



Bringing it all together

BT Inbound Services

BT Inbound Architect





An introduction
to
BT Inbound Architect
Web
Reports & Controls
From
BT Inbound Services

Communications

If you need to talk to us about your Web Reports and Controls service, then please refer to the 'contacting us' section on the last page of this brief.

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Introduction

As part of our continuing policy to improve services for our customers, BT Inbound Services have developed the web service 'BT Inbound Architect'. Access is offered via user ID and password, thus opening the service potentially from any internet access point. Please look in the 'Technical specification' section for more detail. New users will be sent their access details on setup which provides access to online Help and User Guides. This will help you become familiar with the service.

Key Features

- Access is via User-id 's and password. This allows users to log on to the service from any Internet connection, provided PC compatible, wherever they are.
- Navigation features to improve the speed and power of moving around and between features and services.
- Performance engineering for best response and activation times.
- User-friendly screens to simplify operations.
- Rich Full, Simple or Lite Control functionality for easier use.
- Rapid report screens allow businesses to monitor critical call services in near real time.
- Free Call Detail daily and historical reports. Detailed Enhanced Rawcall Data can be arranged for download and analysis.
- Service information kept in relevant context while navigating between screens.
- Graphical display of call plans with click and drill down to feature information and to make changes quickly and easily.
- Schedule screen to help monitor and manage your service schedules in one place.
- 'Message of the day' presentation and customer/user briefing information.
- Latest server software allows BT to develop and deploy enhancements and updates more easily and quickly.
- Server hardware and network designed for service reliability and resilience.

What Is Inbound Architect

BT Inbound Services have developed this Reports & Control web service, with the assistance and input from our customers, to deliver the right features and services to our customers that better meet their business and day-to-day needs.

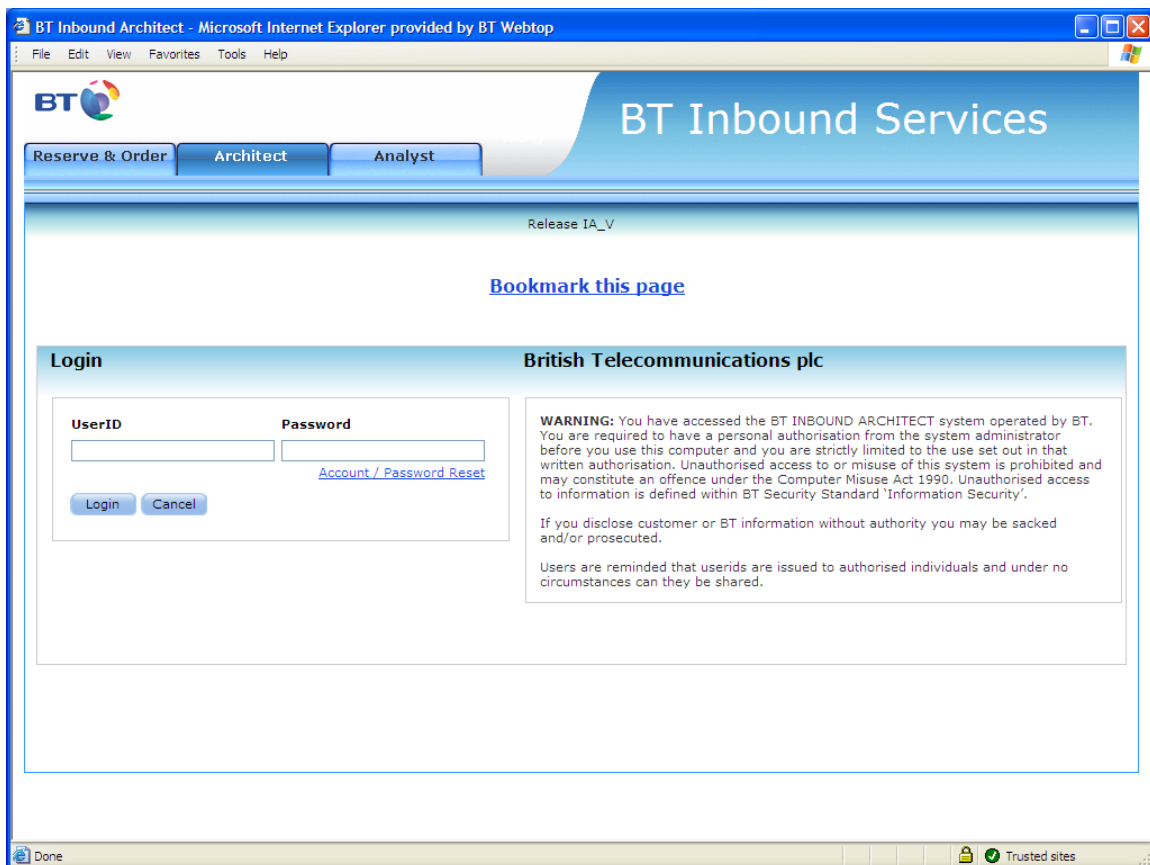
The design is based on web browser technology and takes advantage of capabilities that are built within this software and continues to update.

Inbound Architect can provide customer access to BT Inbound Services products Full, Simple and Lite Control, Rapid Reports, Call Detail Reports and Enhanced Rawcall Data.

The following section has been included to give you some screen shot examples of how Architect looks.

What Does Inbound Architect Look Like

Web site Login Screen



Welcome Message Screen – Check for the latest updates and briefings

BT Inbound Architect - Microsoft Internet Explorer provided by BT Webtop

Welcome USER!

BT - Reserve & Order | Print | Help | Talk to us | Logout

Login Information
 Last login date: 10 SEP 2010 17:05
 There have been 0 unsuccessful login attempts since you last logged in.

Message of the day
 *** Important notices will appear here ***
 Latest Customer Briefs
NEW INBOUND Version available, see customer brief for more information
 See the latest briefs listed from the 'Welcome' screen or 'My Details' tab, + information.

Remember to keep your E-Mail details up-to-date to take advantage of automated password resets. For information on Password Resets access My Details tab, Customer Briefing button - briefing 'E-Mail Password Resets'. To update your E-Mail address access My Details tab, click on Change My Details button.

For any Inbound Architect queries please call:-
 0800 876 123

Email: Use the "Talk to Us" button under the "Links" tab within IA, or send emails directly to (click on link) support.telemarketing@bt.com

Customer Briefings

Release Date	Title
09-JUL-2010 10:00:00	New Version of Software
23-MAR-2010 08:00:00	Change to how Numbers are displayed
01-MAR-2010 08:00:00	New look for Inbound Architect
06-DEC-2009 09:00:00	E-Mail Password Resets
05-DEC-2008 09:00:00	Info: Architect Password Rules

New Version of Software

News of latest software release.

Features enhanced
 This new version contains a number of enhancements and new features including:

Continue

Simple Controls – Make routing changes to live services.

BT Inbound Services - Microsoft Internet Explorer provided by BT Webtop

Welcome USER!

BT - Reserve & Order | Print | Help | Talk to us | Logout

Full Control | **Simple Control** | Lite Control | Rapid Reports | EIS Reports | Downloads | Schedule | MIS Reports | My Details | Admin

Dial | Var | Dest

AC - 0808100
 CID - 0808100
 COW - 0808900
PCD - 0808100
 SD - BHOLS_ENGLAND
 SW - 0808100
 TOD - 0808100

Show All

Filter/Search

Create new variable Customer: BT ISPT CUSTOMER SOLUTIONS TEAMS | [Change Role](#)

Name DEMO_PCD Lock Yes (USER)
 Community CPR_DEFAULT Status NEW

Edit

Branch Text	%
<input type="radio"/> NORTH	20
<input type="radio"/> MIDLANDS	25
<input type="radio"/> SOUTH EAST	20
<input checked="" type="radio"/> SOUTH WEST	

Total: 65

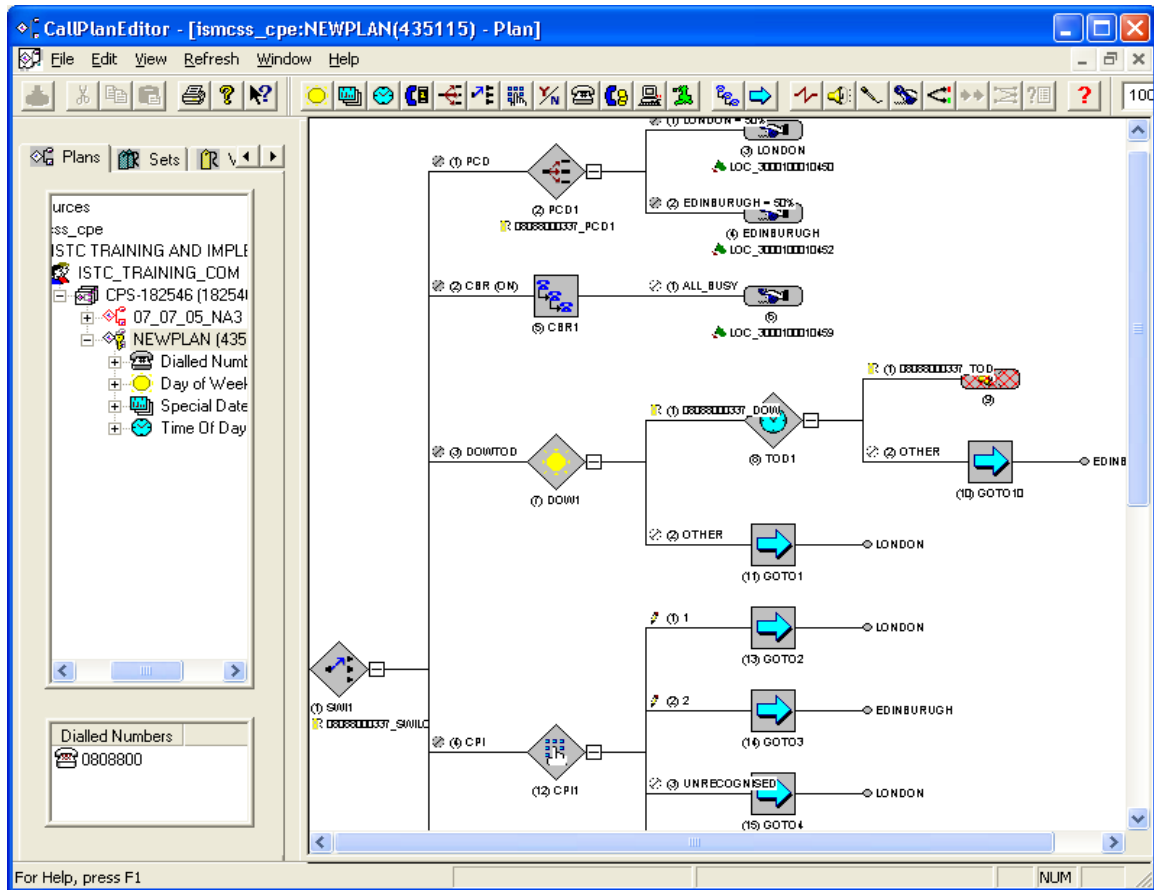
Add Delete Reset

Commit Changes Cancel

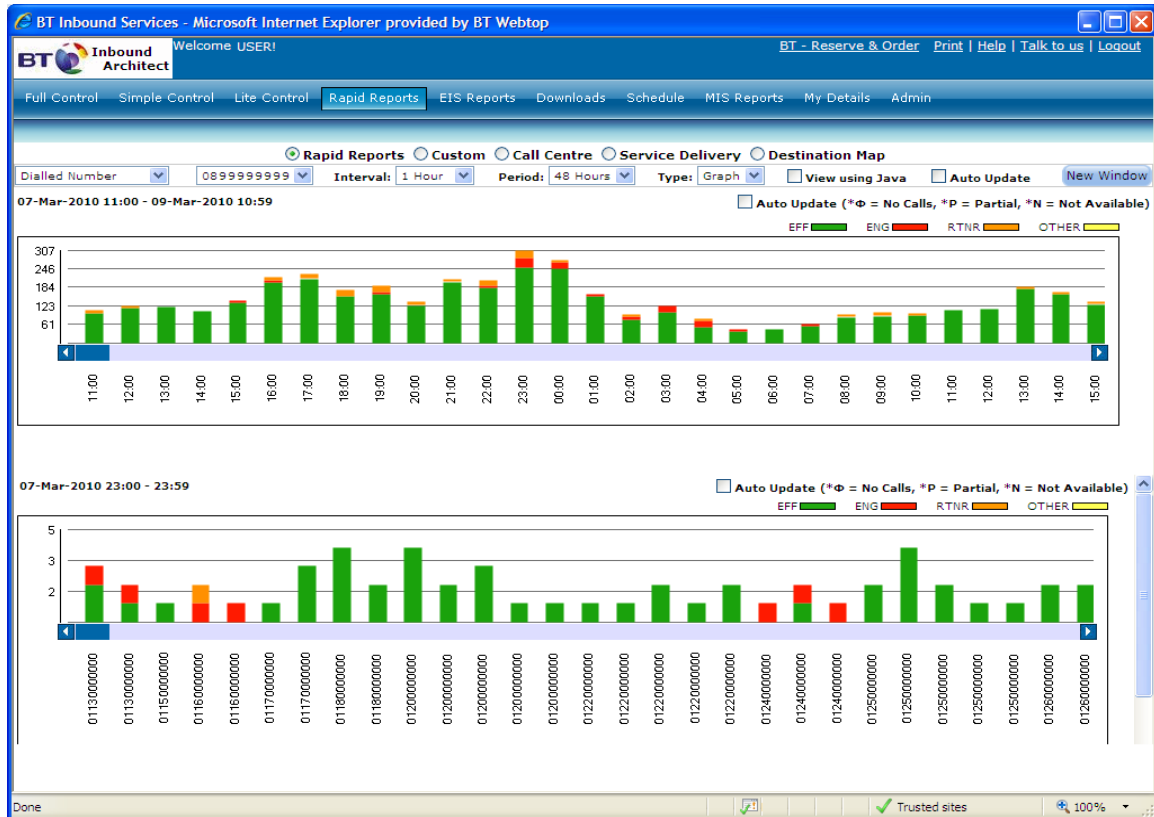
Change Role Quick Links
 35069 - BT NBC INBOUND SERVICES

Change Role

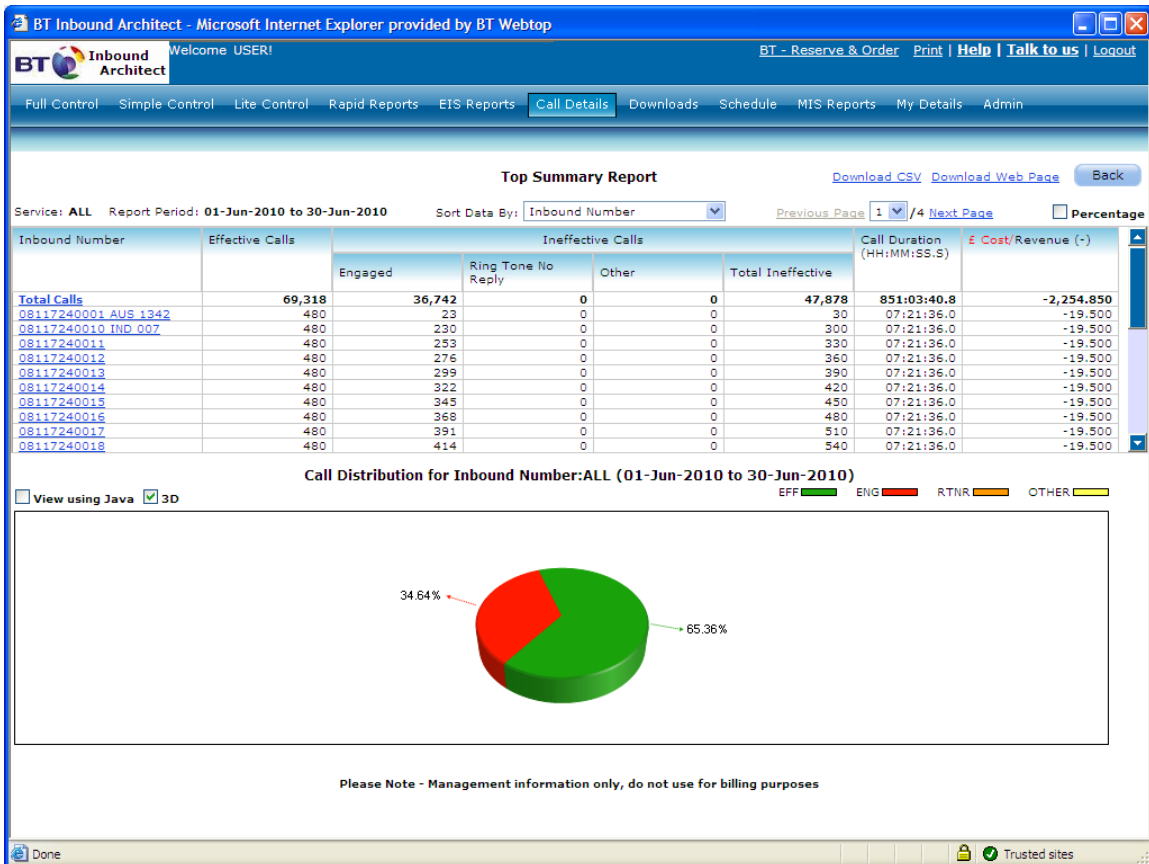
Full Controls – Configure and build complete routing plans



Rapid Reports – Monitor call performance in near real time



Call Detail Reports – Get the information for past calls successes and failures



Service Management – Manage your profile and viewing options

My Settings

Customer: BT | [Change Role](#)

My Settings

- Default Settings
- Change Password
- My Session
- Upload Customer Logo
- Install Client
- Rapid Services
- System Settings**
- Service Sets
- Customer Sets
- Stats Node Control
- Information**
- MOTD
- Customer Briefings
- User Guide
- Links

Default Settings

My Default Settings

Default Tab: My Details | Default Theme: Blue Theme

My Rapid Reports Settings

Default Rapid Reports tab: Rapid Reports | Service Set scope: All

When viewing a Call Centre, start using: Call Centre Summary - Table

My Stats Node Settings

Default Start count from: 00 : 00 : Today

Default End count at: 00 : 00 : Today

My Data Transfer Settings

Include Area List Details in Callplan check-out:

Ok Cancel

My Details

Full Name: DEMOUSER

Job Title: INBOUND SERVICES

Telephone: 0800 876123

Email ID: INBOUND_SERVICES@bt.com

Description: Demonstration User Account

Ok Cancel

Technical Specification & Requirements

Hardware Specification - recommended

- 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor
- 1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)
- 1 GB available hard disk space
- Additionally, all users will require a graphics card configured to display at least 1024x768 pixels .

Software Specification

There is a 'PC Specification Check' facility available on our web site <https://www.inboundservices.bt.com> from the 'Architect' tab at the bottom of the page or click the 'PC Specification Check' link on the 'Reserve & Order' tab menu. This will run some checks against your PC connection to help give you an indication of compatibility for using Inbound Architect.

Note: If you need to update any software you may require administrative access to your PC, which is normally provided by your IT department.

Operating Systems Supported

- Windows 2000 / XP / Vista / Win7

Browser Requirements

- Microsoft Internet Explorer 7 / 8

How to check for Explorer version

1. Click on help menu
2. Click on about Internet Explorer – version number is displayed

Updating Internet Explorer

See Microsoft's 'Windows Internet Explorer' home page for download and support details.

<http://www.microsoft.com/windows/internet-explorer/default.aspx>

Full Control Software

Full Control users are also required to download and install from Architect on their PC 3 software components necessary to perform Full Control capabilities, these are:

1. 'IA Navigator'
2. 'Common Files'
3. 'Call Plan Editor'
4. 'Maptool' (optional if not used)

These are made available for download from BT Inbound Architect and are version controlled so users are automatically notified when one or more of the components are required to be updated.

The following third party software products are included in the 'Common Files' component.

- Microsoft Data Access Control version supplied
- Microsoft Installer version supplied (for non XP systems)

Optional Java Support

Additions to IE required – How To Check

- Java Virtual Machine (Not included with IE7)
- Launch Internet explorer
- Select Tools menu
- Select Internet Options
- You must have either "Microsoft VM" or "Java(SUN)" settings available and ticked as active
- You can download this from - <http://java.sun.com/getjava/download.html>

Contacting Us

If you want to contact us in relation to this service, please ensure you quote the reference 'BT Inbound Architect' as well as including your company name and personal contact details in any correspondence on this matter.

Our team can be contacted by:

- **Freephone** 0800 876123 option2
- Email us at support.inboundarchitect@bt.com