



BT Consumer

Test & Trial Overview

BT Consumer Test & Trials



The Consumer Test & Trial team is made up of two areas and supported by our Test Facility based in Swansea Tower. Our role is to **identify product defects, gaps and mistakes** in key customer journeys and measure the **customer experience**. We're involved in **all major product launches** within Consumer and cover all aspects of how a customer can purchase, use, setup and make the most of their products and services (through working with the product developers).

Test Team

- Validate online customer journeys (using BT.com) – Orders & Faults
- Check whether our Offers & Promotions work
- Test new CCP system releases

Trial Team

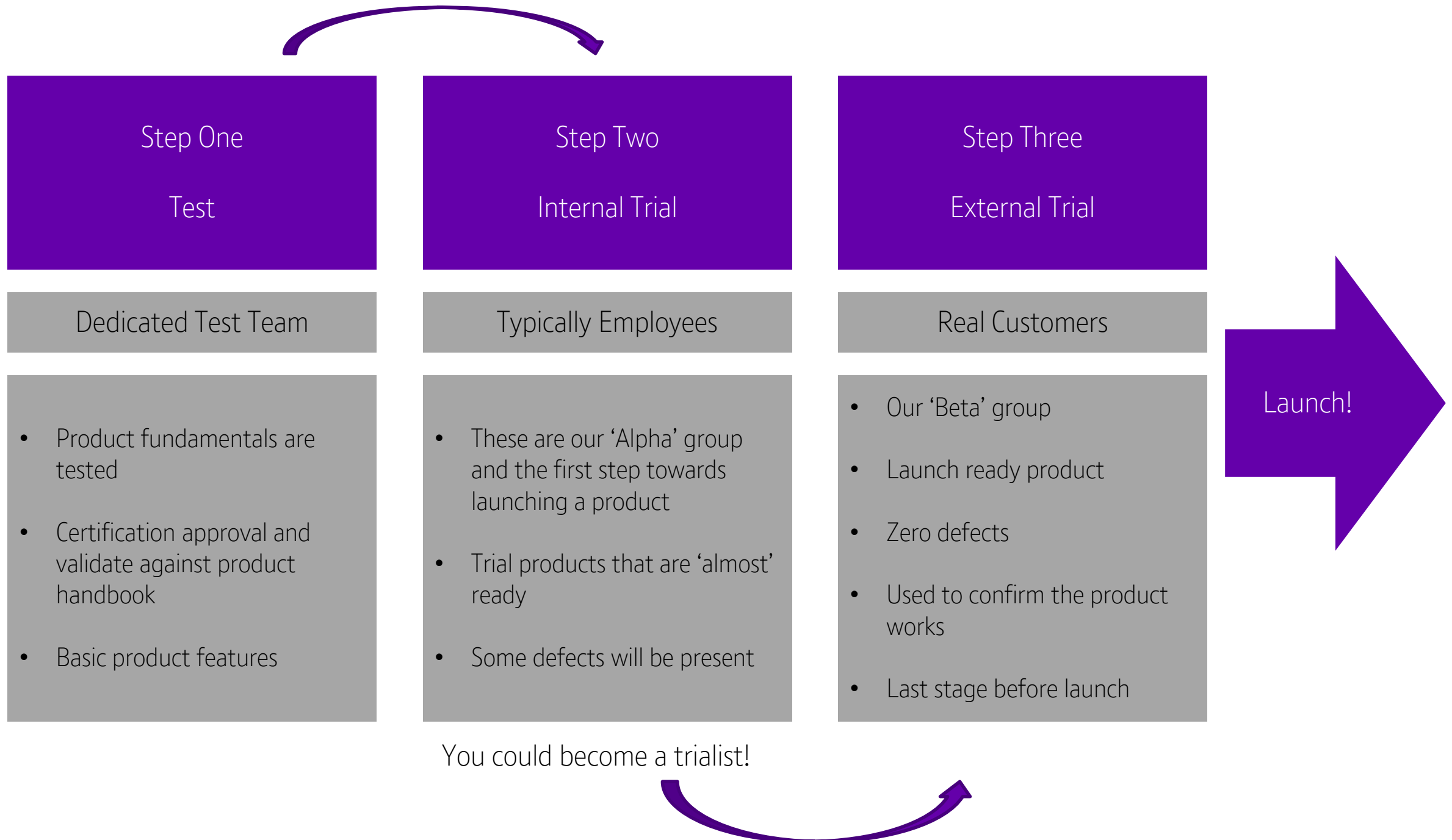
- Trial our Products & Services in (as close to) a **real-world environment**
- Work closely with Product Development team to rectify any product defects
- **Measure the customer experience** via trialist feedback (surveys, issue reports..)
- Typically have the final say in whether a product is launched

All of these are supported by:

Test Facility

- **Equivalent of a small town** with thousands of test lines installed on-site (of all line types and technologies)
- Gives our team the ability to **test freely** and can either be on-site or test remotely
- Here **we can become a customer** and check journeys through their eyes (from placing an order to reporting a fault and everything in between)

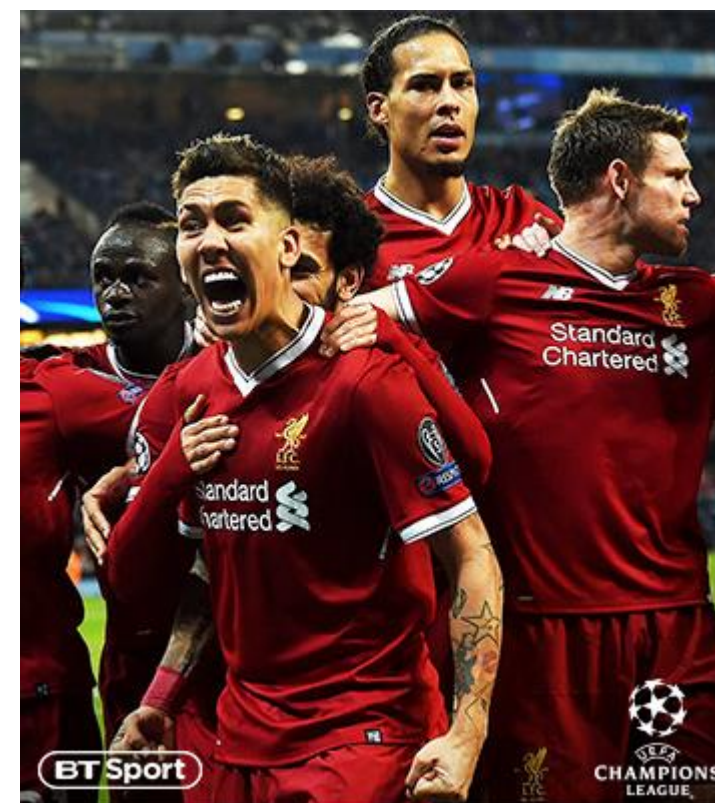
Test & Trial Journey



Here are some of the products we're involved in..



NETFLIX



Any questions?

Interested in becoming a trialist? [Click here](#) and register..