



Improving the Hosted SIP Trunking order journey

Everything you need to know

We want to keep things simple. To make life easier for you and your customers. So when we found out that our order journey for simple Hosted SIP Trunking (HSIPT) was too complex and time consuming, we just had to act.

So we've made a smoother, simpler online journey for you. And we've put together all the important details right here for you.

What have we done?

- We're improving our user experience for your online order journey.
- One that's easier and quicker for you to place SIPT orders for single site deployments.
- No longer will you have to fill as many fields to add extra site locations. It takes away the complexity to make life easier for you.

When is it happening?

Good news, it already has. The new order journey was made available to all WHC customers on 14 September 2020.

Why are we doing it?

- To meet the needs of our customers who fed back on the complexities and time delays of the order journey.
- To improve the capabilities of easy ordering for single sites.
- To give you a robust IP migration-ready solution to help your customers transition from legacy infrastructure to hosted solutions.

Important things to note

Access is the same. You still access it all via Business Zone. Look out for 'Place new order' and on the 'Products tab' you'll see the new 'WHC Single Site SIP Trunking journey'. Simply click and off you go.

Use the existing journey for multi-sites. The previous ordering journey is still available, but you only need to use that for multi-site or complex orders. For quick single site orders, the new journey does the job a lot quicker.

Cloud features are still there. The new order journey is for the initial provision. You can get that done quickly and then access the WHC cloud features at a later date

The price is right

We've got a very competitive price, with basic channels at just £1.79. That includes platform resilience built in at no extra cost – something which you won't find elsewhere.

How is the new version better?

- 60% reduction in number of clicks.
- Takes less than two minutes to complete.
- Gone are the unnecessary windows.
- Improved user interface.

Any other questions?

Contact our WHC Team led by Paul Enright at paul.enright@bt.com

Offices Worldwide

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