BT

Bringing it all together

BT Inbound Contact

BT Inbound Architect

An introduction

to

BT Inbound Architect

Web

Reports & Controls

From

BT Inbound Contact

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.

Contents

Introduction

As part of our continuing policy to improve services for our customers, BT Inbound Contact 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 Contact 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 Contact 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

Simple Controls – Make routing changes to live services.

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
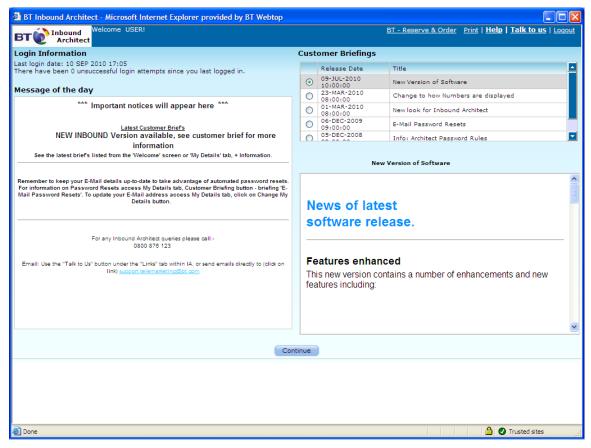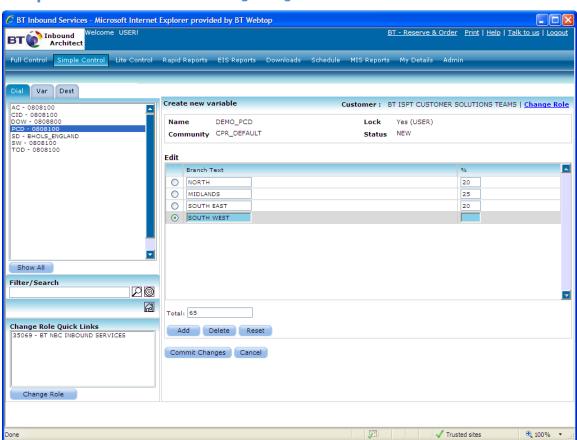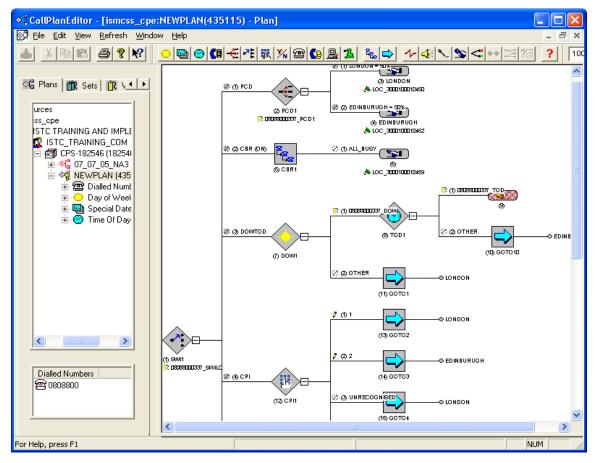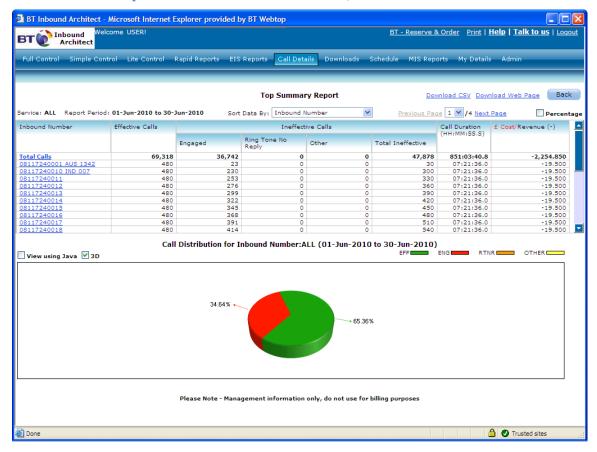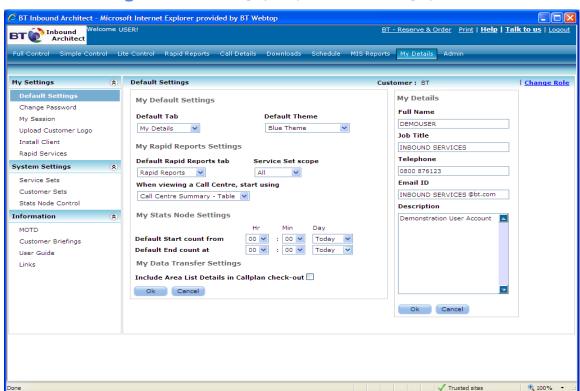
BT Inbound Architect - Microsoft Internet Explorer provided by BT Webtop

BT Inbound Architect   Welcome USER!   BT - Reserve & Order | Print | Help | Talk to us | Logout

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

Top Summary Report   Download CSV   Download Web Page   Back

Service: ALL   Report Period: 01-Jun-2010 to 30-Jun-2010   Sort Data By: Inbound Number ▾   Previous Page 1 ▾ /4 Next Page   ☐ Percentage

Inbound Number	Effective Calls	Ineffective Calls				Call Duration (HH:MM:SS.S)	£ Cost/Revenue (-)
		Engaged	Ring Tone No Reply	Other	Total Ineffective		
Total Calls	69,318	36,742	0	0	47,878	851:03:40.8	-2,254.850
08117240001 AUS 1342	480	23	0	0	30	07:21:36.0	-19.500
08117240010 IND 007	480	230	0	0	300	07:21:36.0	-19.500
08117240011	480	253	0	0	330	07:21:36.0	-19.500
08117240012	480	276	0	0	360	07:21:36.0	-19.500
08117240013	480	299	0	0	390	07:21:36.0	-19.500
08117240014	480	322	0	0	420	07:21:36.0	-19.500
08117240015	480	345	0	0	450	07:21:36.0	-19.500
08117240016	480	368	0	0	480	07:21:36.0	-19.500
08117240017	480	391	0	0	510	07:21:36.0	-19.500
08117240018	480	414	0	0	540	07:21:36.0	-19.500

Call Distribution for Inbound Number:ALL (01-Jun-2010 to 30-Jun-2010)

☐ View using Java ☑ 3D   EFF ▮ ENG ▮ RTNR ▮ OTHER ▮

34.64%   65.36%

Please Note - Management information only, do not use for billing purposes

Done   🔒 ✅ Trusted sites

Service Management – Manage your profile and viewing options

BT Inbound Architect - Microsoft Internet Explorer provided by BT Webtop

BT Inbound Architect   Welcome USER!   BT - Reserve & Order | Print | Help | Talk to us | Logout

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

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   Customer : BT | Change Role

My Default Settings

Default Tab   Default Theme
My Details ▾   Blue Theme ▾

My Rapid Reports Settings

Default Rapid Reports tab   Service Set scope
Rapid Reports ▾   All ▾

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

My Stats Node Settings

	Hr	Min	Day
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]

Done   ✅ Trusted sites   🔍 100% ▾

Technical Specification & Requirements

Hardware Specification - Minimum

- 1 gigahertz (GHz) or faster 32-bit (x86)

- 1 gigabyte (GB) RAM (32-bit)

- 1 GB available hard disk space

- Additionally, all users will require a graphics card configured to display at least 1024x768 pixels .

- New model Windows PC's will normally support the above hardware specification.

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 XP / Vista / Windows 7 / Windows 8

- 32 or 64 bit versions are supported

Browser Requirements
- Microsoft Internet Explorer 7 / 8 or 9

- Microsoft Internet Explorer 10 in compatibility mode'

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

Note: If installing IE10 you must configure this to work in compatibility mode first before login. (From within IE10 use the 'Menu Bar' item 'Tools', select 'Compatibility View' either for all sites or specific websites. You may need to reveal the menu bar if not visible, right click in a space in the toolbars area and select 'Menu Bar'.)

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:
- **Free**fone 0800 876123 option2
- Email us at support.inboundarchitect@bt.com