

# Engage – Simplifying the Quote Experience

Screenshots of before and after for Site to Site, Site to Multisite and VPN/MIA products

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### Site to Site Quote Comparisons

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#### Home Screen After...

My Accounts Serviceability My Documents Orders	Quotes Billing Incidents & Requests
	Create Quote Point to Point Ethernet Point to Point Postcode Level VPN Managed Internet Access Broadband and Phone
	Saved Quotes Jes My Sites

*Quote menu:* we've made this clearer for you and simplified the options that appear within the drop down menu shown on screen. "Site to Site" and "Site to Multisite" have been consolidated into one and re-named "Point to Point Ethernet".



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	Tab Before			
1 Sites 2 Service	eability 3 Configuration	4 Confirmation		
Sites	Ethernet Extensions	Ethernet Extensions+	Leased Lines	National Ethernet
E142AA -> E142AA	0	0	ø	0
Cancel				Previous Next

#### Serviceability Tab After... 1 Sites 2 Serviceability 3 Configuration 4 Site Configuration 5 Saved Quote(s) Service Availability Serviceability results: Please find below details of the products available to select at the sites you have chosen. You may delete sites from the table should you find the product options available product you want is not available. A minimum of two sites should remain in order for you to proceed with the quote. at individual sites will be more clearly presented, The service is fully available Ø enabling you to make a Service is not available $\otimes$ more informed choice. $\otimes$ Service is not available for site to multi-site National Et Site A Site B Ethernet Extensions Ethernet Extensions + BB98BN E142AA 🚫 More info 🚫 More info Please note: Non serviceable sites will not be considered for quote processing. Cancel Previous

Configur	ation Tab Be	fore		
1 Sites 2 S	Serviceability Configuration	n 4 Site Configu	ration 5 Saved Quote(s)	
Select Product *	National Ethernet			
Quote Name * Contract term *	1 Year	2 Years	3 Years	
Billing Frequency *	4 Years     Quarterly	5 Years		
Reporting Qos *	Advanced Reporting Please select			
Layer 2 Control Protoco				
* Required Fields				
Cancel				Previous Next



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#### Site Configuration Tab Before... 1 Sites Serviceability S Configuration 5 Saved Quote(s Show helpful info Show helpful info A end bearer 10 Mbos 100 Mbos 1 Ghos Estimated time per quote is 2 minutes O 10 Mbps 100 Mbo O 1 Gbps A end bearer O 100 Mbps O 1 Gbps O 10 Mbps A end NTU Alcatel 8 Port B end NTU Alcatel 8 Port $\sim$ O 100 Mbns B end bearer \* O 10 Mbns O 1 Ghns A end network No Preference ~ B end network \* No Preference ~ A end NTU \* Alcatel 8 Port ~ Qos Template \* Circuit Bandwidt B end NTU \* 60 Mbps ~ Alcatel 8 Port ~ A and natwork ~ No Preference \* Required Field ~ B end network No Preference V Site Con ~ Qos Template \* Please select Add Confi B end bearer 100 Mbps Qos Template Classic \* Required Fields Circuit Bandwidt 60 Mbps Cancel

### Site Configuration Tab After...



**Default configurations:** we're making it easier for you to configure both your A and B End sites on the same screen. Engage will now include the most frequently used configurations - all you need to do is select them from the menu, saving you time and the effort of having to enter the information from scratch each time. You'll also be able to generate custom configurations too.

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#### Quote Results Tab Before...

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Saved G Quote Name	Quote(s) Quote ID	Product	A End Site	B End Site	Circuit Bandwidth	Status	Term	Install	Rental	Select Items
TEST ACC OUNT-3-10 661-001-11 1016	9017331	National Ethernet	E14 2AA - London Telehouse East	E14 2AA - London Telehouse North	60 Mbps	ок	3	£Install Price	£Rental Price	0
									Fin	ish Orde

**Quote Results:** once completed the only option is to Finish or Order.

### Quote ResultsTab After...

1 Sites	2 Serviceab	ility	3 Configuration	Site Configu	uration	5 Saved Qu	iote(s)					
										F	lide helpful i	info (j)
U sele	ected for the 'Sav Installation of the The pricing show	ed Quote' service wi n in the 'S	is 100% correct. If ill be attempted at aved Quote' is inva	a service based on the it isn't and the select an incorrect site add alid for installation at cellation of your inco	ted address is dress. t the correct sit	s incorrect, yo ite address.	ou need	to be awa	re that:		,	
Ple	at the incorrect s ase contact your	ite address Account T	s. eam if you can't fir	nd the correct site ac ge so that you can ge	Idress that you	u need and p	rovide th	nem with th	he releva	int correct i		
Saved Que	ote(s) <u>See</u> Quote ID	e all Saved	A End	BEnd		Circ		Status	Term	Install	Rental	Select
	Quote ID			Site	JP - VIRGIN MEI 008961155	Bar	ndwidth	Status OK	Term 2 yrs	Install £1,805.00		Select Items

**Quote Results:** preparing another quote? We've made it much simpler for you to start the quote journey again and also provided options to See all Saved Quotes or place an order.

## Site to Multi Site Quote Comparisons

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#### Home Screen After...

My Accounts	Serviceability	My Documents	Orders Q	uotes	Billing	Incidents 8	Requests
				Poi VPI Mai	nt to Point Ef nt to Point Po N naged Intern adband and Quotes	ostcode Level et Access	jes

*Quote menu:* we've made this clearer for you and simplified the options that appear within the drop down menu shown on screen. "Site to Site" and "Site to Multisite" have been consolidated into one and re-named "Point to Point Ethernet".



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Serviceability	Tab Before…			
1 Sites 2 Servicea	bility 3 Configuration	4 Confirmation		
Sites	Ethernet Extensions	Ethernet Extensions+	Leased Lines	National Ethernet
E142AA -> E142AA	0	0	0	0
Cancel				Previous Next

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#### Serviceability Tab After... 5 Saved Quote(s) 1 Sites 2 Serviceabilit 3 Configuration 4 Site Configuration Service Availability Please find below details of the products available to select at the sites you have chosen. You may delete sites from the table should you find the product you want is not available. A minimum of two sites should remain in order for you to proceed with the quote. Serviceability The service is fully available results: product $\otimes$ Service is not available options available at Service is not available for site to multi-site individual sites will be Site A Site B Ethernet Extensions Ethernet Extensions + National Ethernet RG279UP RG279UP $\odot$ $\odot$ 0 more clearly RG279UP RG279UP $\odot$ $\odot$ 0 presented, enabling RG279UP B263RZ $\odot$ $\odot$ 0 you to make a more $\odot$ $\odot$ 0 RG279UP B263RZ informed choice. Please note: Non serviceable sites will not be considered for quote processing. Cancel revious

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Configurat	ion Tab Be	fore		
1 Sites 2 Service	ceability 3 Configuration	4 Site Configu	ration 5 Saved Quote(s)	
Select Product *	National Ethernet			
Quote Name * Contract term *	1 Year	2 Years	3 Years	
Billing Frequency *	Quarterly	5 Years		
Reporting Qos *	Advanced Reporting	Y		
Layer 2 Control Protocol *	Please select	<ul><li>▼</li></ul>		
* Required Fields				
Cancel				Previous Next

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Configurati	on Tab A	fter				
1 Sites 2 Services	ability 3 Configura	ation 4 Site Config	uration 5 Saved Quote(s)			
Product	National Ethernet					
Quote Name *	Test Account					Auto population of
Contract term *	1 Year	✓ 2 Years	3 Years			• Quote name: this is only
	4 Years	5 Years				a small change but small
Billing Frequency *	Quarterly	$\checkmark$				things can make a
Reporting	Advanced Reporting					difference. Moving
Qos *	Yes	~				forwards, we'll auto-
Layer 2 Control Protocol *	Yes	~				populate the quote name
* Required Fields						for you, meaning that you
						won't have to!
Cancel				Pre	evious Next	

### Site Configuration Tab Before...

1 Sites 2 Service	ability 3 Configuration	4 Site Configuration	5 Saved Quote(s)		1 Sites	2 Serviceability 3 Cont	figuration 4 Site Configuration 5 Saved C	Quote(s)
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				Estimated time per quote is 2	minutes Site Con	figuration		
nd bearer *	0 10 Mbps 0	100 Mbps	O 1 Gbps					
nd bearer *	0 10 Mbps 0	100 Mbps	O 1 Gbps		A En	d Site Configuration	B End Site Configuration	
nd NTU *	Alcatel 8 Port					-	Select a configuration:	
d NTU *	Alcatel 8 Port					OUP VIRGIN MEDIA 10-14 LEY WOOD BUSINESS PARK	Default*	
d network *	No Preference					LEY WAY HOOK	Delaun	
d network *	No Preference						O 10 Mbps / 10 Mbps / Alcatel 8 Port	
emplate *	Please select					e note that the A end bearer idth must be greater than or equal	O 10 Mbps / 100 Mbps / Alcatel 8 Port	
	Add C	Config				sum of the B end Site bandwidths.		
equired Fields	_						O 100 Mbps / 100 Mbps / Alcatel 8 Port	
,					Bearer	Please Select	O 100 Mbps / 1 Gbps / Alcatel 8 Port	
cel				Pre	Bandw evious NTU*	Please Select	1 Gbps / 1 Gbps / Alcatel 8 Port	
							*e.g. Circuit Bandwidth 10 Mbps, Bearer Ba	andwidth 40 Mhna, NTU Alastal
						vice of 17% July	Create Custom Configuration	Remove Configuration
Sites 🔰 😰 Serviceat	bility Configuration	Site Configuration	5 Saved Quote(s)	Show helpful info	_	ired Fields		
				Bhow heighd info ( Estimated time per quote is 2 mini		iired Fields	Create Custom Configuration Postcode Address Rg279UP_VIRGIN MEDIA 10-14 BARTLEY WOOD	Remove Configuration A
earer *	0 10 Mbps 0 100	D Mbps @	) 1 Gbps			iired Fields	Create Custom Configuration Postcode Address RG279UP VIRGIN MEDIA 10-14 BARTLEY WOOD BUSINESS PARK BARTLEY WAY HOO	Remove Configuration A B End Configuration
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bearer * bearer * NTU * network * emplate *	10 Mbps     100       10 Mbps     100       10 Mbps     100       Acatel 8 Port     V       Acatel 8 Port     V       No Preference     V       No Preference     V       Classic     V       60 Mbps     V	D Mbps @	) 1 Gbps			iired Fields	Create Custom Configuration Postcode Address RG279UP VIRGIN MEDIA 10-14 BARTLEY WOOD BUSINESS PARK BARTLEY WAY HOO RG279UP VIRGIN MEDIA 10-14 BARTLEY WAY HOO RG279UP LENVOVO 240 BARTLEY WAY HOO BUSINESS PARK BARTLEY WAY HOO B265RZ EAGLE 2 HATCHFORD WAY BIRMINGHAM	Remove Configuration /
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bearer * bearer * NTU * NTU * network * network * Bandwidth *	10 Mbps     100       10 Mbps     100       10 Mbps     100       Acatel 8 Port     V       Acatel 8 Port     V       No Preference     V       No Preference     V       Classic     V       60 Mbps     V	D Mbps @	) 1 Gbps			iired Fields	Create Custom Configuration Postcode Address RG279UP VIRGIN MEDIA 10-14 BARTLEY WOOD BUSINESS PARK BARTLEY WAY HOO RG279UP VIRGIN MEDIA 10-14 BARTLEY WAY HOO RG279UP LENOVO 240 BARTLEY WAY HOO RG279UP LENOVO 240 BARTLEY WAY HOO BUSINESS PARK BARTLEY WAY HOO BCSRZ EAGLE 2 HATCHFORD WAY BIRBINIGHAM B265RZ EAGLE TWO HATCHFORD WAY	Remove Configuration /
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Sites Serviceal bearer * bearer * NTU * NTU * network * network * metwork * emplate * Bandwidth * Site Configurations bio bearer Template	10 Mbps     100     10 Mbps     100     10 Mbps     100     Acatel 8 Port     A	D Mbps @	) 1 Gbps			ired Fields	Create Custom Configuration Postcode Address RG279UP VIRGIN MEDIA 10-14 BARTLEY WOOD BUSINESS PARK BARTLEY WAY HOO RG279UP VIRGIN MEDIA 10-14 BARTLEY WAY HOO RG279UP LENOVO 240 BARTLEY WAY HOO RG279UP LENOVO 240 BARTLEY WAY HOO BUSINESS PARK BARTLEY WAY HOO BCSRZ EAGLE 2 HATCHFORD WAY BIRBINIGHAM B265RZ EAGLE TWO HATCHFORD WAY	Remove Configuration /
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bearer * bearer * NTU * NTU * network * metwork * metwork * Bandwidth * Bandwidth * Bandwidth * Sito Configurations d bearer d bearer	10 Mbps     100     10 Mbps     100     10 Mbps     100     Acatel 8 Port     Acatel 8 Port     No Preference     Classic     E0 Mbps     Add Cort      1 Obps     100 Mbps     Classic	D Mbps @	) 1 Gbps			ired Fields	Create Custom Configuration Postcode Address RG279UP VIRGIN MEDIA 10-14 BARTLEY WOOD BUSINESS PARK BARTLEY WAY HOO RG279UP VIRGIN MEDIA 10-14 BARTLEY WAY HOO RG279UP LENOVO 240 BARTLEY WAY HOO RG279UP LENOVO 240 BARTLEY WAY HOO BUSINESS PARK BARTLEY WAY HOO BCSRZ EAGLE 2 HATCHFORD WAY BIRBINIGHAM B265RZ EAGLE TWO HATCHFORD WAY	Remove Configuration /

**Default configurations:** we're making it easier for you to configure both your A and B End sites on the same screen. Engage will now include the most frequently used configurations – all you need to do is select them from the menu, saving you time and the effort of having to enter the information from scratch each time. You'll also be able to generate custom configurations too.

Site Configuration Tab After...

#### Quote Results Tab Before...

U s	Please ensu selected for • Installation • The prici • You may at the inco Please contained	the 'Saved on of the se ng shown in be liable to correct site a act your Act	in you place an order for a se Quote' is 100% correct. If it is rrvice will be attempted at an in the 'Saved Quote' is invalid to yay us in relation to cancell	sn't and the selected address incorrect site address. for installation at the correct ation of your incorrect order a he correct site address that y	s is incorrect, site address and/or our co rou need and	' that you h you need t sts incurre	to be aware d in connect em with the	that: ion with insta relevant corr	allation work	s you s for or
Saved G	Quote(s)									
Quote Name	Quote ID	Product	A End Site	B End Site	Circuit Bandwidth	Status	Term	Install	Rental	Select Items
TEST ACC OUNT-3-10 661-001-11 1016	9017331	National Ethernet	E14 2AA - London Telehouse East	E14 2AA - London Telehouse North	60 Mbps	ок	3	£ Install Price	£Rental Price	0
									Fin	ish Order

## **Quote Results:** once completed the only option is to Finish or Order.

### Quote ResultsTab After...

1 Sites	s 2	Serviceab	ility	3 Configuration	4 Site	e Configuration 5 Save	d Quote(s)					
										F	Hide helpful	info (j)
	<ul> <li>selected</li> <li>Install</li> <li>The p</li> <li>You n</li> </ul>	for the 'Sav lation of the ricing show	ed Quote' service wi n in the 'Sa e to pay us	is 100% correct. If i ill be attempted at a aved Quote' is inva s in relation to canc	it isn't and t an incorrect Ilid for instal	sed on the Engage 'Saved Qu he selected address is incorre : site address. llation at the correct site addre rour incorrect order and/or ou	ect, you need	to be aw	are that:			
	Please co	ontact your	Account T	eam if you can't fin		t site address that you need a ou can generate a new quote l					information	1.
Saved	Quote(:	,	all Saved	d Quotes A End		BEnd	Circuit	-	-	_	_	Select
Name		Quote ID	Product	Site		Site	Bandwidth	Status	Term	Install	Rental	Items
TEST-2-34 061216	285-001-	9034723	National Ethernet	Test Account 1 - NN	E	RG279UP - VIRGIN MEDIA 10- 14 - 10008961155	100 Mbps	OK	2 yrs	£1,805.00	£6,534.00	0
Return to	Home									Create And	other Quote	Order

**Quote Results:** preparing another quote? We've made it much simpler for you to start the quote journey again and also provided options to See all Saved Quotes or place an order.

## VPN/MIA Quote Comparisons



### Home Screen After...

Create Quote Point to Point Ethernet Point to Point Postcode Level VPN Menered Interest Assess
Managed Internet Access Broadband and Phone Saved Quotes jes

Quote menu: we've made this clearer for you and simplified the options that appear
within the drop down menu shown on screen.
"Site to Site" and "Site to Multisite" have been consolidated into one and re-named "Point to Point Ethernet".

1 Sites 2 Serviceability	3 Configuration 4 Confirmation
	Hide helpful info
Create New Site	
Insteador	
	red Sites' by multiple addresses? To do so, just enter your site
ostcodes (separated by a comma) and t	then click 'Find Sites'. You can even enter a partial postcode to
Find Sites	Clear
illur -	(i)
ilter	0
tored Sites	
AB101AB	~
AB101RW - AB101RW - AB101RW -	^
AB101RW - AB101RW -	~
Add Site	
End Site	B End Site
NOTHING ADDED	NOTHING ADDED
Delete A Site	Delete B Site
Cancel	Ne

	2 Select Access Methods	3 Serviceability	4 Product Configuration	5 Site Configuration	6 Results
Site Selection					Show helpful info
lease select the a	ddresses you wish to use to pr	epare a quote.			
lease enter the ful	I postcode.				
RG27 9UP	Search				
Current stored	sites:		The sites you hav	e selected are:	
End Address		Add	Address		Remove All
RG279UP - Full Site	Address	Add +	RG279UP - Full Site Ad	dress	Remove
RG279UP - Full Site	Address	Add +		You ca	in select a max of 50 sites.
site not found? Plea	ase contact your Account Tear	n.			
ne not round i rici					

*Site selection:* sites will be automatically displayed, just enter your site postcode, click on Search and then 'Add'.

ccess	Method T	ab Before…			
1 Select Sites	Select Access Methods	3 Serviceability 4 Product Configuration 5 Site Configura	uration 6 Results		
			Show helpful info		
Please select at le	east 1 option to proceed				
IPVPN	Cable Modem	ADSL2+		No change.	
	SDH	Broadband FTTC		No change.	
	Z Ethernet				
EVPN	Ethernet				
For a more accu	Ethernet	Broadband FTTC enter the phone number for each site - if you do not have this inform	mation we will use the	No change.	
stcode.					
E142AA - Site 32					
Cancel			Previous Next		

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Serviceability	Tab Before…			
1 Sites 2 Service	eability 3 Configuration	4 Confirmation		
Sites	Ethernet Extensions	Ethernet Extensions+	Leased Lines	National Ethernet
E142AA -> E142AA	0	0	0	0
Cancel				Previous Ne

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Serviceability	Tab After				
Select Sites     Select	t Access Methods 3 Serviceat	ility 4 Product Configur	ration 5 Site Configuration	6 Results	
Service Availability					
	products available to select at the le. A minimum of two sites should r		•	build you find the	Serviceability results: product options available at individual sites will be more
Sites EVPN	IPVPN				clearly presented,
Ethernet	Cable Modem	AD SL2+	Ethernet		enabling you to make a
RG279UP 🕑	More info	0	<u>o</u> 🗷	Delete	more informed choice.
Please note: Non serviceable Cancel	sites will not be considered for a	quote processing.		Previous Next	

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Product	t Configurati	on Tab E	Before		
1 Select Sites	2 Select Access Methods	3 Serviceability	4 Product Configuration	5 Site Configuration	6 Results
					Show helpful info
Quote Name *					
Select Contract Tern	ns * 🗌 1 Year	2 Years	3 Years		
	4 Years	5 Years			
Billing Frequency *	Quarterly	~			
Service Type *	Please select	~			
Quality Of Service E	nabled * Please select	~			
* Required Field	ls				
Cancel					Previous Next

#### Product Configuration Tab After... 2 Select Access Methods 3 Serviceability 4 Product Configuration 1 Select Sites 5 Site Configuration 6 Results Show helpful info Quote Name \* Auto population of Quote Test Account 2 Years 1 Year 3 Years Select Contract Terms \* name: this is only a small 4 Years 5 Years change but small things can make a difference. Moving Billing Frequency \* $\checkmark$ Quarterly forwards, we'll auto-populate $\checkmark$ Service Type \* Managed the quote name for you, Reporting Enabled \* Yes meaning that you won't have Quality Of Service Enabled \* $\checkmark$ Yes to! \* Required Fields Cancel Previous

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nfiguration	Tab B	Sefore		
Select Access Methods	Serviceability	Product Configuration	5 Site Configuration	6 Results
				Show helpful info
tion - Step 2 of 2 (being configured)				
Third Party Tail	~			
Please select	$\checkmark$			
Please select	~			
Enhanced (Category 4)	~			
Engineering Install				
Please select	$\checkmark$			
red Yes				
ate * Please select	$\checkmark$			
5				
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	Select Access Methods  ion - Step 2 of 2 being configured)  Third Party Tail  Please select  Please select  Enhanced (Category 4) Engineering Install  Please select  ed Yes te * Please select	Select Access Methods Serviceability  ion - Step 2 of 2 being configured)  Third Party Tail Please select Please select Please select Enhanced (Category 4) Engineering Install Please select Ves te* Please select V	ion - Step 2 of 2 being configured) Third Party Tail Please select Please select Enhanced (Category 4) Engineering Install Please select Yes te * Please select	Select Access Methods Serviceability Product Configuration Site Confi

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Select Sites	Select Ad	ccess Methods	Serviceability	Product Con	nguration		Configuration	/ □	Results		•
uote Results	5										
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efore-after test_4495 2_002	9017403	E142AA	Site 32	ADSL2+ (upto 20 Mbp s)	£50.00	£	<b>IPVPN</b>	2	ок (	C	
Cancel									Finish	Order	
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sults Tab	After										ļ
		ccess Methods	3 Serviceability	4 Product Con	figuration	5 Site	Configuration	6	Results		i
1 Select Sites	2 Select Ad	ccess Methods	Serviceability	4 Product Con	ifiguration	5 Site	Configuration	6	Results		
1 Select Sites	2 Select Ad		Site	Circuit	figuration	5 Site	Configuration Product	6 Term	Results Status	Select Items	
Sults Tab Select Sites Cuote Results Cuote Results Cuote Bame EST ACCOUNT 1 - ARTNER MARKE-3- 8060-001-161216	2 Select Ad See all S Quote	aved Quotes		Circuit In Bandwidth	_						
1 Select Sites	2 Select Ad See all S Quote ID	Aved Quotes Postcode E142AA	Site E142AA - ADMIN BLOCK - 6151899	Circuit In Bandwidth ADSL2+ (upto 20 £1	istall 149.00	<b>Rental</b> £694.20	Product IPVPN	Term 3 yrs	Status	Items	
1 Select Sites uote Results uote ame EST ACCOUNT 1 - ARTNER MARKE-3- 3060-001-161216	2 Select Ad See all S Quote ID	Aved Quotes Postcode E142AA Quo We'	Site E142AA - ADMIN BLOCK - 6151899 Dite Results: p ve made it mu	Circuit In Bandwidth In ADSL2+ (upto 20 £1 Mbps)	istall 149.00 er quote f ou to sta	Rental £694.20 ? art the	Product IPVPN	Term 3 yrs	Status OK	items	

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