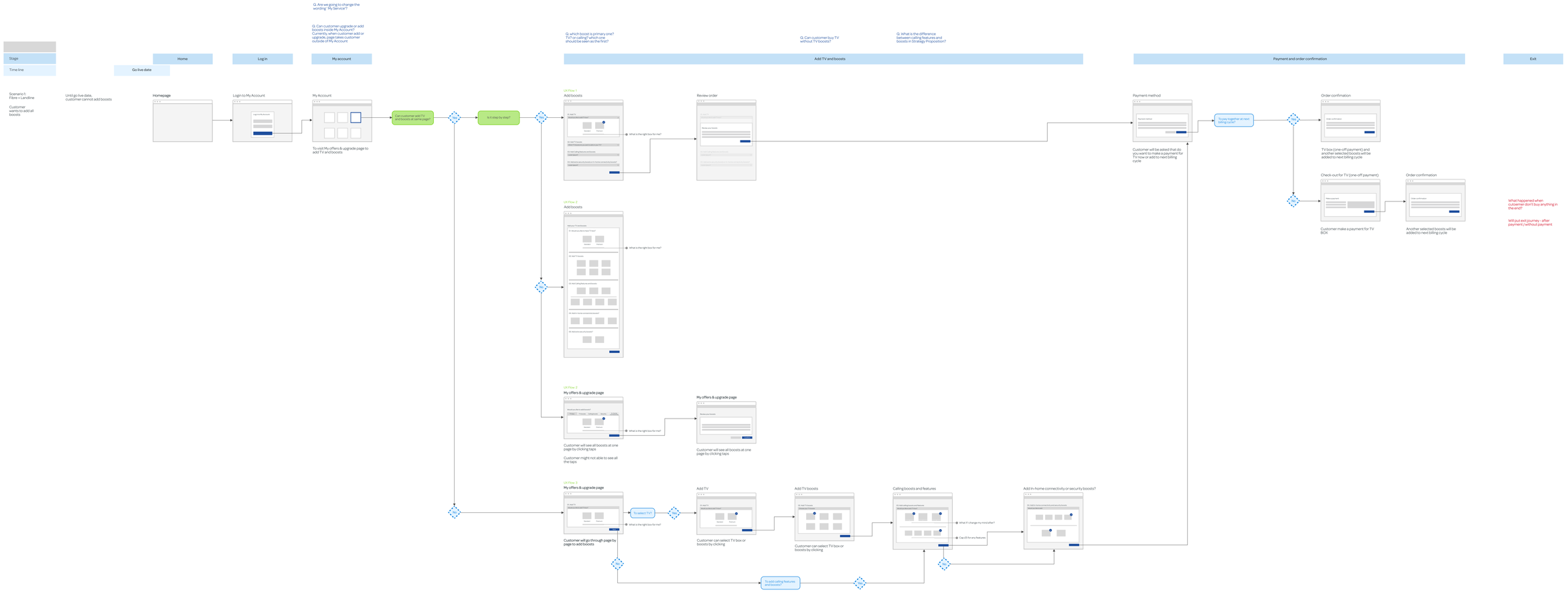
Q. Are we going to change the wording "My Service"?
Q. Can customer upgrade or add boosts inside My Account? Currently, when customer add or upgrade, page takes customer outside of My Account
Q. which boost is primary one? TV? or calling? which one should be seen as the first?
Q. Can customer buy TV without TV boosts?
Q. What is the difference between calling features and boosts in Strategy Proposition?
Stage
Time line
Home
Log in
My account
Add TV and boosts
Payment and order confirmation
Exit
Go live date
Scenario 1: Fibre + Landline
Customer wants to add all boosts
Until go live date, customer cannot add boosts
Homepage
Login to My Account
My Account
Logo to My Account
To visit My offers & upgrade page to add TV and boosts
Can customer add TV and boosts at same page?
Is it step by step?
UX Flow 1
Add boosts
Add TV
Would you like to add TV boxes?
Standard
Premium
Add TV boxes
Add TV boxes
Add Calling features and bundle
Add Calling features and bundle
Add Add-in home connectivity boosts?
Add Add-in home connectivity boosts?
Add Advanced security boosts?
Add Advanced security boosts?
Add Advanced security boosts? Or Home connectivity boosts?
Add selected
What is the right box for me?
Review order
Review your boosts
Review your boosts
Payment method
Payment method
Customer will be asked that do they want to make a payment for TV now or add to next billing cycle
To pay together at next billing cycle?
Order confirmation
Order confirmation
TV box (one-off payment) and another selected boosts will be added to next billing cycle
Check-out for TV (one-off payment)
Make a payment
Customer make a payment for TV BOX
Order confirmation
Order confirmation
Another selected boosts will be added to next billing cycle
What happened when customer don't buy anything in the end?
Will put exit journey - after payment / without payment
UX Flow 2
Add boosts
Add your TV and boosts
Would you like to add TV boxes?
Standard
Premium
Add TV boxes
Add TV boxes
Add Calling features and bundle
Add Calling features and bundle
Add Add-in home connectivity boosts?
Add Add-in home connectivity boosts?
Add Advanced security boosts?
Add Advanced security boosts?
What is the right box for me?
UX Flow 2
My offers & upgrade page
Would you like to add TV boxes?
Calling TV
Premium
Calling boosts
Security
Add-in home
Standard
Premium
What is the right box for me?
Customer will see all boosts at one page by clicking taps
Customer might not able to see all the taps
My offers & upgrade page
Review your boosts
Review your boosts
Customer will see all boosts at one page by clicking taps
UX Flow 3
My offers & upgrade page
Add TV
Would you like to add TV boxes?
Standard
Premium
To select TV?
What is the right box for me?
Customer will go through page by page to add boosts
Add TV
Add TV boxes
Standard
Premium
Customer can select TV box or boosts by clicking
Add TV boosts
Add TV boxes
Standard
Premium
Customer can select TV box or boosts by clicking
Calling boosts and features
Add Calling features and bundle
Add Calling features and bundle
What if I change my mind after?
Cap £5 for any features
Add In-home connectivity and security boosts
Add In-home connectivity and security boosts
To add calling features and boosts?