



Inbound Architect



An introduction
to
Inbound Architect
From
Inbound Contact UK

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, Inbound Contact have developed the web service '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

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 Inbound Contact products Full, Simple and Life 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

The screenshot shows the Inbound Architect website interface. At the top, there is a purple header with the BT logo and the text 'Inbound Contact'. Below the header is a navigation menu with links for 'Main Page', 'Introduction', 'Reserve & Order', 'Inbound Analyst', 'Inbound Architect', 'News', and 'Contacts'. The 'Inbound Architect' link is highlighted. Below the navigation menu, the page title is 'Inbound Architect'. The main content area contains the following text: 'Need to know more about what Inbound Architect can do for you?' with a link to 'Introduction to Inbound Architect', and 'All new users must first request access before they use Architect' with a link to 'Request Inbound Architect access'. Below this text is the release information 'Release IA_V5.12.1'. At the bottom of the screenshot is a login form with the following elements: a purple header with 'Login' and 'British Telecommunications plc', two input fields for 'UserID' and 'Password', a 'Login' button, a 'WARNING' message, and a 'Privacy Policy' link.

BT Inbound Contact [Bookmark this website](#)

[Main Page](#) [Introduction](#) [Reserve & Order](#) [Inbound Analyst](#) [Inbound Architect](#) [News](#) [Contacts](#)

Inbound Architect

Need to know more about what Inbound Architect can do for you? [Introduction to Inbound Architect](#)

All new users must first request access before they use Architect [Request Inbound Architect access](#)

Release IA_V5.12.1

Login **British Telecommunications plc**

UserID Password

[Account / Password Reset](#)

WARNING: You have accessed a computer managed by BT. You are required to have authorisation from BT before you proceed and you are strictly limited to the use set out within that authorisation. Unauthorised access to or misuse of this system is prohibited and may constitute an offence under the Computer Misuse Act 1990.

If you disclose any information obtained through this system without authority BT may take legal action against you.

Users are reminded that userids are issued to authorised individuals and under no circumstances can they be shared. [Privacy Policy](#)

Welcome Message Screen – Check for the latest updates and briefings

BT Inbound Architect - Internet Explorer

Welcome Training IA Design - IATRaining

BT - Reserve & Order | Submit Order Form | Print | Help | Contact Us | Logout

Login Information

Last login date: 02 JAN 2020 12:12
There have been 0 unsuccessful login attempts since you last logged in.

Message of the day

Welcome to Inbound Architect

An IA upgrade has been re-scheduled for Friday evening

This is to deploy release IA_V
No access to IA will be available during the outage.
No client upgrade will be required following the outage.

All routing contained within existing call plans will happen as normal: i.e. Time of Day routing, Answering Centre properties etc.

Simple/Lite Control changes to existing services or activation of new basic and advanced (call plans) services will not take effect if timed to take place during the outage, so please try to avoid this.

Scheduled changes will stack up between these times - they will activate when the application is brought back up.

Full Control Users

Please see the customer brief inviting you to trial the new Web CPE online editor.

Customer Briefings

Release Date	Title
<input type="radio"/> 18-DEC-08:00:00	Full Control Users Invited: To try out our new online Web CPE
<input type="radio"/> 25-NOV-15:00:00	Known Issue: Call Plan Editor frame error
<input type="radio"/> 01-NOV-08:00:00	E-Mail Password Resets
<input checked="" type="radio"/> 01-NOV-07:00:00	Online Order Form for Architect Users
<input type="radio"/> 01-JAN-13:00:00	Customers Control Of Their Own Announcements Audio
<input type="radio"/> 01-JAN-12:00:00	Architect Password Rules Guidance
<input type="radio"/> 01-JAN-11:00:00	Simple Control from a Mobile Device Access
<input type="radio"/> 01-JAN-08:00:00	Known Issue: Sessions sometimes unexpectedly and randomly return to the Login Screen

Online Order Form for Architect Users

Online Order Form

Please note the following information

Hello,

Online Order Form

A link has been added to the top right of the Architect screens called 'Submit Order Form', clicking on this link will open a new popup window with the Order Form input fields required to submit the details.

Continue

Simple Controls – Make routing changes to live services.

BT Inbound Architect - Internet Explorer

Welcome Training IA Design - IATRaining

BT - Reserve & Order | Submit Order Form | Print | Help | Contact Us | Logout

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

Dial | Var | Dest

Details | Plan Usage | Versions

Variable: **Customer: BT INBOUND ARCHITECT DEMO SERVICES | Change Role**

Var(PCD - 08081009620PCD)

Name	Lock
08081009620PCD	No

Community	Status
CPR_DEFAULT	ACTIVE

Edit | Multiple Edit | Copy | Refresh

View

id	Branch Text	%
1	LONDON	50
2	EDINBURGH	50

Total: 100

Filter/Search

Change Role Quick Links

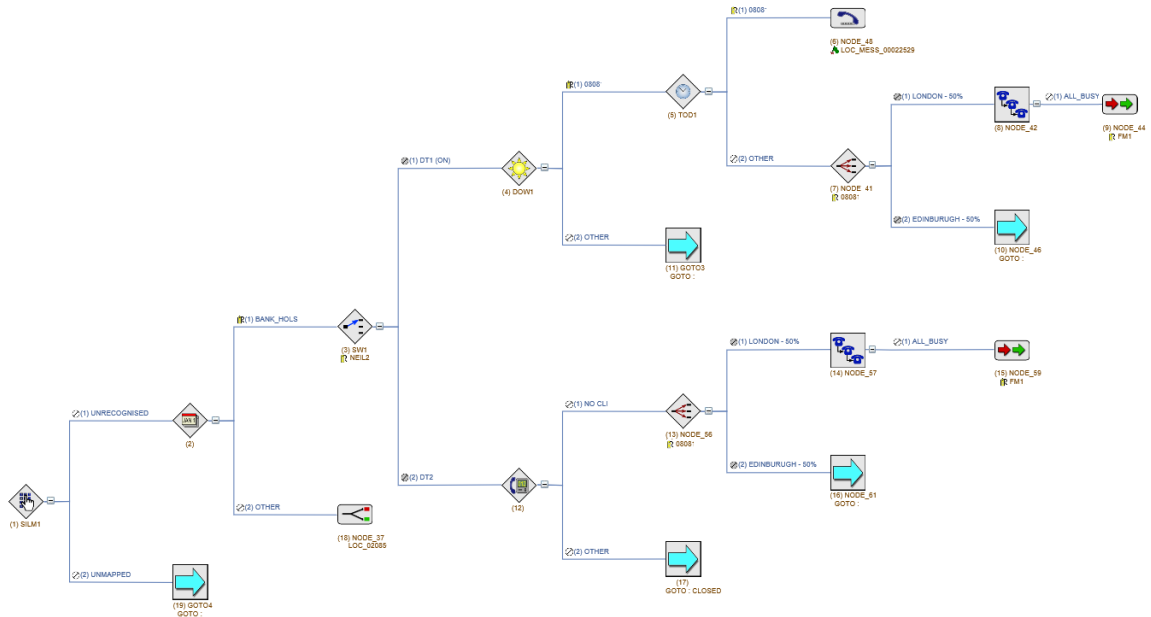
176288 - BT INBOUND ARCHITECT DEMO SER

Change Role

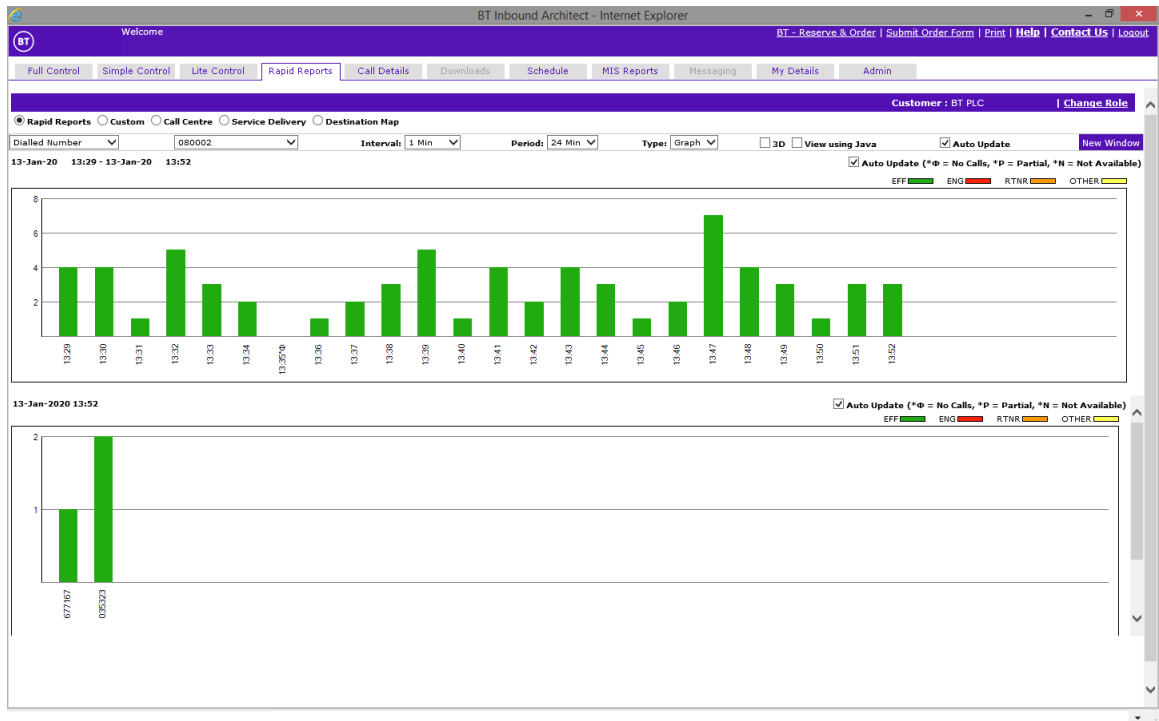
https://www.inboundservices.bt.com/IA/Services/SimpleControls.aspx

Full Controls – Configure and build complete routing plans (Training course required)

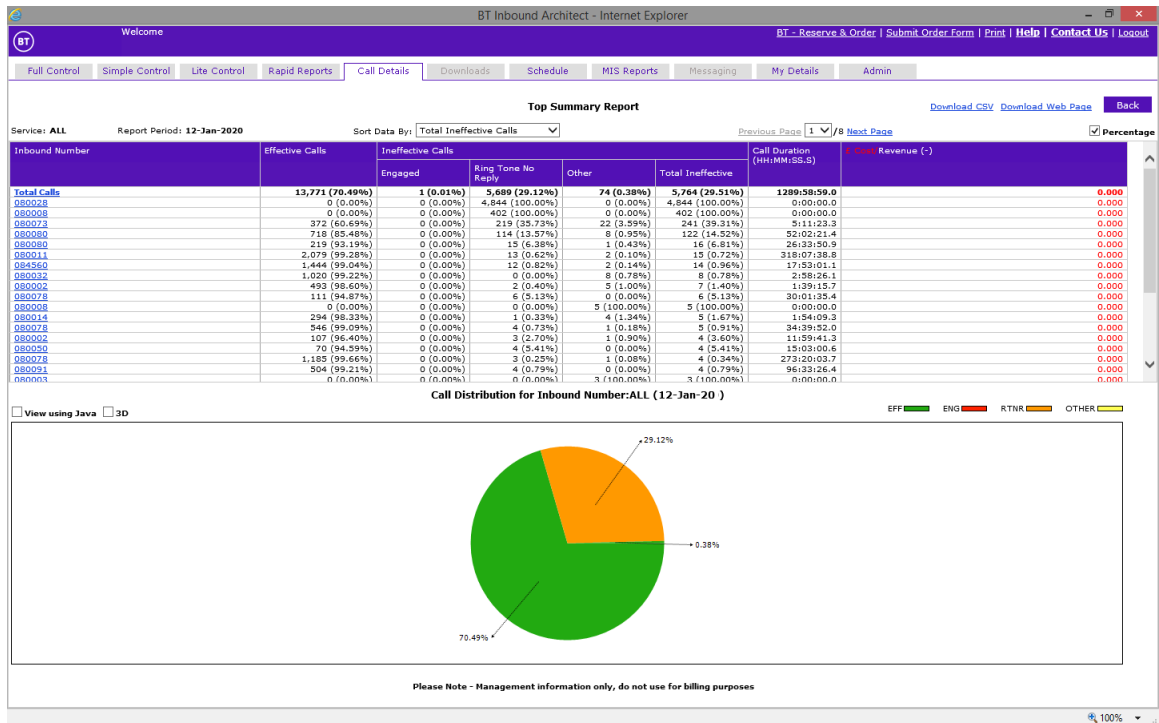
Call Plan Details
ID: 1050685
Name: EXAMPLE
Dialed Numbers: 0800:



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

BT Inbound Architect - Internet Explorer

Welcome Training IA Design - IATRaining | BT - Reserve & Order | Submit Order Form | Print | Help | Contact Us | Logout

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

My Settings **Default Settings** **Customer: BT INBOUND ARCHITECT DEMO SERVICES | Change Role**

My Settings

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

My Default Settings

Default Tab: My Details **Default Theme:** Indigo Theme

Toggle Alias

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

My Details

Full Name: Training IA Design

Job Title: Architect Training Acct

Telephone: 0800876123

Email ID: neil@bt.com

Description: User Account for design and build of training modules

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 minimum specification requirements' facility on our web site <https://www.inboundservices.bt.com> from the 'Introduction to Inbound Architect' page, available via the 'Inbound Architect' tab page link or 'Main Page'.

This facility will run a quick check against your PC connection to help give you an indication of compatibility with 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 8.1 / Windows 10
- 32 or 64 bit versions are supported

Browser Requirements

- Microsoft Internet Explorer 10 / 11 (in compatibility mode)
- Microsoft Internet Explorer 11 is required to use the Web-based Call Plan Editor.

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'.)

Web-based Call Plan Editor

Full Control 'edit' users can create or edit their call plans by choosing the Call tab & clicking 'Web CPE Edit'. This will launch the appropriate editor. Note that having IE11 installed is recommended for correct operation.

Maptool Software

Full Control users can configure geographical area sets using the Maptool. This requires downloading and installing some software components from Inbound Architect onto their PCs. These are:

1. 'IA Navigator'
2. 'Common Files'
3. 'Maptool'

These 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.
- Microsoft Installer.

Contacting Us

If you want to contact us in relation to this service, please ensure you quote the reference '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:

- [Freefone 0800 876123 option2](tel:0800876123)
- [Email us at support.inboundarchitect@bt.com](mailto:support.inboundarchitect@bt.com)

Offices worldwide

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