



**Document Name:** CR001\_OrderSchedule\_P3.pdf

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**Classification:** Internal

**Draft or Final:** Final

## CR001: Wireframes and UX Journey

The purpose of this document is show the wireframes and flows required to implement the online journeys for change request CR001.

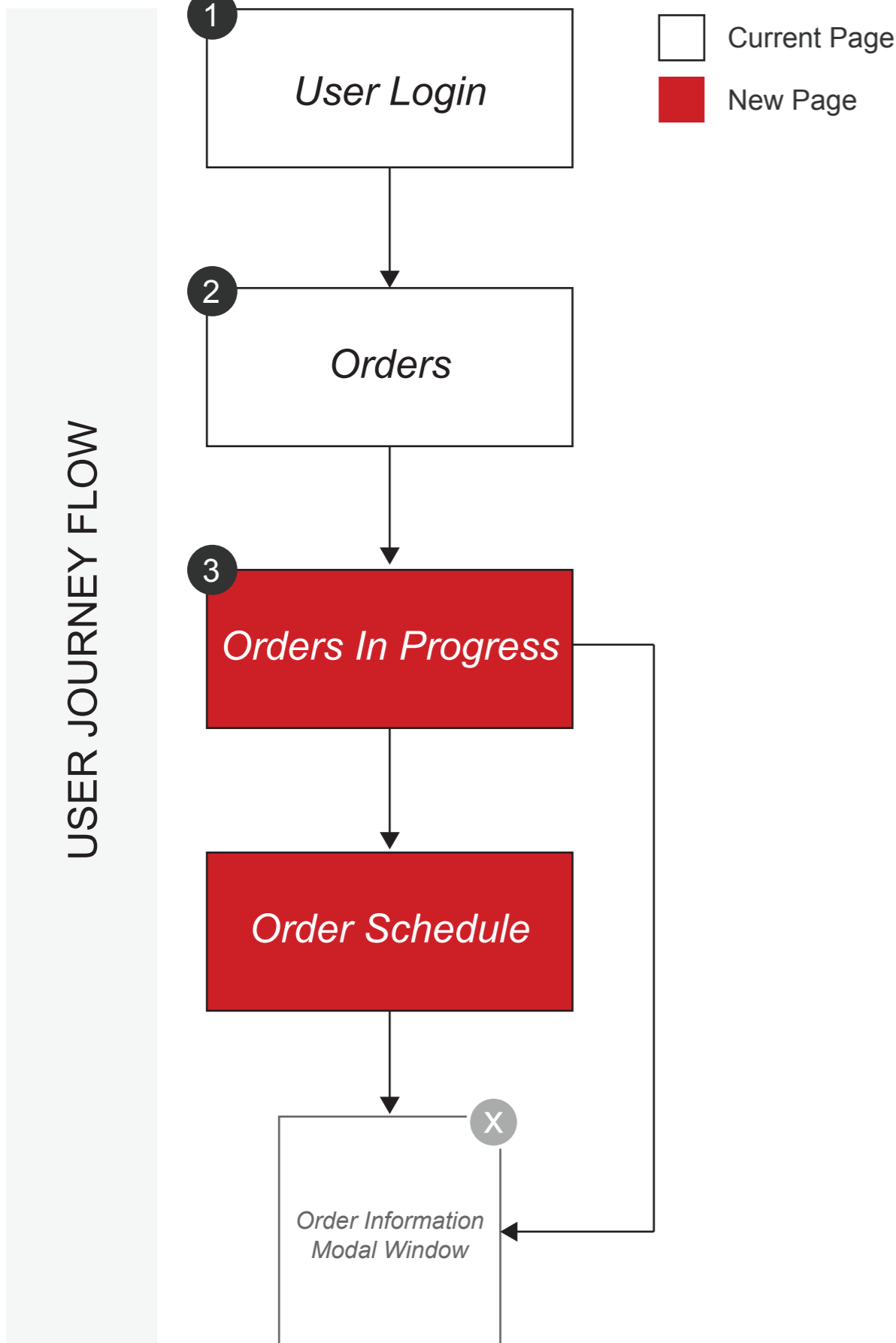
This is used to inform stakeholders and the production team.

### CR001: Introduction

There is a "Customer Portal" that Connect maintain, which Partner Market's customers can access to track the status of their orders. It also allows the customers to view the scheduling of their orders and when they can expect an update, regarding the status of those orders, through a calendar application.

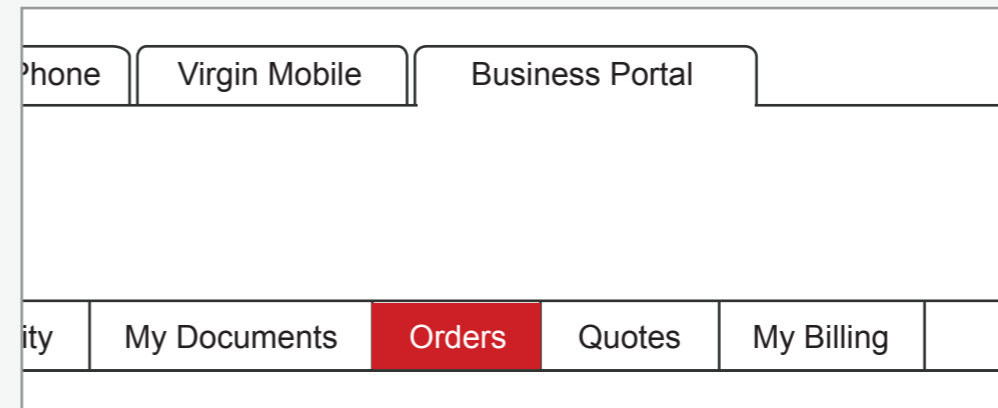
It will read the dates from BCP and will be display only.

There is a "Notes" function, where both customers and Virgin Media Internal users can place notes relating to orders.



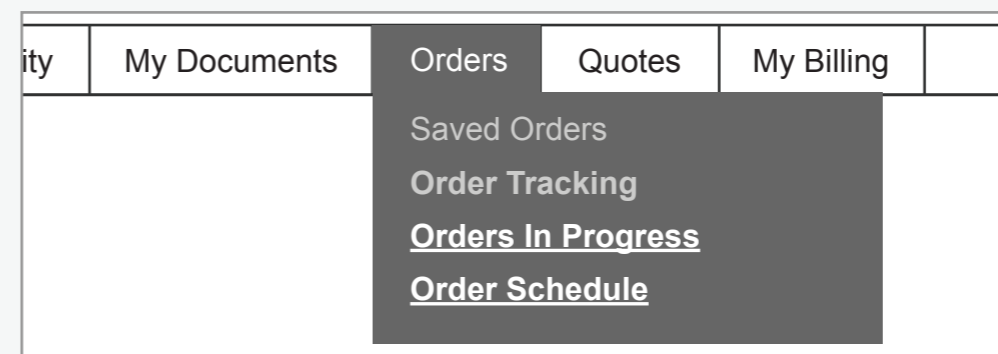
## User Journey Flow

- 1 User successfully logs in to the Engage Portal
- 2 User selects Orders (or hovers to view drop down menu) in main portal navigation



- 3 Two new items to be added to the Orders sub navigation.
  - Orders In Progress
  - Order Schedule

User selects Orders In Progress or Order Schedule in sub navigation and is directed to the Order Schedule or Orders In Progress page.



Two new pages will be created in the Portal.

- Orders In Progress (see page 3)
- Order Schedule (see page 4)

# Orders In Progress

Orders In Progress is an area for Engage portal users to track the progress of orders. This page is the main page the user is directed to when they select Order Schedule from the main portal navigation.

## Orders In Progress

Search Orders

Date From:      Date To:

Search      Clear

Customer	Customer Contact	VM Order Tool Ref	Order Owner	Customer Ref	Cal Billing Ref	Force Ref	B End Customer	Status	
Data	Data	Data	Data	Data	Data	Data	Data	Data	View
Data	Data	Data	Data	Data	Data	Data	Data	Data	View
Data	Data	Data	Data	Data	Data	Data	Data	Data	View

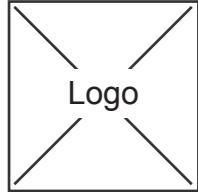
Showing Page x of x

- 1 This select menu is for Internal Users only. It allows the user to filter out orders for a customer.
- 2 Input box for search criteria for order search.
- 3 Select menu which contains the field the user wants to search against in the order search.
  - Searchable Fields
    - VM Order Tool Reference
    - Order Owner
    - Customer Reference
    - CAL Billing Reference
    - FORCE Reference
    - B End Customer
- 4 Order Status search field
  - Open
  - All Orders
- 5 Date Range search fields. Date picker to be used.
- 6 By default the (x) latest orders are displayed on page load. The table will have paging and sortable fields to allow users to sort orders by certain criteria. Field names TBC.
- 7 The user clicks on this button in order line to view the Order Information modal window (see pages 5-8).
- 8 Button to direct user to the Order Schedule page.

# Order Schedule Page

This Order Schedule is required for Phase 3. The data elements are to be retrieved from [TBA] and displayed to logged in user. The calendar functionality will be the same as <http://arshaw.com/fullcalendar/>.

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My Account
Serviceability
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Orders
Quotes
My Billing

Month Name YYYY

< Month
Month >
Today

Month
Week
Day

Mon	Tue	Wed	Thu	Fri	Sat	Sun
31	1	2	3	4	5	6
7 <span style="background-color: #e91e63; color: white; padding: 2px;">Data</span>	8	9	10 <span style="background-color: #4caf50; color: white; padding: 2px;">Data</span> <span style="background-color: #2196f3; color: white; padding: 2px;">Data</span>	11	12	13
14	15	16 <span style="background-color: #e91e63; color: white; padding: 2px;">Data</span>	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4

- 1
 Buttons to move to the next and previous month display. The button called 'Today' is disabled by default until the user goes to another month. The 'Today' button takes the user back to the current month.
- 2
 Buttons to change calendar display. Allows users to view calendar as month, day or week. The default view is month.
- 3
 Data to let user know which company has a deadline on which day. The data is colour coded to allow it to be easily seen.
 

Data Key:
 
  - Contractural Delivery
  - Target Completion
  - Next Update Due
- 4
 When the user click on the company name (hyperlink) they are presented with an modal window that contains the order information.

Contractural Delivery
  Target Completion
  Next Update Due



# Order Information Modal Window

This modal window is displayed once the user has clicked on Company Name in the Order Schedule. The modal window displays the order details to the current user.

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## Order Details

1

Order Details | Installation | Status and Costs | Notes and Comments

Order Owner: Data

Customer: Data

VM Order Tool Reference: Data

Customer Reference: Data

CAL/Billing Reference: Data

FORCE Reference: Data

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Clean Order Received Date: Data

Initial Delivery Date (Day 7): Data

Contractural Delivery Date (CPD) (Day 17): Data

Target Completion Date (TCD): Data

Actual Completion Date: Data

2 Save

1 Order Details are displayed using tabs. These tabs will preload all the information and will not refresh the page when clicked. The default tab selected is Order Details.

The use of tabs allows the order details to be displayed in easily readable format.

2 Button to save any edits that the user makes. The user will NOT be able to make any changes unless they have the correct permissions to do it.

Contractural Delivery | Target Completion | Next Update Due

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This view shows the content for Installation tab.

■ Contractural Delivery ■ Target Completion ■ Next Update Due



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## Order Details

Order Details | Installation | **Status and Costs** | Notes and Comments

Status	Priority	Next Update Due
Data	Data	Data
CAT (Day 7)	CAT (Day 17)	3rd Party Tail
Data	Data	Data
Expedite Requested Date	Expedite Approval	Expedite Approval Date
Data	Data	Data
Customer NPS Score	Customer Required Date	
Data	Data	
-----		
Quote Install Charge (£)	Quote Rental (£)	Actual Install Charge (£)
Data	Data	Data
Actual Rental (£)	ECC (£)	Contract Term (Years)
Data	Data	Data

Save

This view shows the content for Status and Costs tab.

Contractural Delivery | Target Completion | Next Update Due



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## Order Details

Order Details | Installation | Status and Costs | **Notes and Comments**

Notes and Comments

Data

Add Comment

Last Customer Update: [Name] at [Date and Time]  
NPS Submission: at [Date and Time]  
Last Virgin Update: [Name] at [Date and Time]

Save

Contractual Delivery | Target Completion | Next Update Due

- 1 Textarea to display any notes or comments made on the order. This textarea is not editable and is only readonly.
- 2 Input box to add in a new notes or comment on the order.
- 3 Button to add the note or comment to the order. The user must click this button in order to save the data in input box (2)