



OPUS MX

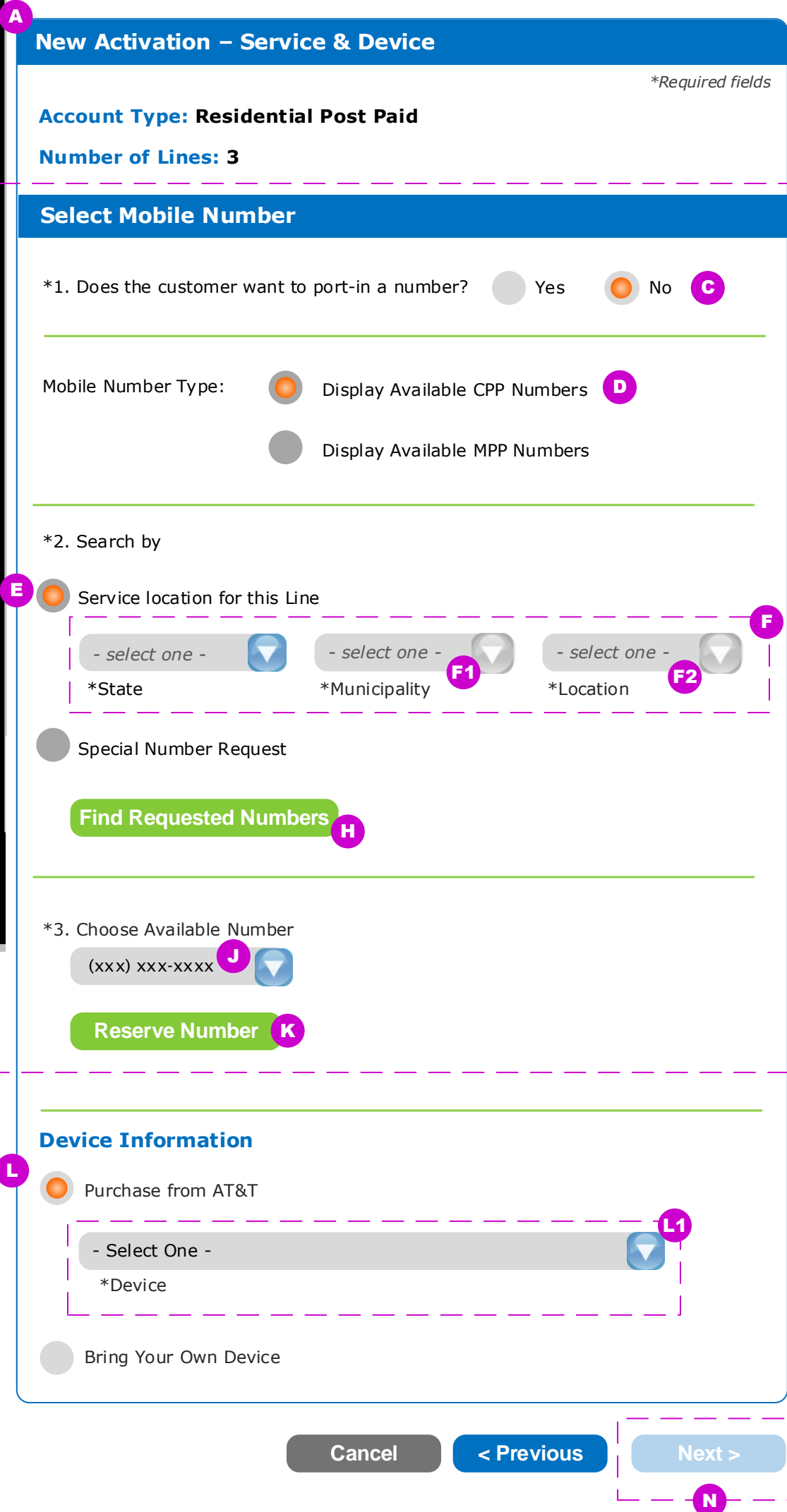
Residential Activations

1604 283917 lusacell - OPUS/OPUS Mobile/OPUS turnkey to create Spanish screens for new Mexican Billing Solution

AT&T
Retail UX & Innovation
Authors: Thalia Call & Andre White

9/16/2016


Revision History:
9/16/2016: Added 'purchase required' scenario during BYOD validation, per request of Sonya Shy Hadley.
5/16/2016: Added scenario for manual BYOD device selection, per request of Sonya Shy Hadley.



2. Search by

Service location for this Line

Special Number Request

Contains **G4**  5512345678 **G2**

*Select Number Pattern *Enter Special Number

Use 10 digits when searching for an exact match.

Find Requested Numbers

No numbers are available for the given criteria.
Please modify your search and try again.

Account Type: Residential Post Paid

Number of Lines: 3

***1. Does the customer want to port-in a number?**

Mobile Number Type:

- ☒ Display Available CPP Numbers
- ☐ Display Available MPP Numbers

***2. Search by**

Service location for this Line

Jalisco Arandas Value_here

*State *Municipality *Location

☐ Special Number Request

Find Requested Numbers


Mobile Number

Available Number: (52) 5555-5555 Unreserve

Device Information

☐ Purchase from AT&T

☒ Bring Your Own Device

 Scan or enter IMEI Find Device

Cancel < Previous Next >

Device Information

Purchase from AT&T

Bring Your Own Device

1234567891234567

*Scan or enter IMEI

Find Device

Device found. Select Next to continue.

Cancel

< Previous

Next >

Device Information

Purchase from AT&T

Bring Your Own Device

1234567891234567

*Scan or enter IMEI

Find Device

IMEI could not be found. Please select a device below.

65033 PHO SAMA887 BLK UMTS

*Select Device

< Previous

Next >

Device Information

Purchase from AT&T

Bring Your Own Device

1234567891234567

*Scan or enter IMEI

Find Device

The IMEI entered is available for sale and must be purchased. Select the Purchase from AT&T option above to continue.

Cancel



< Previous




Next >

Design Notes

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- A** Display the **New Activation – Service & Device** page after the credit check has completed.
- B** Display this version of the 'Select Mobile Number' section when a number has not been reserved.
- C** Default the "Does the customer want to port-in a number?" question to "No".
--See *New Activation - Service and Device (Port-In)* page for additional details.
- D** Default 'Mobile Number Type' to the calling-party-pays (CPP) option. The option of calling-party-pays (CPP) or mobile-party-pays (MPP) will be used to retrieve available numbers.
- E** In the 'Search By' section, default to the "Service location for this Line" option.
- F** Show these fields when the "Service location for this Line" option is selected.
- F1** Disable 'Municipality' drop down until an option from the 'State' drop down is selected. Values for 'Municipality' will be populated based upon the selected 'State' option.
- F2** Disable 'Location' drop down until the 'Municipality' is selected. Values for 'Location' will be populated based upon the selected 'Municipality' option.

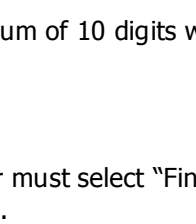
Jalisco  - select one -  - select one - 
 *State *Municipality *Location

Jalisco 
 Arandas 
 - select one - 

*State *Municipality *Location

- G** Show these fields when the "Special Number Request" option is selected.

G1 "Select Number Pattern" will default to "Contains", drop down values may include: (**Confirm** – "Exact Match" will correlate to "Equals")



G2 A maximum of 10 digits will be allowed for the special number field.

H The User must select "Find requested numbers", to populate the list of available numbers.

I If no Numbers are found for the Service location or Special number request, display an error message on the top of the screen.

J Select one number from the populated list.

K Selecting 'Reserve Number' will reserve the selected number, refresh the page.

K1 When a number is reserved, disable port-in, mobile number type and search by sections including the 'Find Requested Numbers' button.

K2 When a number is reserved, the choose available number section will be replaced with the 'Mobile Number' section, shown here. Show the Available number and "Unreserve" button in Mobile Number section.

K3 "Unreserve" button will unreserve the mobile number and display the 'Choose Available Number' section. The previously selected number may no longer be available. Options within the 'Select Mobile Number' section will become editable.

L Device information options will be "Purchase from AT&T" or "Bring Your Own Device". Default value will be "Purchase from AT&T".

L1 Display Device dropdown when "Purchase from AT&T" is selected. Drop down contains device descriptions.

M Display IMEI field when "Bring Your Own Device" is selected. 'Find Device' will lookup the SKU for the IMEI entered.

M1 Display success message if the system is able to identify the SKU.

M2 If the system is unable to determine the SKU systematically, display this message and drop down list for the User to indicate the appropriate device, when "Find Device" is selected.

M3 Drop down will contain item description of all the device SKUs from the PLU table.

M4 If the IMEI is found to be available for Sale, display this message information the User that the device must be purchased from AT&T to proceed.

- When Bring Your Own Device (BYOD) is selected, the system will validate whether the IMEI entered is reported stolen and display results on the Activation - Review page.

N "Next" will be disabled until the mobile number (new or port-in) is selected and a valid SIM/IMEI have been entered or device selected. Selecting "Next" takes User to the "Rate Plan selection" page to select post paid rate plan.

Next >

- Dotted line – displays to illustrate dynamic content. Not intended to be coded into the display of the screen.

AT&T

OPUS Mobile

Register 40:Open | Host: wopudf01 | 1406.4.3002 | ORTO HQ Sales Ops Really Long Store Name | MSR-**OFF** | Scanner-**OFF** | All-in-One-**ON** | atwefi

JW1422

05/05/2011 11:35:44

25

menu

home

queue

status & eligibility

sales

close out

now assisting
Martinez Flores
Elizabeth

cart (0)

CUSTOMER INFO

SERVICE & DEVICE

RATE PLAN & FEATURES

REVIEW & ACTIVATE

New Activation – Service & Device

*Required fields

Account Type: Residential Post Paid

Number of Lines: 3

Select Mobile Number

*1. Does the customer want to port-in a number? ☒ Yes ☐ No

xxxxxxxxxxxx

Verify

*Mobile Number to Port-In

Mobile Number Type:

☐ Display Available CPP Numbers

☒ Display Available MPP Numbers

*2. Search by

☒ Service location for this Line

- select one -

- select one -

- select one -

*State

*Municipality

*Location

Covered on previous page

Special Number Request

Find Requested Numbers

*3. Choose Available Number

(xxx) xxx-xxxx

Reserve Number

Device Information

☒ Purchase from AT&T

- Select One -

Covered on previous page

*Device

☐ Bring Your Own Device

Cancel

< Previous

Next >

*1. Does the customer want to port-in a number? ☒ Yes ☐ No

xxxxxxxxxxxx

Verify

*Mobile Number to Port-In

X

The mobile number entered could not be validated.
Please check the number and try again.

New Activation – Service & Device

*Required fields

Account Type: Residential Post Paid

Number of Lines: 3

Select Mobile Number

*1. Does the customer want to port-in a number? ☐ Yes ☒ No

Mobile Number Type:

☐ Display Available CPP Numbers

☒ Display Available MPP Numbers

*2. Search by

☒ Service location for this Line

Jalisco

Arandas

Value_here

*State

*Municipality

*Location

Covered on previous page

Special Number Request

Find Requested Numbers

Mobile Number

Number being Ported: (52) 4444-4444

Remove

Available Number: (52) 5555-5555

Unreserve

Device Information

☒ Purchase from AT&T

Device_description_here

Covered on previous page

*Device

☐ Bring Your Own Device

Cancel

< Previous

Next >

Residential Activation w/ Port-In

Design Notes

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- A** In this scenario, the Customer wants to port-in a number. "Yes" is answered for the "...port-in" question.
- B** When "Yes" is answered for the "...port-in" question, display this field for the User to enter the mobile number to be ported and a display "Verify" button.
- C** When "Verify" is selected the system will determine whether the number entered is a calling-party-pays (CPP) or mobile-party-pays (MPP) number type. The new number being activated must be the same type or the port request, which is performed later in the flow, will fail.
- D** If the Port-In number type **is verified**, preselected and disable the appropriate CPP or MPP option.
- E** Display this invalid message, if the system **cannot verify** whether the entered number is a CPP or MPP number type.
- F** The User must select an available number to be reserved as the AT&T number during port-in.
- G** Selecting 'Reserve Number' will reserve the number and refresh the page. When a number is reserved, disable port-in and search by sections including the 'Find Requested Numbers' button.
- H** When a number is reserved, the 'Choose Available Number' section will be replaced with the 'Mobile Number' section. Display the Number being Ported and "Remove" button. Show the Available number and "Unreserve" button.
- I** The "Remove" button will display the confirmation alert overlay.
- J** If "No" is selected, close the alert and return user to the Service & Device page without making changes.
- K** If "Yes" is selected close the alert, refresh the Service & Device page, and delete the Mobile Number to be ported.

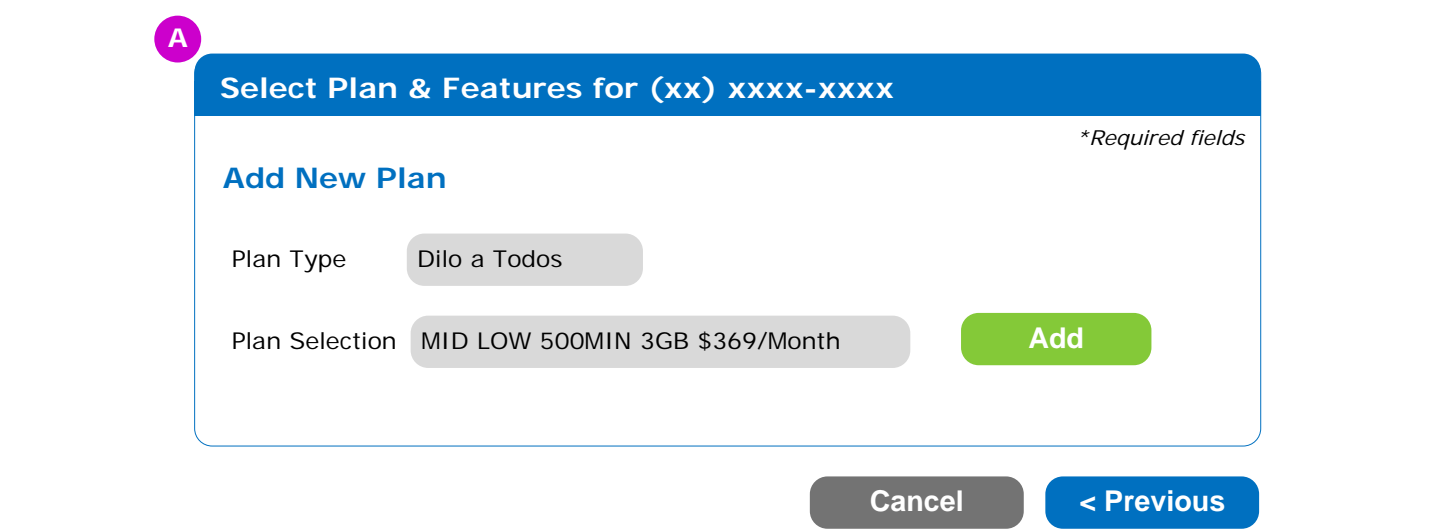
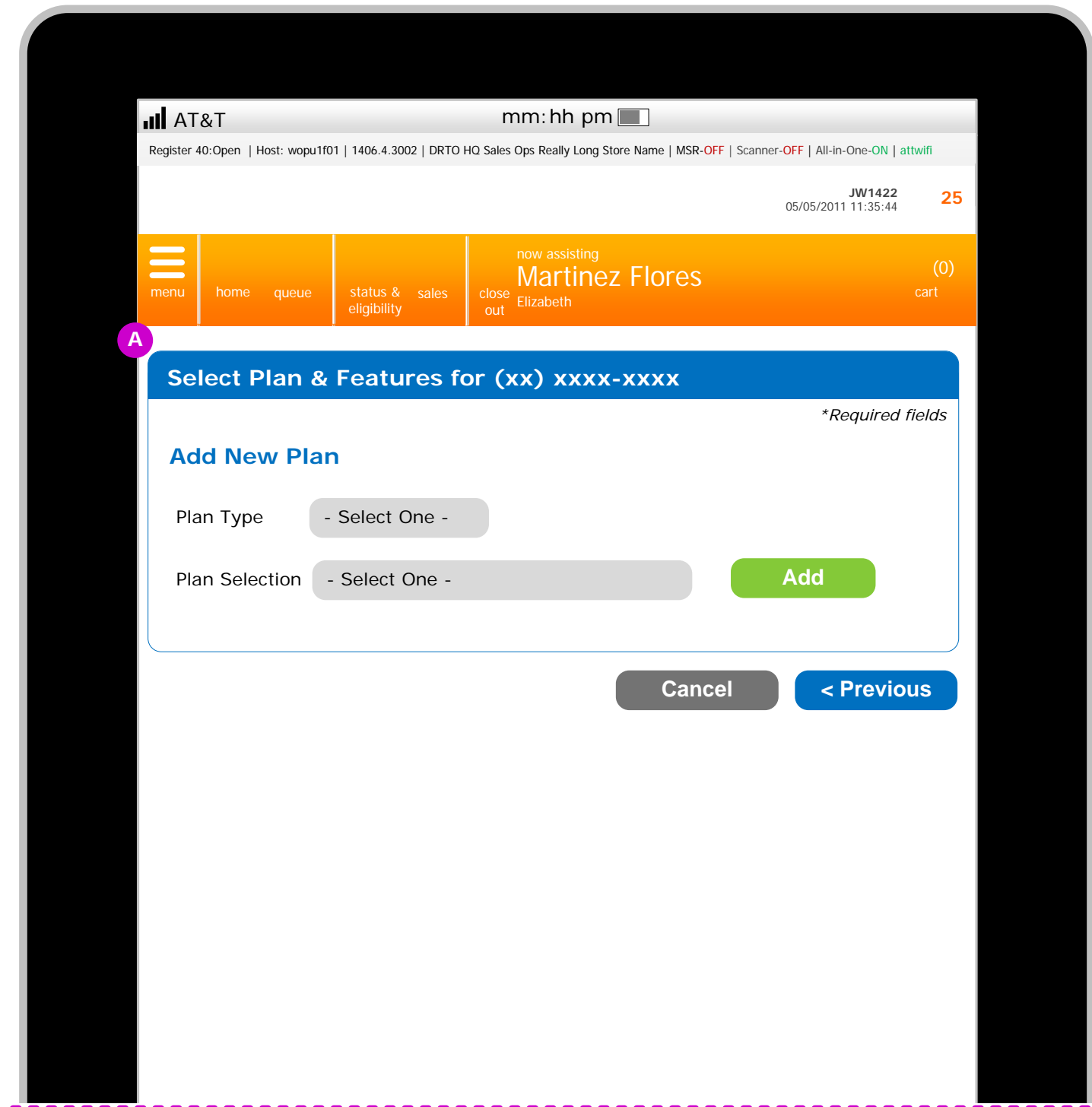
Are you sure you want to remove the number being ported?

No

Yes

- L** "Next" will be disabled until the mobile number (new or port-in) is selected and a valid SIM or IMEI have been entered. Selecting "Next" takes User to the "Rate Plan selection" page to select post paid rate plan.

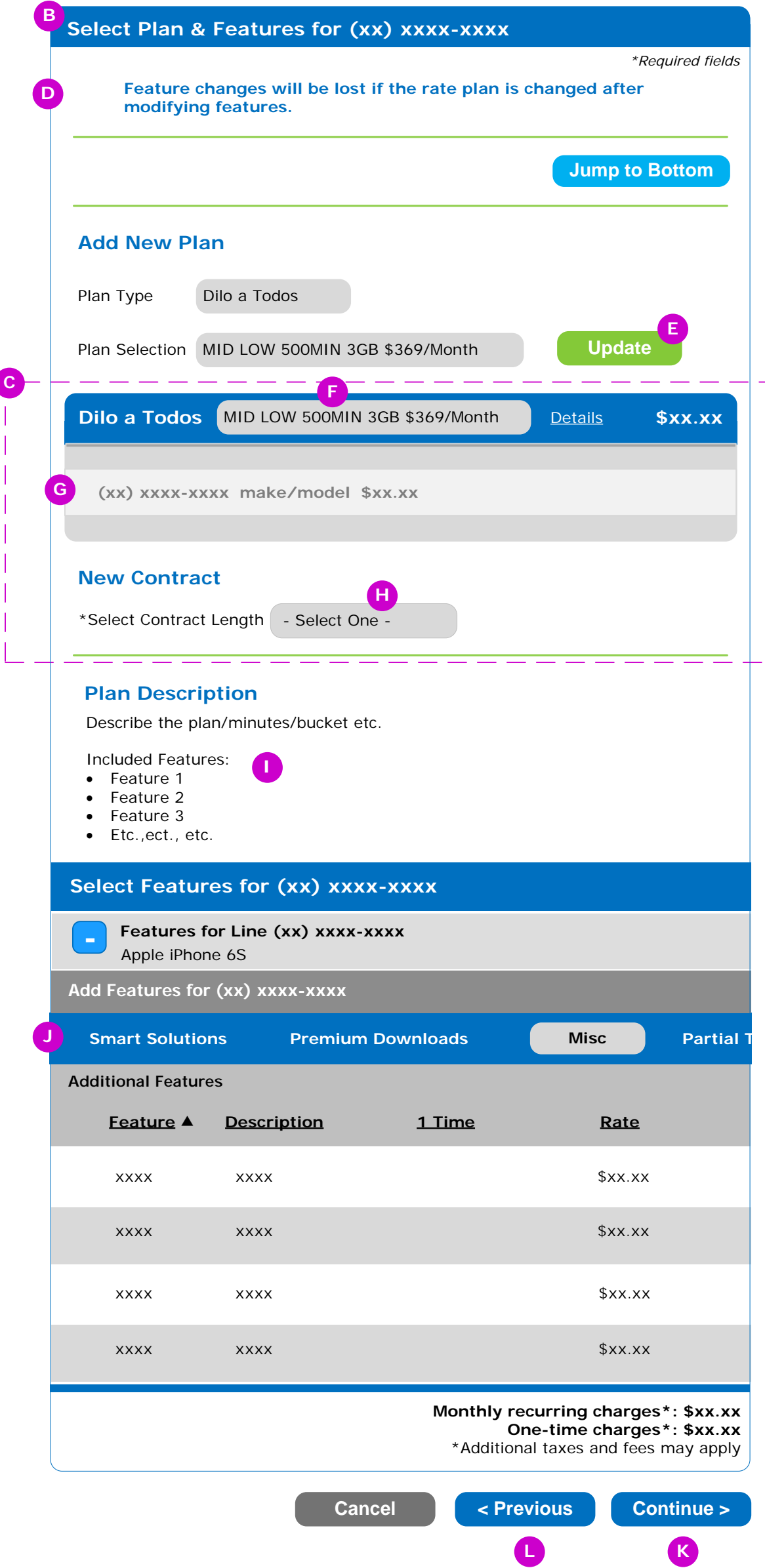
--- Dotted line – displays to illustrate dynamic content. Not intended to be coded into the display of the screen.



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- A Display this version of the page when a new customer is adding a new line.
- B When "Add" is selected, refresh and show this version of the page:
- C Display new plan pod and contract length. Values will be determined by the plan chosen. --There will be two types of plans, "Dilo a Todos" and "Black / Black Negocios".
- D --Display this message, informing the user that feature changes will be lost on page refresh based on rate plan changes.
- E --"Update" button is displayed.
- F --Disable the plan dropdown
- G --Checkbox will be hidden in this scenario.
- H If "Dilo a Todos" plan is selected, the contract dropdown will contain: 12,18,24 months for the commitment length. If "Black / Black Negocios" plan is selected, the contract dropdown will contain:24 months for the commitment length.
- I Plan description also lists included features.
- J Features section will update during each page refresh.
- K "Continue" will proceed to the Activation Summary.
- L "< Previous" returns user to the Service and Device page.



Describe the plan/minutes/bucket etc.

Included Features:

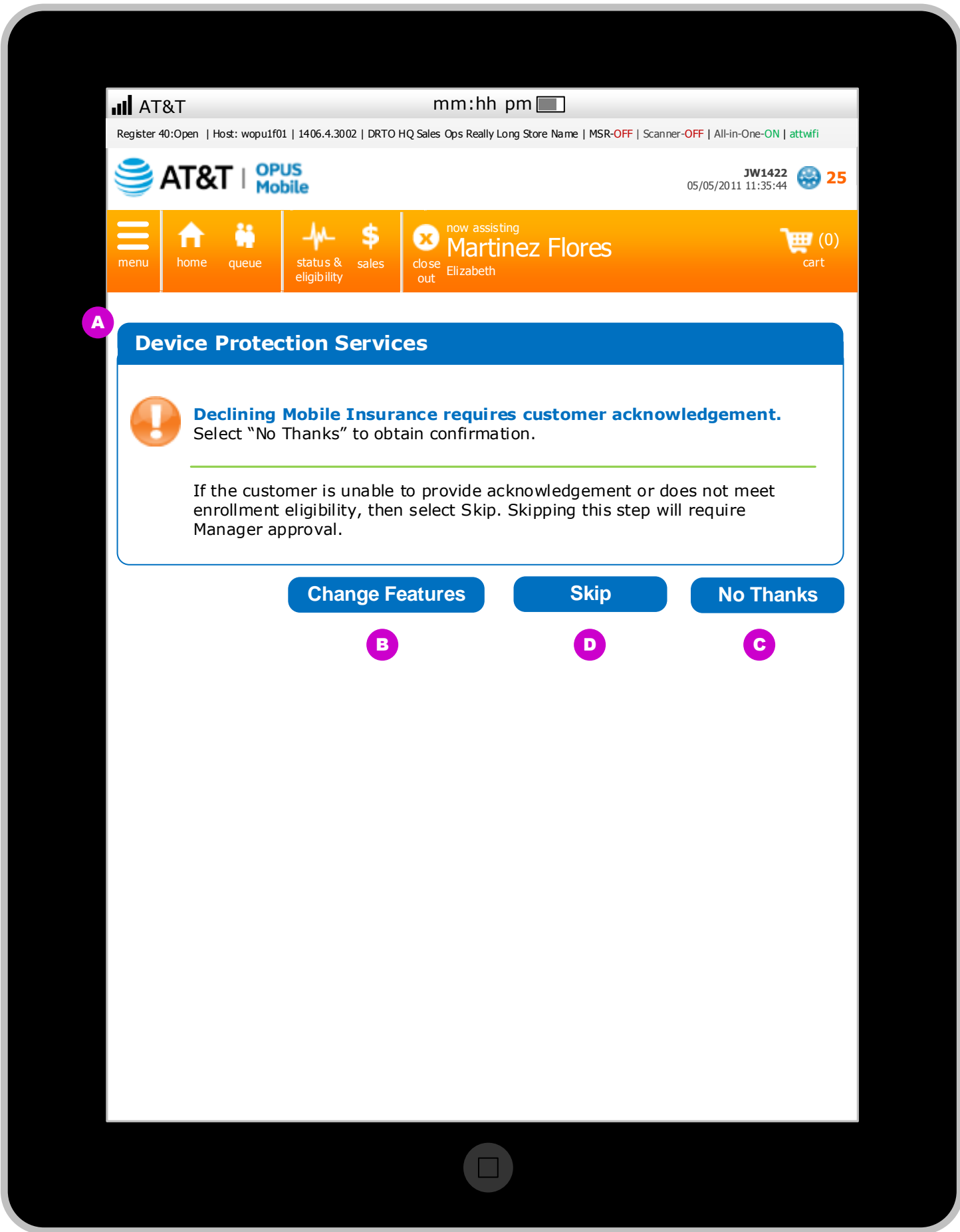
- Feature 1
- Feature 2
- Feature 3
- Etc.,ect., etc.

1 Plan Type

- Select One -
Dilo a Todos
Black / Black Negocios

2 Contract Length

- Select One -
12 Months
18 Months
24 Months

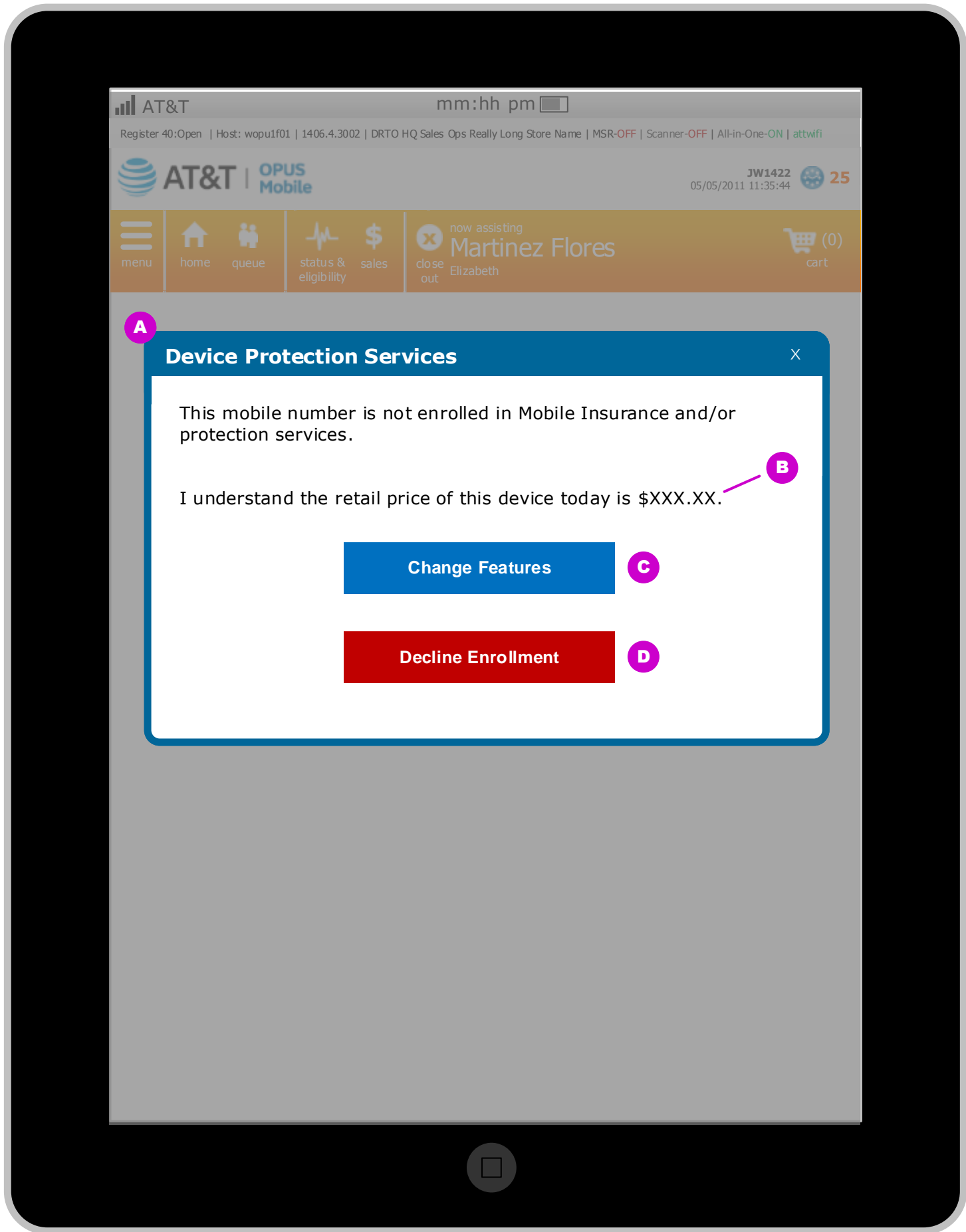


Design Notes

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- A Show this instance of the page during New Activations if Mobile Insurance has not been selected
- B During an Activation, "Change Features" returns to the Rate Plan & Features page.
- C "No Thanks" will display the customer acknowledgement overlay.
- D Skip, takes user to the Manager Override page.

Device Protection Services - Not Enrolled



Design Notes

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AT&Tmm:hh pm

Register 40:Open | Host: wopu1f01 | 1406.4.3002 | DRT0 HQ Sales Ops Really Long Store Name | MSR:OFF | Scanner:OFF | All-in-One-ON | attwifi

AT&T | OPUS Mobile

JW142205/05/2011 11:35:4425

menuhomequeuestatus & eligibilitysalesclose out

now assistingMartinez FloresElizabeth

cart(0)

CUSTOMER INFOSERVICE & DEVICERATE PLAN & FEATURESREVIEW & ACTIVATE

New Activation – Review Line

*Required fields

Account Type: Residential PostPaidDevice: Apple iPhone 6

Account Holder: John DoeMobile Number: (52) 555-5555

Customer ID: 1234567890Service Area: City, State

Device Price

DeviceChange

Apple iPhone 6\$xxx.xx

Confirm Rate Plan & Features

MRC for (52) 555-5555\$xxx.xx

PlanChange

Plan Name Here\$xx.xx

XX Month Commitment

Describe the plan/minutes/bucket etc.

Included Features: B1

- Feature 1
- Feature 2
- Feature 3
- Etc.,ect., etc.

Added FeaturesChange

Feature Name\$xx.xx

Feature Name\$xx.xx

Feature Name\$xx.xx

Feature Name\$xx.xx

International Passport Voice 256 mins\$xx.xx

International Passport Data 256 MB\$xx.xx

If you have finished adding all lines...

Select "Finish & Save" to begin the policy check.

Cancel

< Previous

Add Another Line

Finish & Save

Design Notes

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- A For each line configured; display this page after device, rate plan and features have been selected.
- B The Rep will review the selections for, only one line at a time, with the customer.
- C Display the subsidized price for the device being purchased from the store.
- D Display this version of the device section for a BYOD device.
- B1 Included features are listed with plan description.

Device Price

DeviceChange

BYOD\$0.00

- E If the IMEI of the 'BYOD' device is identified as stolen, display this error message. The User cannot continue the order until the device is removed/changed. This will be a hard stop. TBD - Tool/Process to identify if 'BYOD' device is stolen.
- F If the customer would like to add additional lines, selecting "Add Another Line" will navigate the User to the Service & Device page to configure another line.
- F1 If a BYOD error occurs, disable "Add Another Line".
- F2 If the maximum line limit has been achieved, hide the "Add Another Line" button.
- G Selecting "Finish & Save" will initiate a policy credit check (determine warranties) for all line(s) configured. Disable "Finish & Save" if a BYOD error occurs.

If the policy check cannot be completed immediately, display the 'Policy Check - Analyst Review' page. Otherwise, display the 'Review Warranties' page.

New Activation – Review Line

*Required fields

X

For security purposes, this device cannot be included on this order.

Account Type: Residential PostPaidDevice: BYOD

Account Holder: John DoeMobile Number: (52) 555-5555

Customer ID: 1234567890Service Area: City, State

Device Price

DeviceChange

BYOD\$0.00

Confirm Rate Plan & Features

Covered on left

Cancel

< Previous

Add Another Line

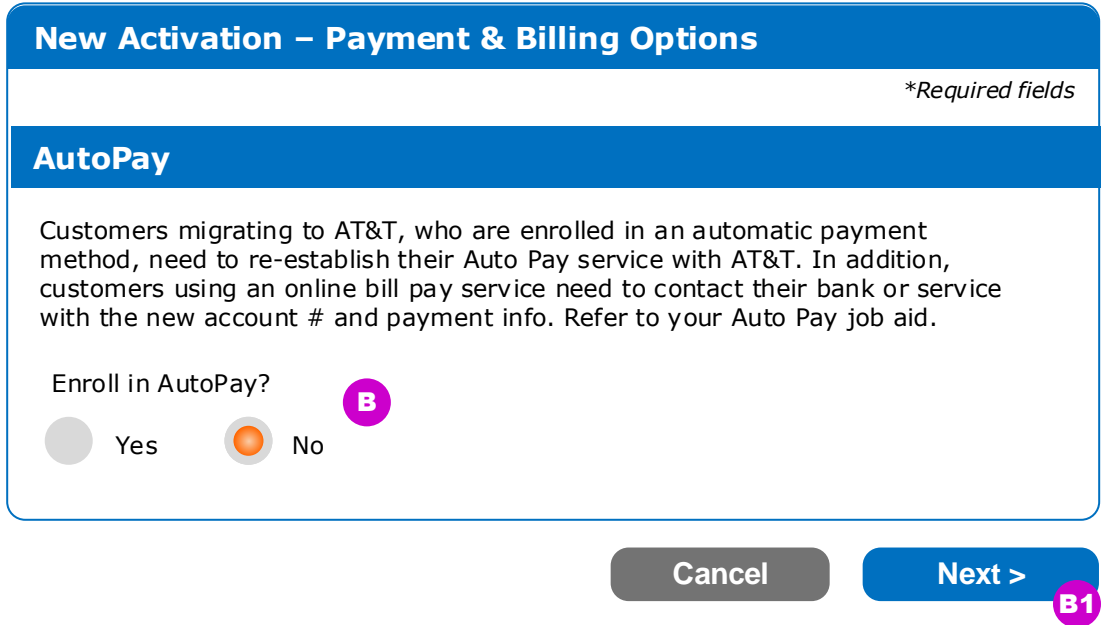
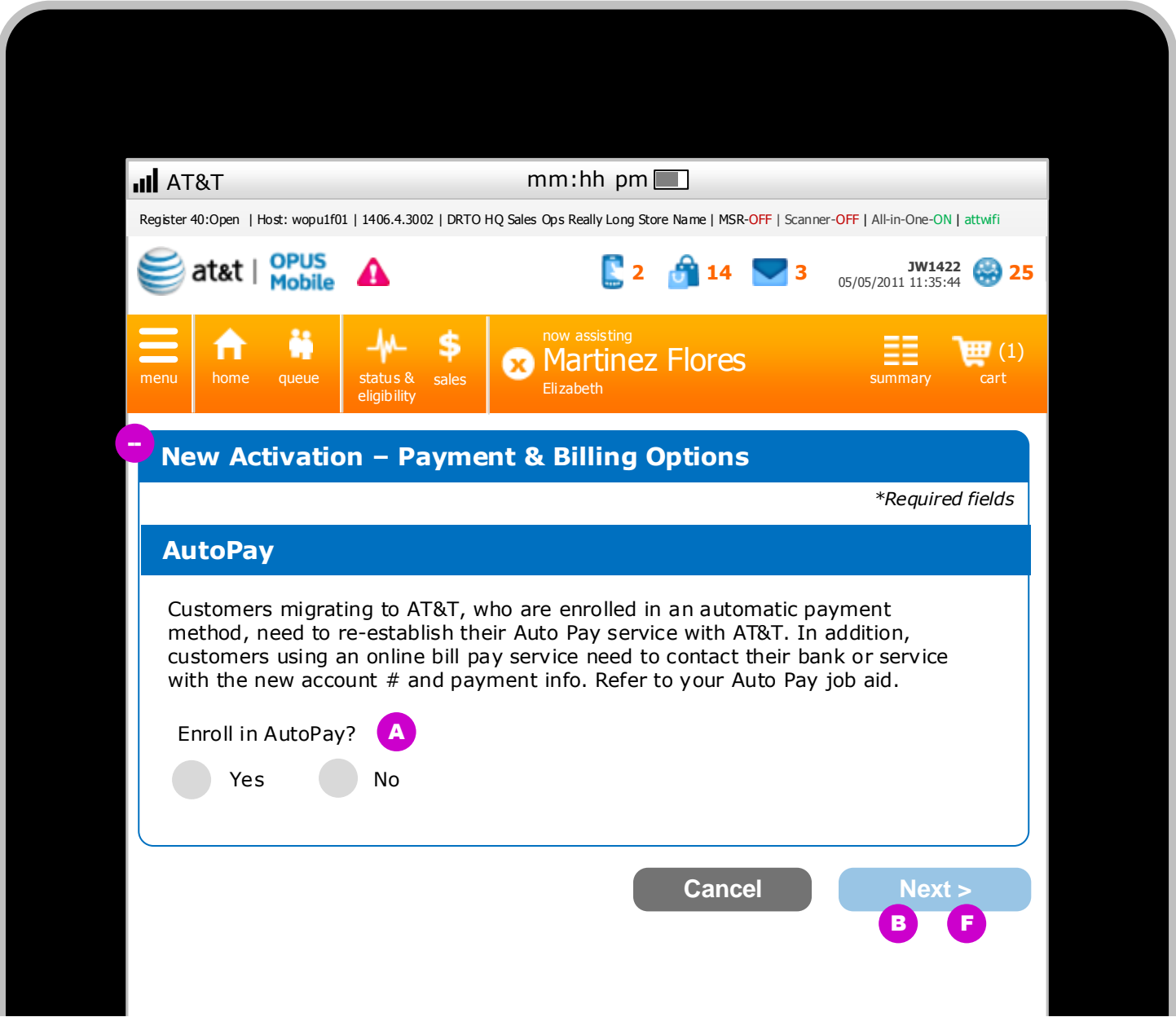
Finish & Save

Covered on left

Cancel

< Previous

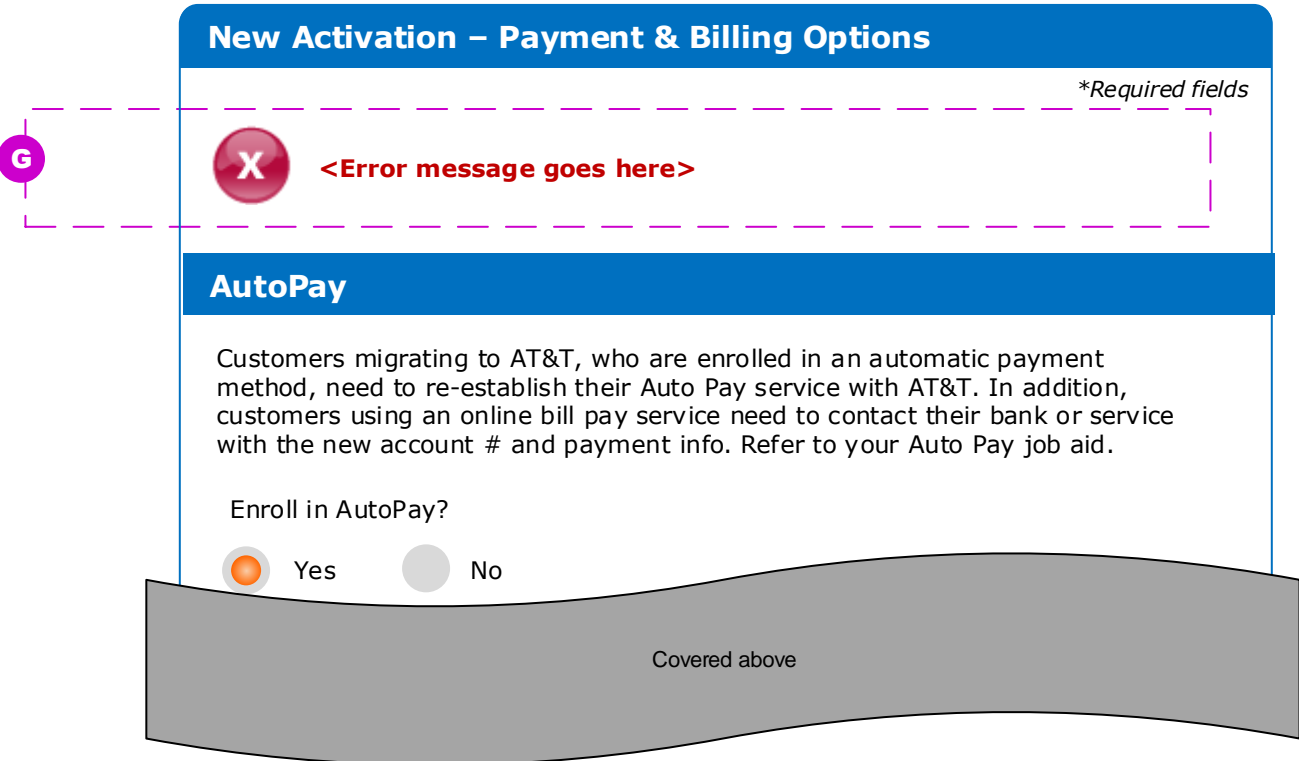
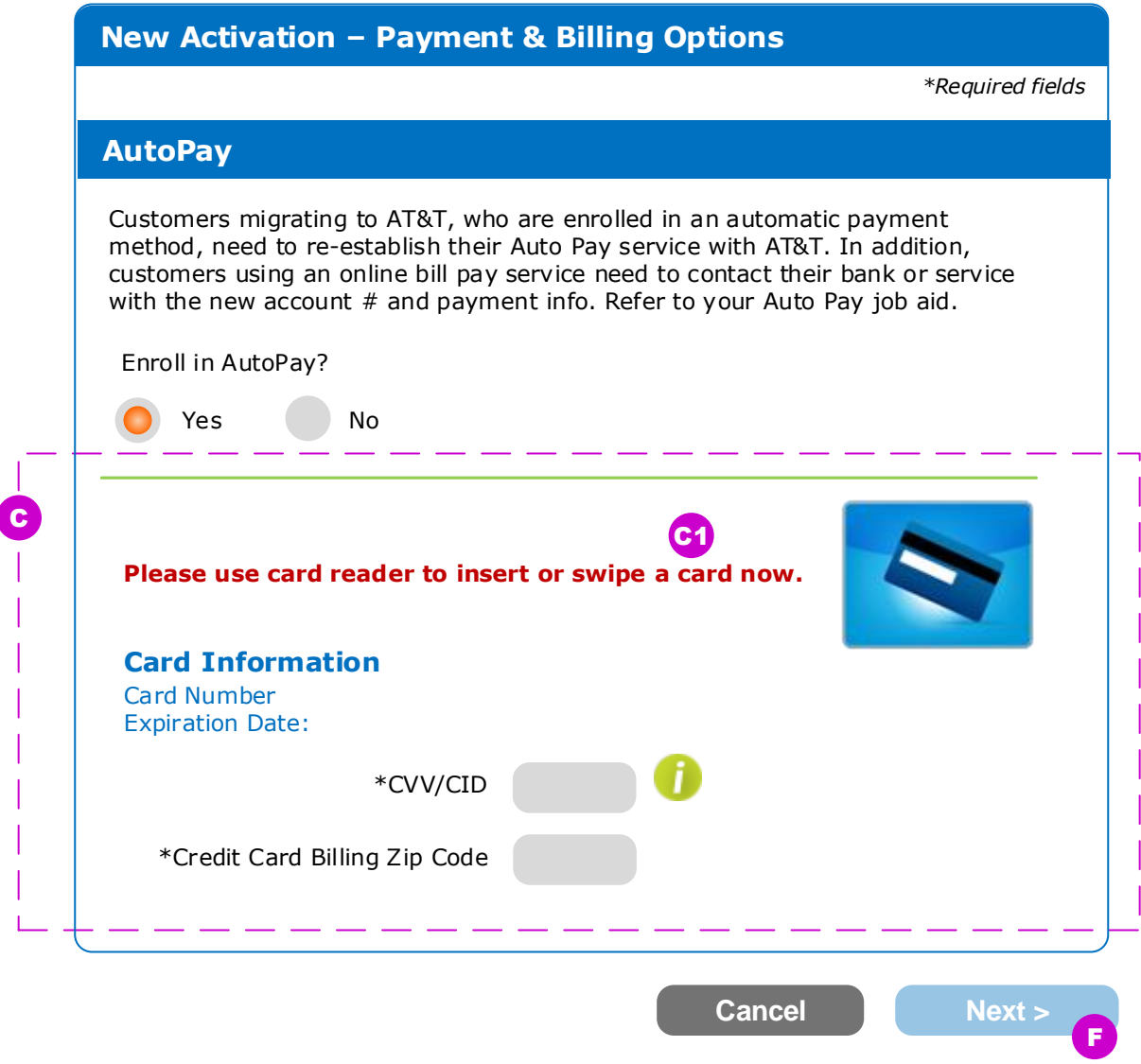
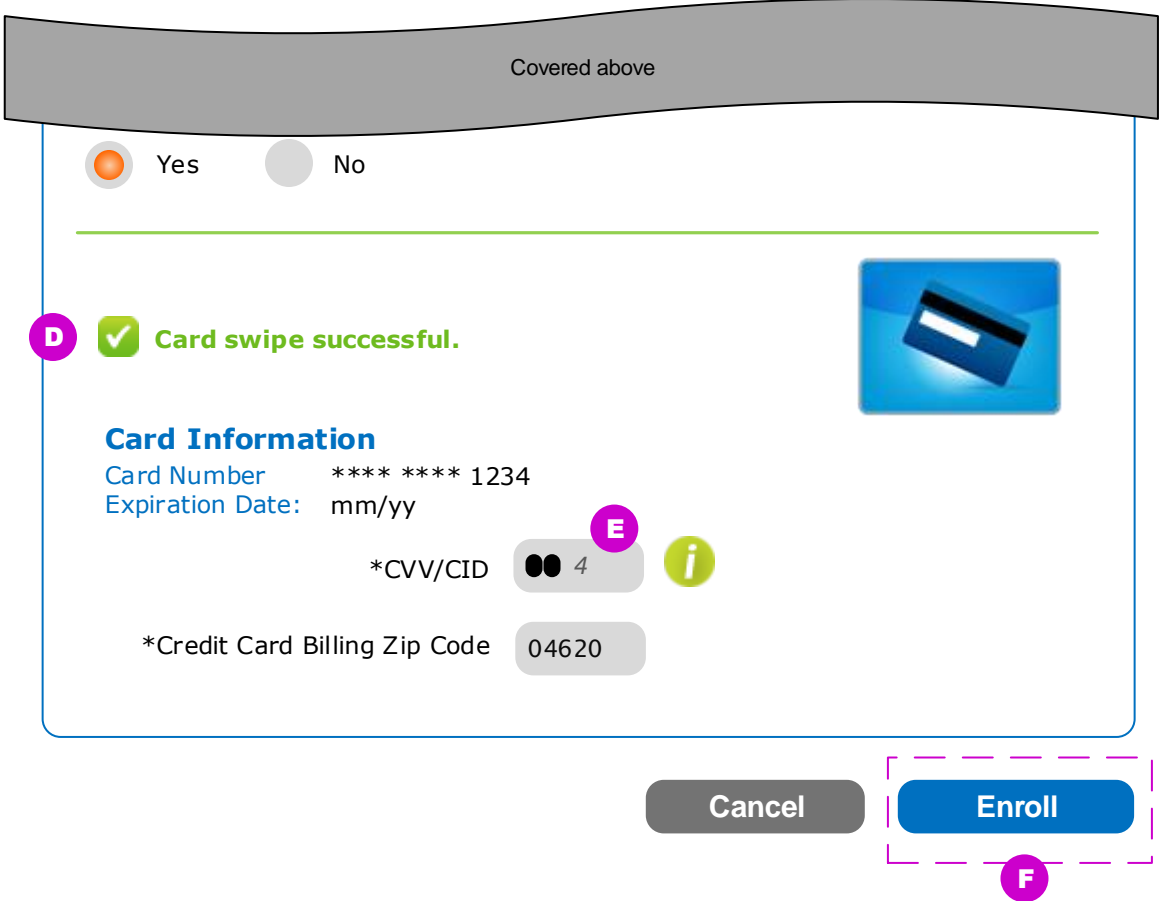
Finish & Save



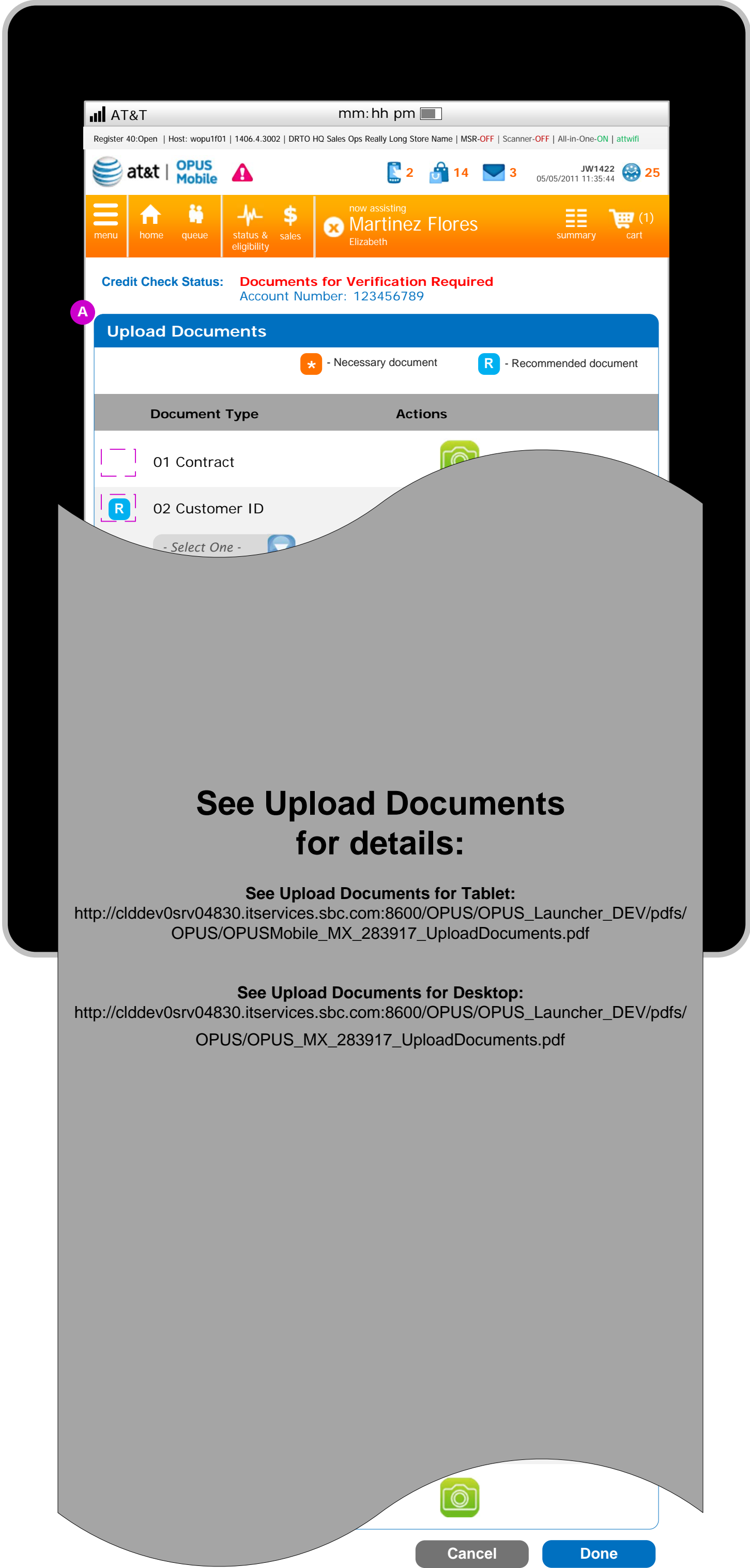
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Page needs review.

- This screen is displayed prior to the policy check if the customer is not enrolled in AutoPay. (If the customer enrolled in AutoPay on a prior display of this screen, do not redisplay the screen.)
- A There is no default value for the "Enroll in AutoPay" question.
- B If user selects "No", enable the 'Next' button.
- B1 Selecting "Next" will proceed with policy check and display the **Policy Check wait message** page if results are not returned immediately.
- C If user selects "Yes", display credit card section.
- C1 When the tablet is communicating with a Bluetooth All-In-One device or a Sig Cap is attached to the desktop, show this red instructional message.
- C2 If the tablet is not communicating with a Bluetooth All-In-One device or a Sig Cap is not attached to the desktop, the red text should display as shown below:
A card reader is not connected. Please connect a card reader to complete this transaction.
- D If card information is captured successfully, display this success message.
--When successful, the Card Number and Expiration Date will be populated. Card Number will be masked except for the last 4 digits.
- E CVV/CID and the Credit Card Billing Zip Code fields are mandatory. As the user is typing in the CVV/CID field allow the user to see text then mask once the next entry is made.
- F When 'Yes' is answered, disable the "Next" button until card information is captured successfully. After card information is captured, change the 'Next' button to an "Enroll" button. Selecting "Enroll" will submit the payment details then display the **Upload Documents** screen.
- G If an error occurs when "Enroll" is selected, display the error message at the top of the page.



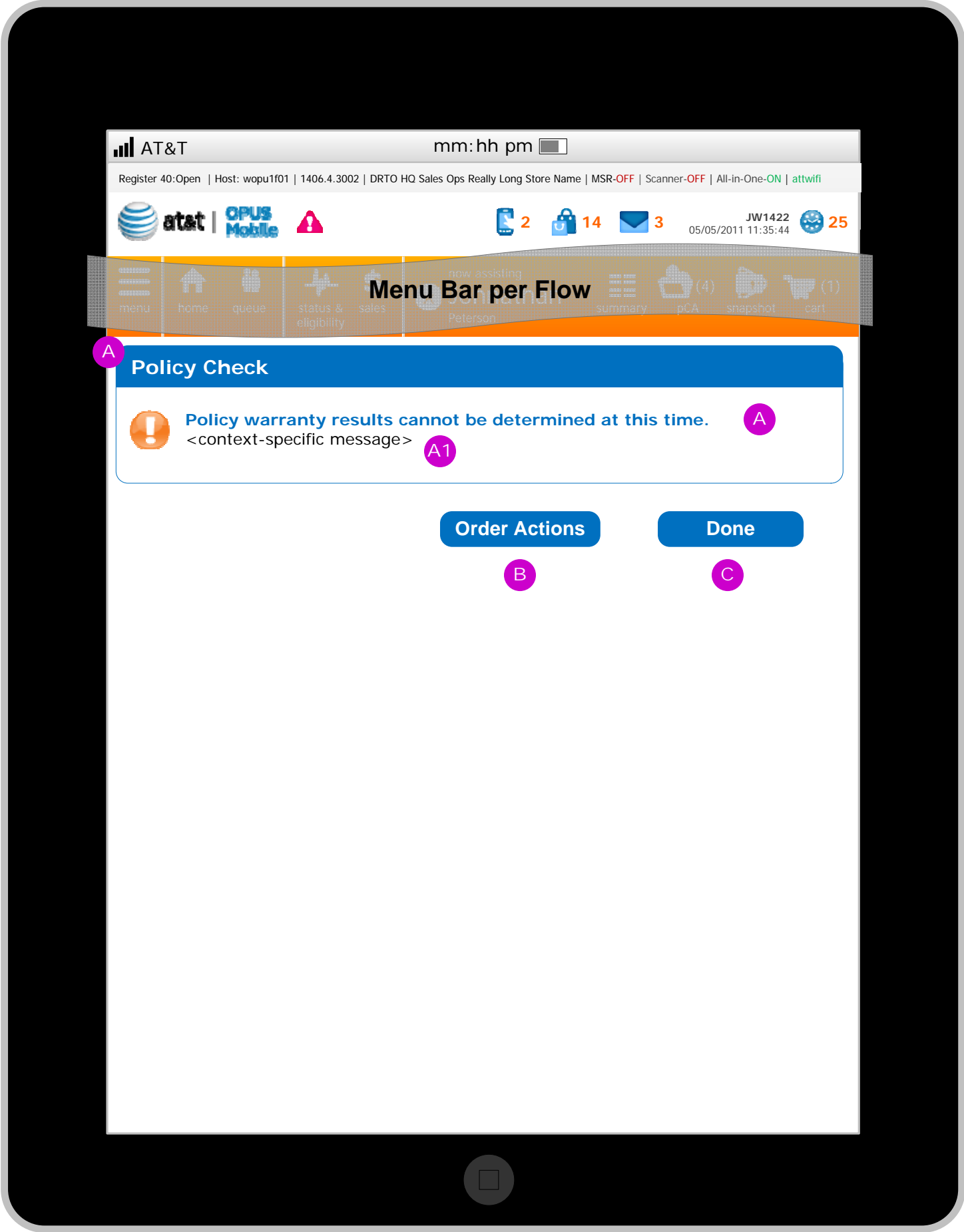
Upload Documents: AutoPay



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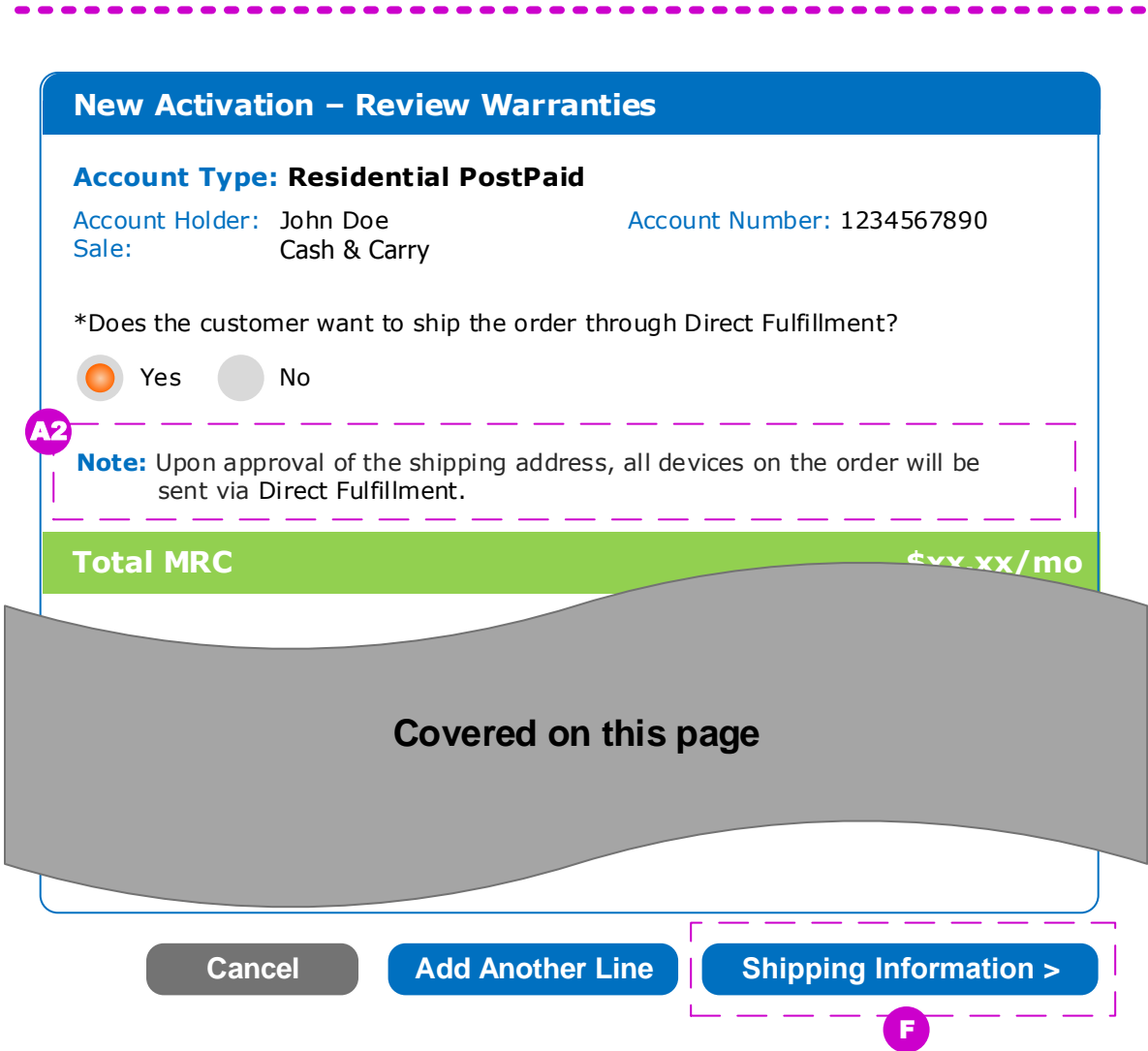
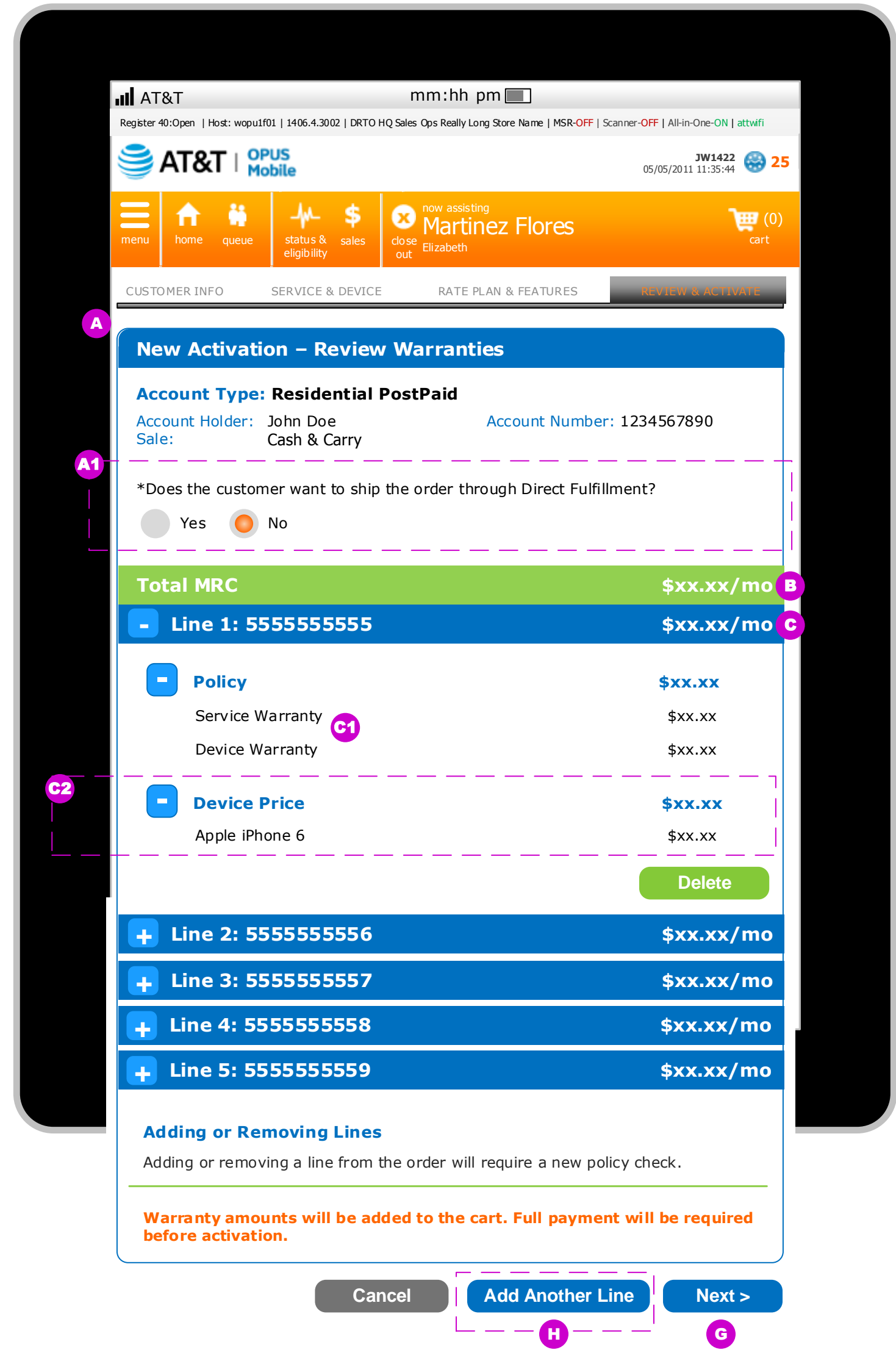
A If Customer is enrolling in AutoPay, display this page for the Rep to capture/upload documents needed. Otherwise this page will not be shown.

Policy Wait Msg



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- Show this page when the policy check cannot be completed immediately.
- A Generic wording.
- A1 Display appropriate wording based on indication from backend.
 - Estimated wait time less than 30 mins
 - Estimated wait time less than an hour
 - Estimated wait time less than 4 hours
 - Customer will be notified when issue is resolved.
- B Takes user to Order Actions page.
- C Takes user to Home page for new customers or to Customer Summary for existing customers.



Design Notes

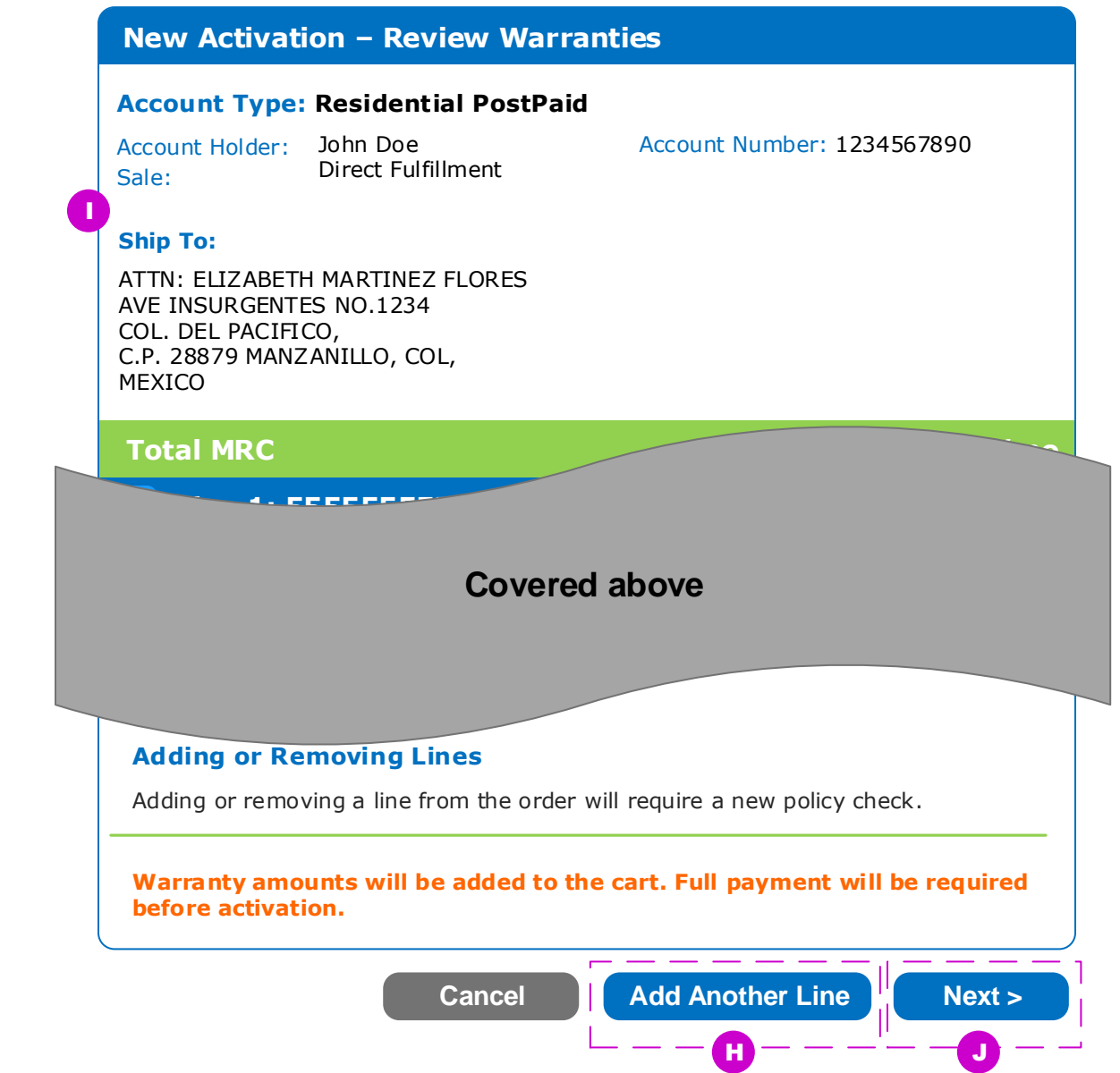
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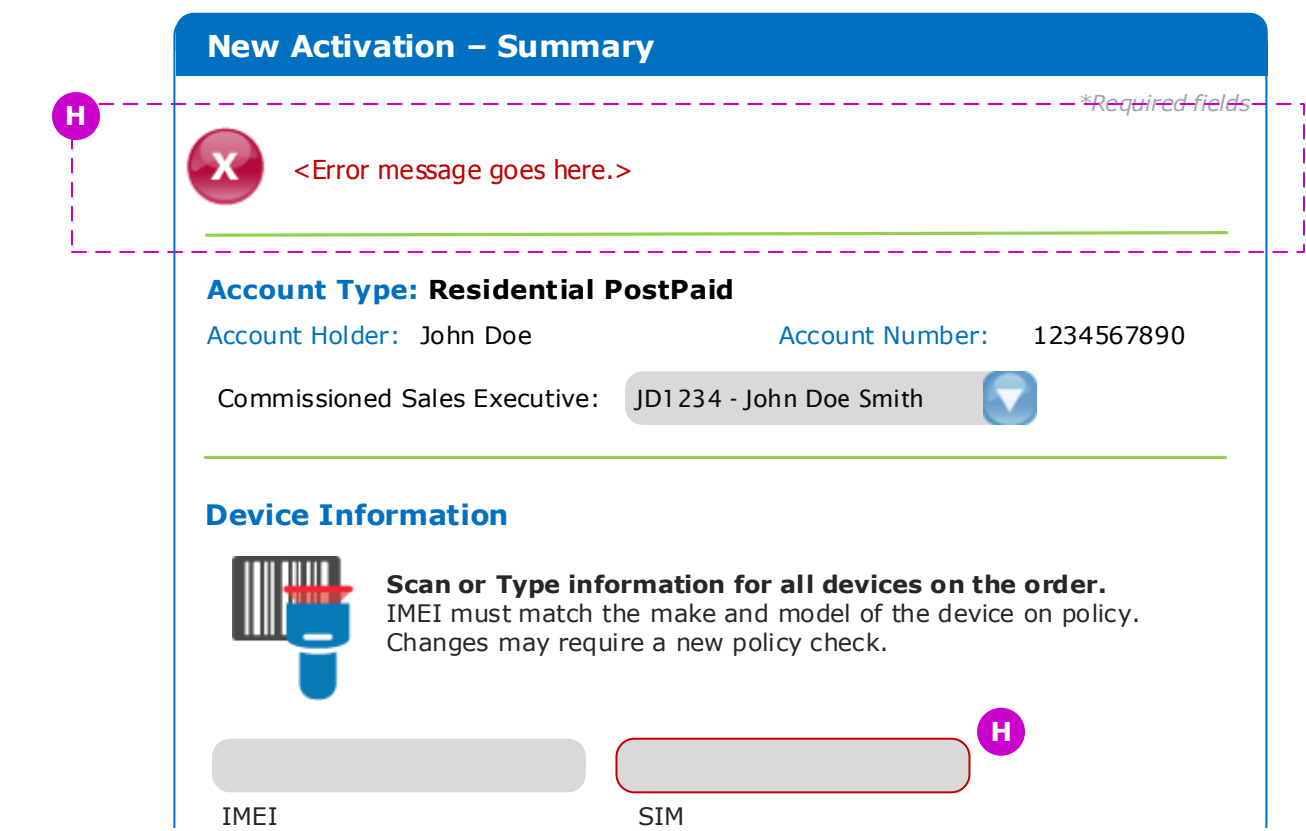
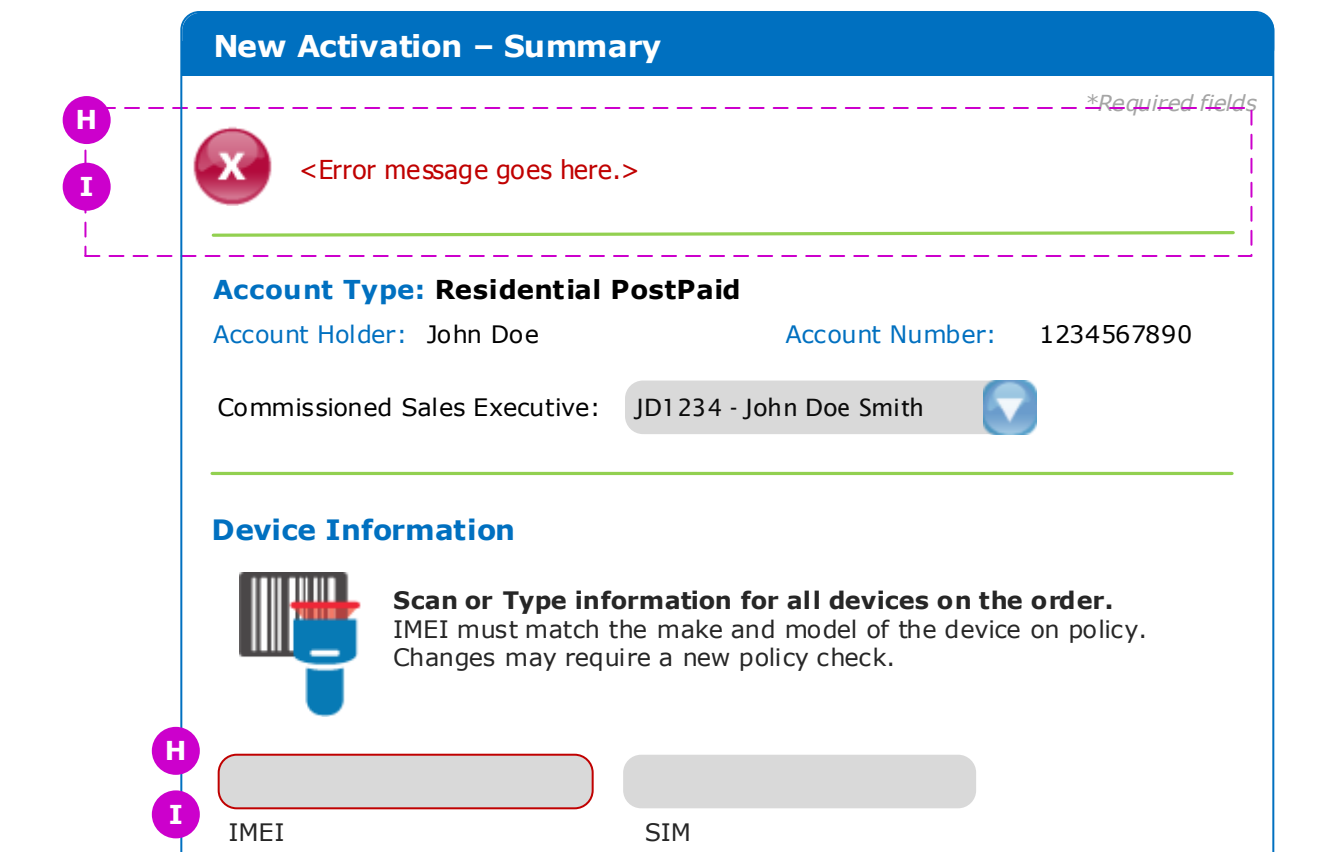
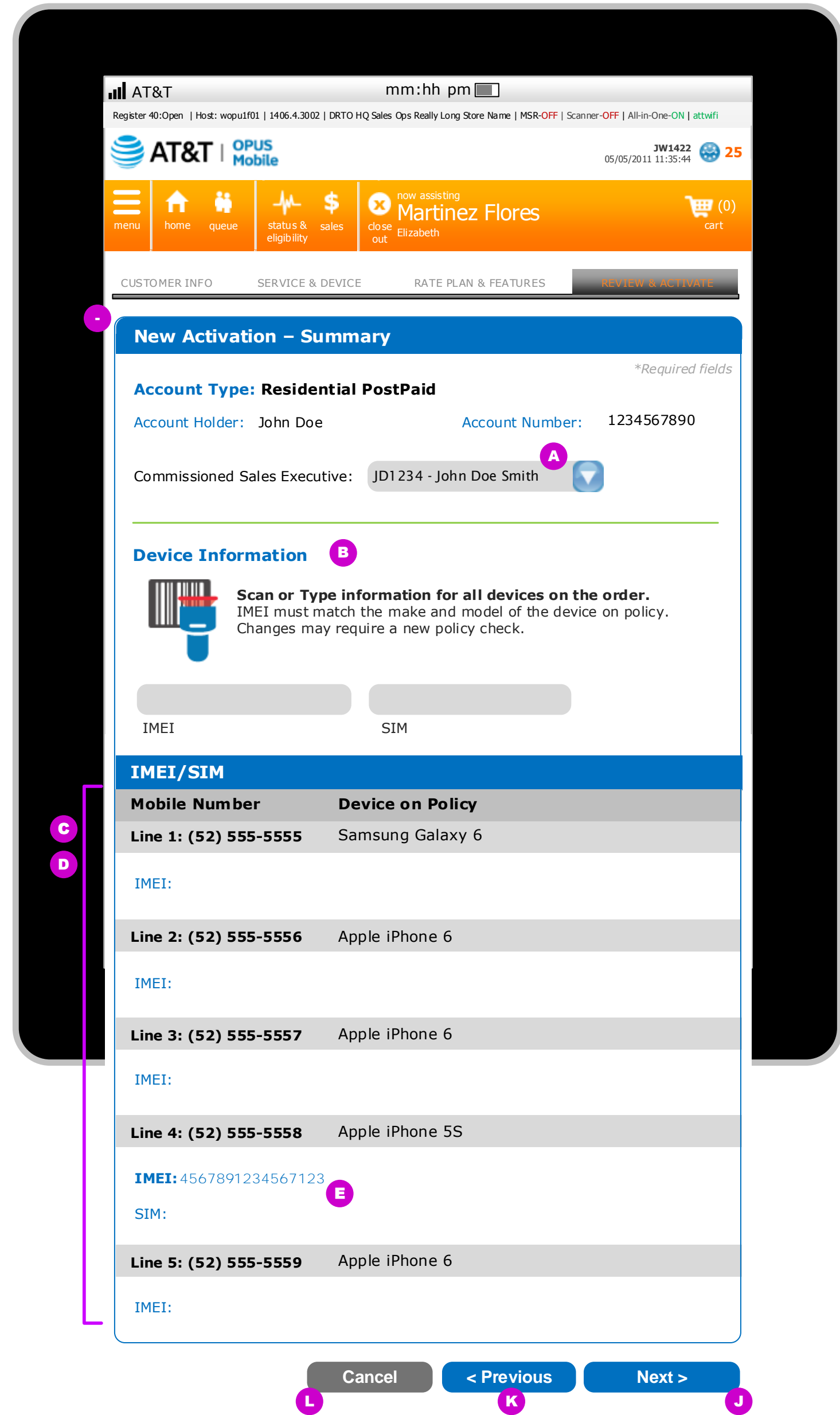
- A** Show this page after the policy check is completed. Default view will expand Line 1 only. When applicable, remaining lines will be collapsed.
- During this step the customer may choose between Cash & Carry (Full Process) or Direct Fulfillment (Traditional sale) methods. If the customer wants to use Direct Fulfillment a new policy check will be required.
- A1** When the 'Sale' is Cash & Carry display this question and default to "No".
- A2** Show this Note when "Yes" is selected.
- B** Display Total MRC for the account.
- C** Show the the MRC of each individual line.
- C1** For each line, display service warranty and device warranty amounts when the Policy section is expanded.
- C2** For each line, display the make/model and device price when the Device Price section is expanded.
- C3** When the customer selected BYOD (Bring Your Own Device), display the device section in this manner.
 - C3** **<BYOD>** \$0.00
- D** The "Delete" button will display the confirmation alert overlay.
- D1** -Selecting "OK" will remove the line from the order and change the "Next" button to a "Determine Warranties" button.
- D2** -If "Cancel" is selected, close the alert and return the user to the Review Warranties page.
- F** When the number of lines on the order was changed, selecting "Determine Warranties" will initiate another policy credit check to determine warranties for the remaining line(s).
 - If the customer has not enrolled in AutoPay, display the AutoPay enrollment page before initiating the policy check.
 - When "Yes" is answered for the Direct Fulfillment question, display the Shipment information page, when "Determine Warranties" is selected.
 - F** **Shipping Information >**
- G** If there are no changes to the number of lines on the order, selecting "Next" will take the user to the Review Order & Activate page.
- H** If the maximum line limit has been achieved, hide the "Add Another Line" button. Otherwise, show the "Add Another Line" button. Selecting "Add Another Line" will navigate the User to the Service & Device page to configure another line.
- Related Document:** *Direct Fulfillment – Shipping Information:*
http://clddev0srv04830.itservices.sbc.com:8600/OPUS/OPUS_Launcher_DEV/pdfs/OPUS/OPUSMobile_MX_283917_DirectFulfillment.pdf

Design Notes Cont'd.

Direct Fulfillment (approved) shipping address appears after the additional Policy Check has completed.

- I** Display this version of the page after policy check is complete and the customer chose Direct Fulfillment. Show the approved ship to address as read-only.
- J** Direct Fulfillment: If the ship to address is approved and there are no changes to the number of lines on the order, selecting "Next" will display the Cart overlay.



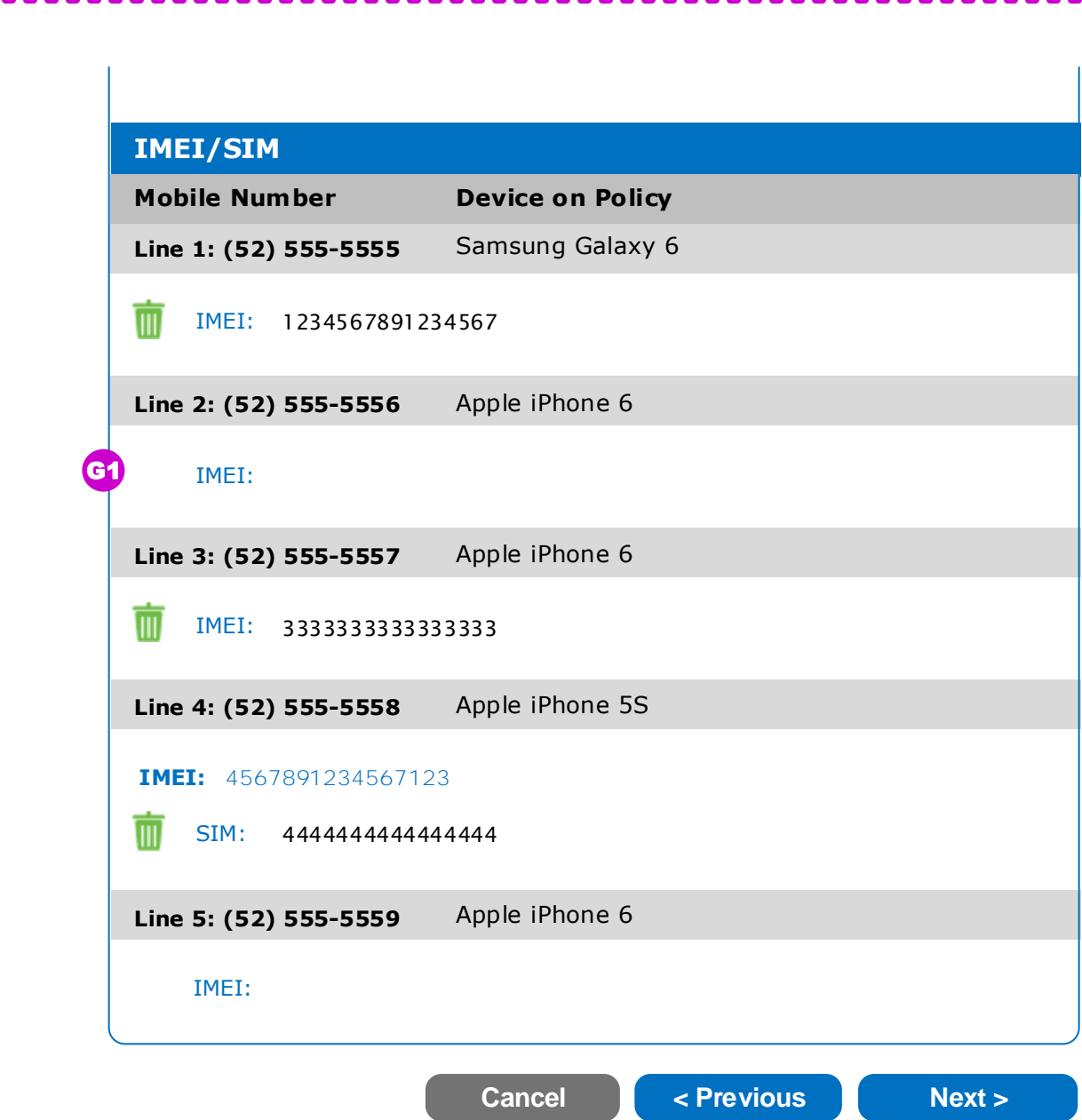
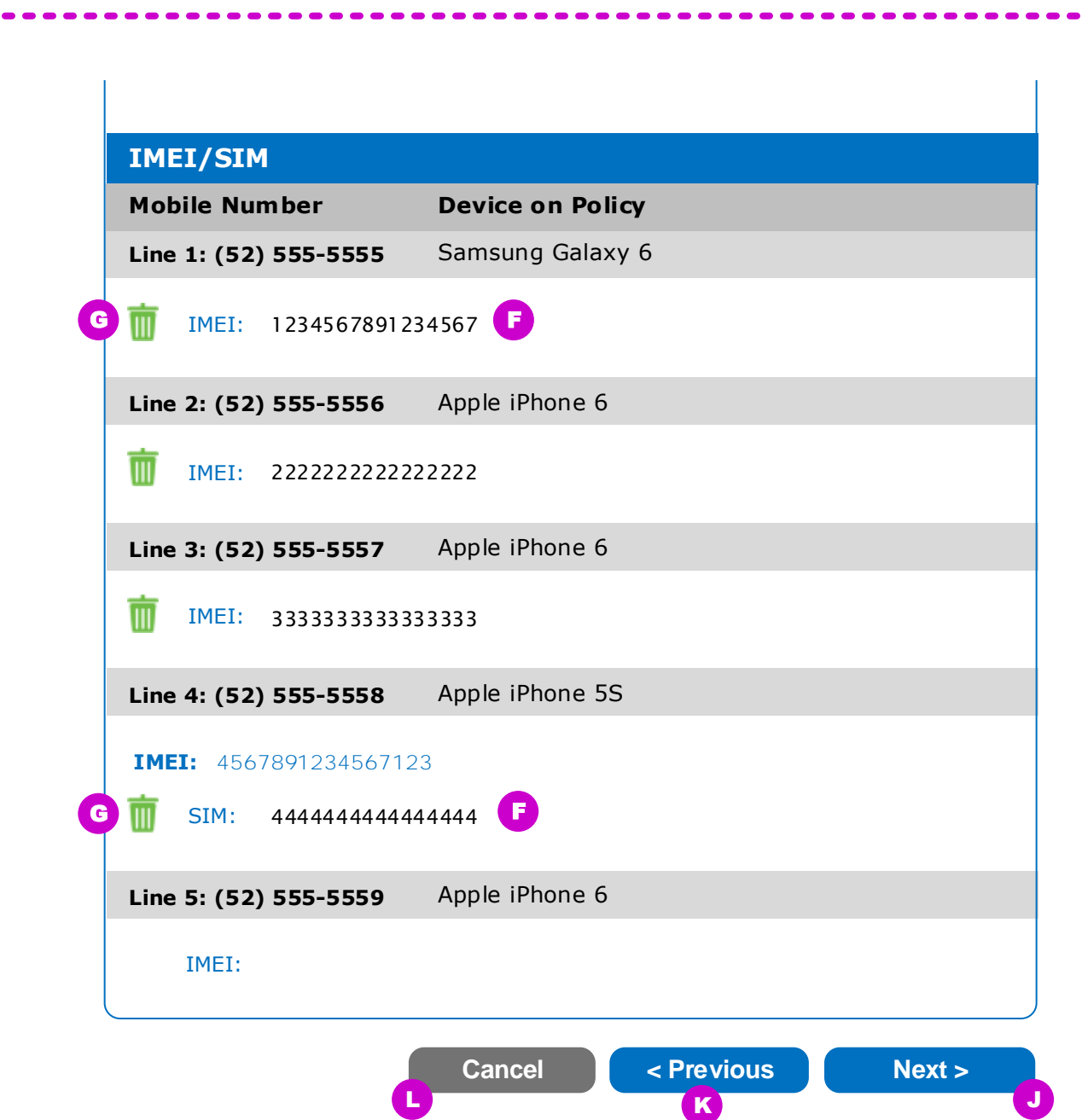


Design Notes

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- Display this Summary page after all policy checks have completed and warranties have been accepted.
- A Display Commissioned Sales Executive drop down as shown. Prepopulate the sales rep currently logged in.
- B Show message and fields at the top of the page for the User to scan/enter the IMEI and SIM for each device on the order. For store purchases, user must scan/enter both SIM and IMEI.
- C Display the mobile number and make/model of the device type selected for each line on the order, in this manner.
- D Example of the IMEI/SIM section on page load.
- E If the customer is bringing their own device (BYOD), display the IMEI provided during line configuration and SIM to be entered. If the customer is purchasing a device, the SIM will not be shown.
- F Upon scan/entry, display the IMEI or SIM as a read-only value below the associated line.
- Device information will be populated after scan/entry for each line in ascending order (smallest to largest). The User must provide valid information for the lowest line number (ex. Line 1) before scanning/entering device information for the next occurring line (ex. Line 2).
- G Display trash can icon for each valid IMEI or SIM entered. Selecting the trash can icon will remove the reserved IMEI or SIM and allow the User to enter new device information.
- G1 Example when the user removed the reserved IMEI for Line 2. Upon scanning/entering IMEI or SIM the system will populate the lowest line number (ex. Line 2) before proceeding to the next occurring line (ex. Line 5).
- H Show this error message at the top of the page, If the IMEI or SIM entered does not match the make/model of the device type on the policy. A red border will appear on the error field.
Item does not match the device on the order. H
- I Show this error message at the top of the page, if the IMEI was not found in the store inventory. A red border will appear on the error field.
Item not found in the store inventory. I
- J Selecting "Next" will display the Cart overlay.
- K Selecting "Previous" returns User to the Review Warranties page. Selecting "Previous" will unreserve any scanned IMEIs/SIMs.
- L 'Cancel' will unreserve IMEIs/SIMs and the User may start over from the Open Orders page.

- It will be an M&P for the Rep to determine a sale requires Direct Fulfillment. On this page the user may select 'Previous' and change the order from Full Process (C&C) to a Traditional sale (Direct Fulfillment) or remove the line from the order. Choosing DF and/or removing a line will require a new policy check.



Cart

Refer to:

http://clddev0srv04830.itservices.sbc.com:8600/OPUS/OPUS_Launcher_DEV/pdfs/OPUS/OPUSMobile_MX_283917_Cart.pdf

Service Summary and Contract

Refer to:

http://clddev0srv04830.itservices.sbc.com:8600/OPUS/OPUS_Launcher_DEV/pdfs/OPUS/OPUSMobile_MX_283917_TermsOfService.pdf

Payments

Refer to:

http://cldev0srv04830.itservices.sbc.com:8600/OPUS/OPUS_Launcher_DEV/pdfs/OPUS/OPUS_MX_283917_Payments.pdf

Transaction Complete

Refer to:

http://clddev0srv04830:8600/OPUS/OPUS_Launcher_DEV/pdfs/OPUS/OPUSMobile_MX_283917_transactionComplete.pdf

Port Number

Refer to:

http://clddev0srv04830.itservices.sbc.com:8600/OPUS/OPUS_Launcher_DEV/pdfs/OPUS/OPUSMobile_MX_283917_Porting.pdf
