General



My Account Widgets

Customer user guide

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1 Dashboard widgets

Incorporated into the dashboard are customisable features called widgets which enable you to view data related to your managed service easily. This could be a list of open incidents, a snapshot of your site inventory, your pending actions or a summary of your service request progress.

You can add, remove, resize or move widgets around on the dashboard to create a personalised view.

1.1 Customisation

My Account lets you customise your dashboard by letting you enable or disable any available widget. By selecting 'Customise' on the top right of the dashboard you'll be able to see the menu of widget options.

BT My Account Home Applications	✓ Requests Incidents	Knowledge		CSA LE 788763 🗸 🕜 🕂 🐲
Hi, jako Here you can review and mana	age your account and contact	us if you need help.		🎉 Customise 🖉 😓 Filter
🖄 Report an incident	(inc) Request a service	Browse help articles	? Ask a question	Updated 17 September 2024, 07:26 UK time \diamondsuit
Q Search for case ID, de	scription or location			

This menu gives you the option to add a widget to your dashboard, choose the size of your widget and preview what information would be visible. You can then slide the toggle on or off depending on whether you want the widget to be on your dashboard.

BT My Account	t Home Applicati	ions 🗸 Requests Inc	idents Knowledge				Customise dashboard	×
	Hi, jako						Reset to default layout >	
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	Q Search for case ID	, description or locatio	n			updated		Image: An address of the second se
	tî Critical cases (5)						Summary	Favourite apps
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	New Zoom Phone M	fanaged Services		6	New Zoom Phone Managed Services			Medium
	ii Summary	:	😳 Favourite apps	:	:: Calendar		image image <td< th=""><th>Noting tables ()</th></td<>	Noting tables ()
		9			< 2024	Se BT		Secret Set Acts before the set of the secret set of the secr
	40	40			lan Fab M		Calendar	Action needed

1.2 Global search

The global search tool on the My Account homepage lets you search cases by reference ID, site location or short description. You can even filter your search results based upon incidents, service requests and changes by clicking the quick filters provided in the search bar.

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Filter by	Q AII	▲ Incidents	Service requests	(i) Change requests		
	ALC: CARLON				A descent of the set of setting mead of they	

When you've entered characters into the search bar all cases matching the description will be show as a search result. Any matching characters will be highlighted in blue to easily identify the keywords that's retrieved a result.

BTC000019142	×Q
Filter by Q All (12) A Incidents (6) Incidents (6) C Service requests (6)	
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Slow internet annectivity Service request BTC000019142625 Andras Rigo	Awaiting info
Slow internet connectivity Service request BTC000019142712 Andras Rigo	Awaiting info
C Slow internet connectivity Service request BTC000019142817 Barlborough	Awaiting info
Slow internet connectivity Incident BTC000019142817 BTE Rowlands	Awaiting info
Slow internet connectivity Incident BTC000019142817 BTE Rowlands	Awaiting info

If there are no matching cases found, the search would display 'No matching results'.

BTC000019142	×Q
Filter by Q All(12) A Incident(6) C Service Requests(6) C Change Requests(0)	
No matcing results	

1.3 Critical cases

This widget provides information about your 'Critical (P1)' incidents raised and let's you easily view all your critical cases in one place.

The widget contains the following information:

- Incident number
- Expected end date
- Short description
- Site/Location
- Status
- Product name
- If you've marked it on your watchlist

t ¹ Critical cases (15)			$\langle (1) 2 3 \dots 8 \rangle$
BTC0222398 test Bannerghatta site	Expected end date 27 November 2024	BTC0222397 test Bannerghatta site	Expected end date 27 November 2024
New Zoom Pro Meeting Plan	R	New Zoom Pro Meeting Plan	J

1.4 Action needed

The action needed widget is to show all incidents, change and service requests that are awaiting information in one place.

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e2e testing Incident -Zoom Phone BTC0220219	e Managed Ser	<mark>↑</mark> † High	Adam park site	28 October 2024		Awaiting info	G
Testing triggers for Kafka to R Incident · Zoom Phone BTC0219784	DSL e Managed Ser	<mark>↑</mark> † High	Adam park site	21 October 2024		Awaiting info	D
Test notification update Incident · Zoom Meetir BTC0219422	ng Managed Se †	↑, Moderate	Adelaide Site South Australia	16 October 2024	17 October 2024 Overdue	Awaiting info	D

By selecting the case dropdown, you can filter the cases by alphabetical order, recently updated or search to enable you to get to the case you want to find easily.

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↓ Recently updated (Newest to oldest)		Adam park site	21 October 2024		Awaiting info	L.
Filter by name, incident ID or product Q, Search	ate	Adelaide Site South Australia	16 October 2024	17 October 2024 ① Overdue	Awaiting info	G
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By selecting the priority dropdown, you can filter the cases by priority order or by selecting the priority status to filter the cases by status.

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By selecting the location dropdown, you can sort cases by alphabetical order of location or filter by location.

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By selecting the created data and expected end date dropdowns, you can sort by date in ascending or descending order as well as filter by pre-selected dates or through a custom date range.

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By clicking on this icon, you're able to add that specific case to your watchlist widget.

If you'd like to download your report, you can do this by clicking on this icon $rac{4}{2}$ and choosing whether you want to download your report as a PDF, Excel or CSV file. Each report will contain the case column details including short description, product and ID. Please note, if

you've got a filter applied the downloaded report will show only the cases that is relating to that filter.

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	Export as PDF	
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1.5 Active cases

The active cases widget is designed to show a consolidated view of all incidents, change and service requests that are currently active and not closed.

Active cases					Q, ¥ ()	/iew all
Incidents (137) Service requests (21)	Changes (10)					
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Test Notification 02 Dec	tî, Moderate	Adam park site	02 December 2024		New	G

By selecting the case dropdown, you can filter the cases by alphabetical order, recently updated or search to enable you to get to the case you want to find easily.

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By selecting the priority dropdown, you can filter the cases by priority order or by selecting the priority status to filter the cases by status.

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By selecting the location dropdown, you can sort cases by alphabetical order of location or filter by location.

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By selecting the created data and expected end date dropdowns, you can sort by date in ascending or descending order as well as filter by pre-selected dates or through a custom date range.

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By clicking on this icon,

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	♀ ⊻(View all
	Export as PDF	
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	Export as CSV	
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1.6 Active cases - Changes

Our active cases widget also allows you to filter your view by 'Changes'. Here you can see all your changes, change requests, customer planned works and BT planned works.

Image: Active cases Image: View all image:						
Incidents (6) Service requests (2) Chang	es (5)					
All (5) Change requests (2) Customer planner	a works (2) B1 planned works (1)		_		a .	
Case V	Location ~	↑ Planned start date ∨	Planned end date 🗸	Approval status 🗸	Change status 🗸	
Change request BTC0016547845 • Type	BTE Rowlands	12 August 2024	27 August 2024	Approved	Authorize	G
Customer planned work change BTC0016541233 • Type	Allesandro La Bianca (AC)	26 August 2024	28 August 2024	Approved	New	ß
BT Planned work change BTC003456778 • Type	Andras Rigo (AC)	19 September 2024	25 September 2024	Approved	Scheduled	D
Customer planned work change BTC001654124 • Type	Barlborough	21 September 2024	25 September 2024	Approved	Implement	D
Short description goes here Change request BTC0016547856 • Type	Belfast AWS Cloud (AC)	25 September 2024	28 September 2024	Approved	Assess	G
:: Active cases					⊥ View all	;
Incidents (6) Service requests (2) Change	es (5)					
All (5) Change requests (2) Customer planner	d works (2) BT planned works (1)					
Case 🗸	Location \checkmark	↑ Planned start date ∨	Planned end date $$	Approval status $$	Change status \vee	
Short description goes here Change request BTC0016547845 • Type	BTE Rowlands	12 August 2024	27 August 2024	Approved	Authorize	\Box
Short description goes here Change request BTC0016547856 • Type	Belfast AWS Cloud (AC)	25 September 2024	28 September 2024	Approved	Assess	
:: Active cases					⊥ View all	:
Incidents (6) Service requests (2) Chang	es (5)					
All (5) Change requests (2) Customer planne	d works (2) BT planned works (1)					
Case 🗸	Location \checkmark	\uparrow Planned start date $$	Planned end date $$	Approval status $$	Change status 🗸	
Customer planned work change BTC0016541233 • Type	Allesandro La Bianca (AC)	26 August 2024	28 August 2024	Approved	New	D
Customer planned work change BTC001654124 • Type	Barlborough	21 September 2024	25 September 2024	Approved	Implement	D

:: Active cases					$ \underline{\downarrow} $ View all	:	
Incidents (6) Service requests (2) Changes (5)							
All (5) Change requests (2) C	All (5) Change requests (2) Customer planned works (2) BT planned works (1)						
Case 🗸	Location $$	\uparrow Planned start date $$	Planned end date $$	Approval status $$	Change status $$		
BT Planned work change BTC003456778 • Type	Andras Rigo (AC)	19 September 2024	25 September 2024	Approved	Scheduled	D	

1.7 Cases overview

Our cases overview widget enables you to view all your incidents by priority, whether they're proactive/reactive or from the incident symptoms.

:: Cases overview		÷
Incidents Service requests Changes	5	
Split by		
Priority Proactive/Reactive Syn	nptom	
15 tt Critical	\rightarrow	
37 , ↑ High	\rightarrow	
76 nt, Moderate	\rightarrow	
09 1. Low	\rightarrow	
Incidents Service requests Changes	S	÷
Split by		
Priority Proactive/Reactive Syn	mptom	
05 Proactive (j)	\rightarrow	
132 Reactive ()	\rightarrow	

	Cases overview	:
Inci	dents Service requests Changes	
Split	by	
Pri	iority Proactive/Reactive Symptom	
40	Call Connectivity Failure	
33	Not specified	
28	Other Reachable	
09	Call Transfer	
09	Other	

You can also view your service requests by status whether their new, open, awaiting information or resolved.

::	Cases overview		:
Incic	dents <u>Service requests</u>	Changes	
Split I	by case status		
15	New	\rightarrow	
02	Open	→	
03	Awaiting info	→	
01	Resolved	\rightarrow	

For changes, you can view these by type of change or the priority.

Cases overview		÷
Incidents Service reques	s Changes	
Split by		
Type Priority		
07 Standard		
03 undefined	4	

Cases overview		:
Incidents Service requests	Changes	
Split by		
Type Priority		
00 t Critical	\rightarrow	
00 , , ↑ High	\rightarrow	
03 nt. Moderate	\rightarrow	
07 1 Low	\rightarrow	

1.8 Calendar widget

The Calendar widget is designed to visualise changes, incidents or service requests in a detailed calendar view. The list of events for the selected calendar date is visable on the right side of the calendar.



With this widget you can view any events on a certain day/month. When viewing the calendar, the dot on that date indicates that an event has been scheduled. If you want to filter the list to only view an incident, service request or change you can do this by using the 3 dots on the top right. This will let you filter by day or month, request type or change the size of the widget.



1.9 Site inventory

The site inventory is designed to show the number of sites that have critical, high, moderate and low incidents. This widget will allow you to view the site locations and filter incidents by priority.



All sites display the number of all sites in your business that has or doesn't have issues.

Critical displays the number of sites that has critical incidents.

High displays the number of sites that has high priority incidents.

Moderate displays the number of sites that has moderate priority incidents.

Low displays the number of sites that has low priority incidents.

1.10 Watchlist

The watchlist lets you see all the incidents, service requests and changes you've highlighted. Here you can easily view further details on the case information, location, planned start and end dates, approval and change statuses.

🗄 Watchlist					View all	:
Incidents (6) Service requests (2) Chan	ges (10)					
Case 🗸	Location \checkmark	↑ Planned start date ∨	Planned end date $leftarrow$	Approval status 🗸	Change status $$	
Short description goes here Change request BTC0016547845 • Normal	BTE Rowlands	12 August 2024	27 August 2024	Approved	Authorize	
Customer planned work change BTC0016541233 • Standard	Allesandro La Bianca (AC)	26 August 2024	28 August 2024	Approved	New	
BT Planned work change BTC003456778 • Standard	Andras Rigo (AC)	19 September 2024	25 September 2024	Approved	Scheduled	G
Customer planned work change BTC001654124 • Standard	Barlborough	21 September 2024	25 September 2024	Approved	Implement	G
Short description goes here Change request BTC0016547856 • Normal	Belfast AWS Cloud (AC)	25 September 2024	28 September 2024	Approved	Assess	G
Detail summary goes here Change request BTC0016547856	Cloud Contact CISCO	28 September 2024	01 October 2024	Approved	Assess	

1.11 Summary widget

The summary widget shows you a summary view of your open incidents and service requests, scheduled outages and unread notifications.



1.12 Favourites

The favourites widget allows you to favourite the apps most important to you so you can access them quicker, without the need to search for them.



1.13 Quick view panel

Our quick view panel (QVP) allows you to view more details on a specific incident without the need to navigate onto a new page. In order to do this, just click on the incident/case you'd like to view more information on and the quick view panel will appear with further details.

My Account Doshboord Incidents	Service requests	Applications \vee	Smitch	to old dashboard > KPM	G Austrolia 🗸 🌔) 🖪 (My Account Doshboord Incidents	Service requests	Applications \vee	Incident summary		×
Unveod notifications	IP Connect Port	tot *		<u>00</u> 5. 94		_	Unread notifications	IP Connect Port	xxi 🗮 4 5 >	Slow internet connectivit Incident BTC0016547845 Product	iy (_{Ras}	the Availing into off Critical
Action needed					×	4	E Action needed			Cloud Fabric Agile Connect	Meraiki SD Wan IP connect Pr	stai
Incidents (6) Service requests (2)							Incidents (6) Service requests (2)			Lorem ipsum dolor sit arret, a incididunt ut labore et dolore	consectetur adipiscing elit, se maona aliqua. Lit enim ad mi	d do elusmod tempor
Cose V	Priority \sim	Location \checkmark	4 Created date 🗸	Expected end data \vee	Stotus		Cose ~	Priority ~	Location ~	noticular de sercitation silame o laboris nigita alquía su se contrado conseguat. Duis aute inure dolor in reprehendent in voluptate velit esse cilium dolore eu		mmodo consequat. e cilium dolore eu
Slow internet connectivity Incident BTCD016547845 - Cloud Fabric + 4	+ff Critical	Allesandro La Bianca (AC)	27 Jan 2022	30 Jan 2022 Oventue	Availing info	- G	Slow Internet connectivity Incident 0TCD016547845 - Cloud Fabric + 4	eff Critical	Allesandro La Bianca (AC)	culpa qui officia deserunt mo	Et anim id est laborum.	d de als record terrorox
Slow internet connectivity Incident 87C0016547823 - Aple Connect	eff Critical	Andras Rigo (AC)	26 Jan 2022	01 Feb 2022 Oventue	Availing info	6	Slow internet connectivity inclosed 87C604647823 - Aple Connect	eff Critical	Andras Rigo (AC)	incididunt ut labore et dolore	magna aliqua. Ut enim ad mi	nim veniam, quis
Slow Internet connectivity Incident BTCD016547834 • IP Connect Portal	at High	Barlborough	25 Jan 2022	04 Feb 2022 Due Tomorrow	Availing info	G.	Slow internet connectivity Incident 8TC5016547834-IP Connect Portal	af High	Barlborough	Created-date 27 January 2024	Expected end date 01 February 2024 ①	Lost updated date 28 January 2024
LAN connection stopped working Incident 8TC0016547856 - Meraki SD Wan	et. Moderate	BTE Rowlands	24 Jan 2022	06 Feb 2022	Awaiting Info	6	LAN connection stopped working Inclass BTCD016843986 - Meraki SD Way	et. Moderate	BTE Rowlands	1		
					View all acti	ons →				Allesandro La Bianca (AC)		
·· Active croses							11 Anthone server			Roleed by Customer	External ID 39605834	5677895
Include Cases					· · ·	÷.	:: Active cases			harber	Sametion	
AL (5) New (1) Open (1) Availing info (3	() Resolved (1)						A transmission (%) Service requests (2)	Resolved (7)		Network	High utilis	ation issue
Cose ~	Priority ~	Location ~	4 Created date 🖂	Expected end date $$	Stotus		Cose V	Priority ~	Location ~			
Slow Internet connectivity	eff Critical	Allesandro La Bianca (AC)	27 Jan 2022	30 Jan 2022	Availing Info	6	Slow internet connectivity	eff Critical	Allesandro La Bianca (AC)			View actions

BT My Account Dashboard Inciden	ts Service requests	Applications \checkmark	Incident summary >
Unread notifications	IP Connect Por	tal 📩	Slow internet connectivity Incident BTC0016547845 Product Cloud Fabric Aglie Connect Meraki SD Wan IP connect Portal
ii Action needed			Description
Incidents (6) Service requests (2)			Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis
Case 🗸	Priority 🗸	Location 🗸	nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dotor in reprehenderit in voluptate veilt esse cillum dotore eu fugiat nulla pariatur. Excepteur sint occaecat cu cupidata non proident, sunt in
Slow internet connectivity Incident BTC0016547845 - Cloud Fabric + 4	tt Critical	Allesandro La Bianca (AC)	culpa qui officia deserunt mollit anim id est laborum. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor
Slow internet connectivity Incident BTC0016547823 - Agile Connect	tî Critical	Andras Rigo (AC)	incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis
Slow internet connectivity Incident BTC0016547834 • IP Connect Portal	.tî High	Barlborough	Created date Expected end date Last updated date 27 January 2024 01 February 2024 0 28 January 2024
LAN connection stopped working Incident BTC0016547856 • Meraki SD Wan	⁺†. Moderate	BTE Rowlands	Locotion Allesandro La Bianca (AC)
Active cases			Rolsed by External ID Customer 396058345677895
Incidents (6) Service requests (2)			Issue type Symptom Network High utilisation issue
All (6) New (1) Open (1) Awaiting info	(3) Resolved (1)		
Case 🗸	Priority 🗸	Location ~	
Slow internet connectivity	tt Critical	Allesandro La Bianca (AC)	View actions



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Offices Worldwide

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