



**Document Name:** CR003\_ServiceabilityExportResults\_v1.4.pdf

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**Classification:** Internal

**Draft or Final:** Final

## CR003: Wireframes and UX Journey

The purpose of this document is show the wireframes and flows required to implement the online journeys for change request CR003.

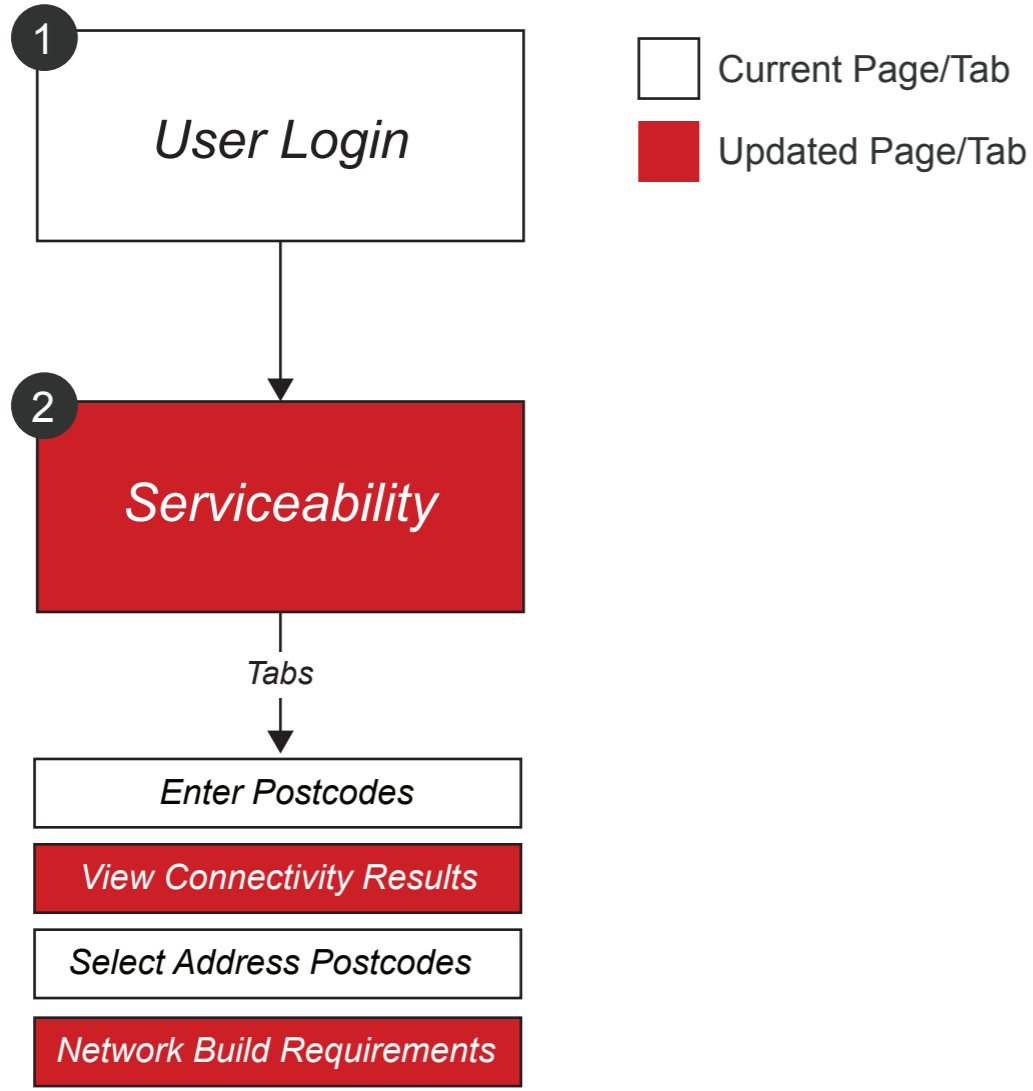
This is used to inform stakeholders and the production team.

### CR003: Introduction

Engage has the functionality to be able to support Serviceability checks.

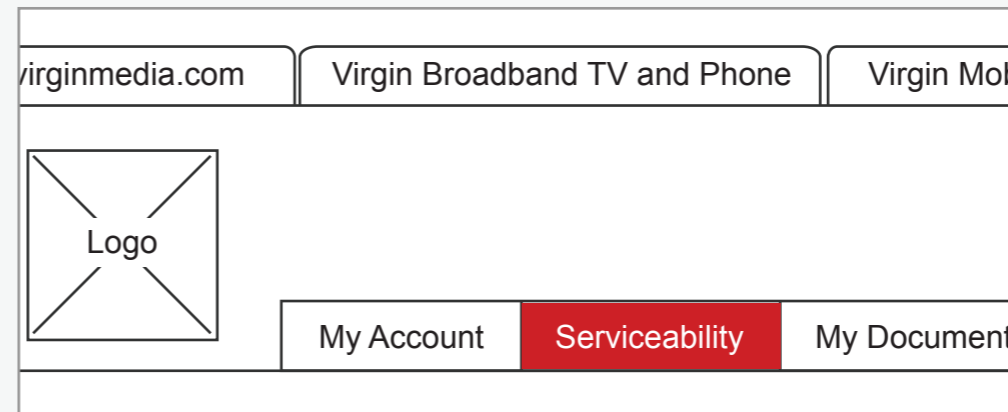
The additional functionality is the ability to export the data via a CSV file, as currently there is no way for the customer to extract the information. It should also be possible to save the results for on-net sites where the full address check has been completed on Engage as part of the My site functionality.

## USER JOURNEY FLOW



## User Journey Flow

- 1 User successfully logs in to the Engage Portal
- 2 User selects Serviceability in main portal navigation.



# Serviceability - Enter Postcodes

Serviceability is an area for Engage portal users to check the serviceability of certain addresses. This page is the main page the user is directed to when they select Serviceability from the main portal navigation. It allows the user to input up to 50 postcodes.

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						<a href="#">Home</a>   <a href="#">My Profile</a>   <a href="#">Logout</a>	
My Account		<b>Serviceability</b>	My Documents	Orders	Quotes	Billing	

<b>Enter Postcodes</b>	View Connectivity Results	Select Address Postcodes	View Network Build Requirements
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## Serviceability

Postcodes

Please type or paste your postcodes in the space provided above - a Maximum of 50 are allowed within any one submission. Postcodes should be entered individually on separate lines with no additional characters (:\* @, etc).

Cancel
Next

**1** This screen is unchanged.

# Serviceability - View Connectivity Results

This page displays the serviceability results for the postcodes entered in the previous tab.

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Enter Postcodes
View Connectivity Results
Select Address Postcodes
View Network Build Requirements

## Serviceability - Virgin Media Business Connectivity

Please select an address for each Postcode;

Export Results 1

Postcode	Virgin Media Business Connectivity	3rd Party Connectivity
Data	Data	Data
Data	Data	Data
Data	Data	Data

Virgin Media Business will still be able to provide service for postcodes shown with 3rd party connectivity, however this will be using a 3rd party supplier for the connectivity.

Export Results 1

Cancel
Previous
Next

**1** New functionality. When the user clicks Export Results button it will prompt the user to save a CSV file containing the on screen serviceability results.

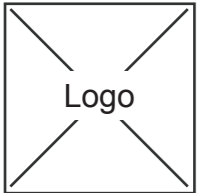
File that is produced should have the following filename syntax:

VMB\_PostCodeLevel\_DateTime.csv



## Serviceability - Select Address Postcodes

This page is the allows the user to check to see if the premises are connected or need if a network build is required for it.

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						<a href="#">Home</a>   <a href="#">My Profile</a>   <a href="#">Logout</a>	
My Account		<b>Serviceability</b>	My Documents	Orders	Quotes	Billing	

**1** This screen is unchanged.

Enter Postcodes	View Connectivity Results	<b>Select Address Postcodes</b>	View Network Build Requirements
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### Serviceability - Virgin Media Business Connectivity

Postcode \*  | ▼

Postcode \*  | ▼

Postcode \*  | ▼

Postcode \*  | ▼

\* Required Fields

# Serviceability - View Network Build Requirements

This page shows if the premises are connected or if they require a network build.

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My Account | **Serviceability** | My Documents | Orders | Quotes | Billing

Enter Postcodes | View Connectivity Results | Select Address Postcodes | **View Network Build Requirements**

### Serviceability - Virgin Media Business Connectivity Results

Export Results

Address	Postcode	Connected	Network Build Required
Address One, Address Two, Town, County	Postcode	Data	Data
Address One, Address Two, Town, County	Postcode	Data	Data
Address One, Address Two, Town, County	Postcode	Data	Data

Export Results

Cancel Previous Finish

- 1 New functionality. When the user clicks Export Results button it will prompt the user to save a CSV file containing the on screen serviceability results.  
  
File that is produced should have the following filename syntax:  
  
VMB\_AddressLevel\_DateTime.csv
- 2 Please ensure that the Address column fits on to one line and does not wrap.
- 3 New column which will display the postcode of the site.