

Order Tracker

Overview

When consumers feel informed and in control across the installation process they have a better overall experience. So we've developed Order Tracker – a new web-based tool that allows your customers to track progress and change their fibre order in real time.

Order Tracker follows a fibre order through installation, showing key dates and information at every stage. It gives customers more control, with the ability to update appointment dates and contact details, making changes a lot easier.

What are the key features?

Inform	<ul style="list-style-type: none">• I can track my progress getting connected to fibre
Educate	<ul style="list-style-type: none">• I can find out information on each step of the process to understand more about getting connected to fibre
Rate	<ul style="list-style-type: none">• I can let you know what my experience was like across the process
Reschedule	<ul style="list-style-type: none">• I can reschedule my appointments when I need to
Update	<ul style="list-style-type: none">• I can update my details if they change

Who can use it?

Order Tracker is currently available to your customers via Install Support. If you haven't signed up to Install Support, but want to use Order Tracker, please contact your service delivery manager.