may lead to issues with the way your order is processed.

4 Previous Next >

1. Order Progress Tracker

The order progress tracker tracks your progress when placing the order.

There's four key steps:

Configuration: Where you'll be configuring your Etherway and Etherflow orders

Contacts: Where you'll add KCI Contact details

Billing: Where you'll confirm the billing details

Confirmation: Where you'll confirm all details are correct and place your order.

2. Left Hand Menu

The left hand menu shows you the process you'll follow when configuring and enter your order. Progress will be tracked as you complete each step.

3. Order Basket

The order basket keeps track of the costs associated with your order as you are configuring it.

4. Navigation Buttons

The navigation buttons allow you to move forward and backward throughout the ordering process. You can also save your orders from here.



What are the known issues and fixes?

Switching Between Eco Plus and the new Order Journey

Entering, saving and retrieving orders must be done via the new order journey.

There are two known issues when switching between the two systems.

The main issue is when you delete line items on Eco Plus, save the order and then retrieve the order in the new journey. This causes an error and you won't be able to process the order in the new journey.

The second issue occurs when raising and saving an order in Eco Plus but then retrieving the order in the new journey.

Doing this disables the progression tracking 'Ticks' that appears in the left-hand nav.

To mitigate the issue, the user will be required to Raise, Save and Retrieve orders from the same application and not switch between the two.

Account selected:
Please review the line item(s) details before continuing.

Order new services | Add quick order template | Modify or cease services
1 - 1 of 1

Service	Quantity	Type	Service reference	Monthly charges	One off charges	Complete	
Etherway Name not	1	Add	To be assigned	£301.48	£2108		<input type="button" value="REMOVE"/> <input type="button" value="EDIT"/>

All order lines with a red flag must be completed by clicking on the Edit button before proceeding with the order.

Set up Etherway (3-1R9T9NTQ)	>
Choose network	✓
Check availability	✓
Add site details	✓
Add access details	✓
+ Set up Etherflow (3-1R9T9NTQ)	
Review	
Activation	
Validate network	



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