



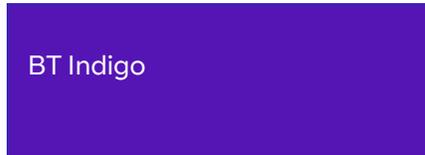
# BT Support Hub

Website UX and UI development specification document

July 2020

# Colours

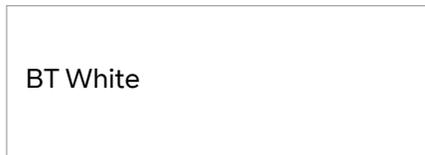
## Brand Colours



Hex. #5514B4

RGB. 85 / 20 / 180

Usage: primary brand colour for header, footer, in-page interactions and text links.



Hex. #FFFFFF

RGB. 255 / 255 / 255

Usage: site background, title bars and content cards. Along with BT Purple, White is the predominant brand colour.



Hex. #E60050

RGB. 230 / 0 / 80

Usage: primary CTAs.



Hex. #00A0D6

RGB. 0 / 160 / 214

Usage: secondary colour, highlighting features within charts etc.

Use with white text only at H1/S1, H2/S2 and H3 Bold/S3Bold style sizes, for AA compliance (Large Text).

Use with black text at all sizes for unrestricted AA compliance.

# Colours

## Functional Colours



Red

Hex. #E60014  
RGB. 230 / 0 / 20

Usage: signifies that something is wrong and that the user is unable to continue until something is corrected. Warning notifications and errors



Green

Hex. #008A00  
RGB. 0 / 138 / 0

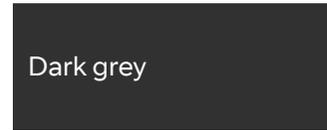
Usage: success messages and completed process steps with concertinas, correct data entry.



Yellow

Hex. #EFFDC00  
RGB. 255 / 220 / 0

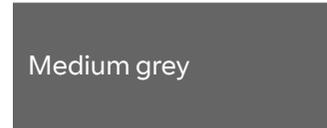
Usage: reserved for Alerts and notifications to attract the user's attention without feeling like an error.



Dark grey

Hex. #333333  
RGB. 51 / 51 / 51

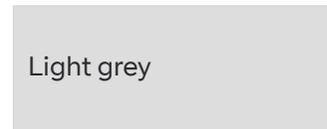
Usage: Colour of titles and body text that sit on a white and light backgrounds.



Medium grey

Hex. #666666  
RGB. 102 / 102 / 102

Usage: keylines that break up content, concertina steps, secondary text colour.



Light grey

Hex. #DDDDDD  
RGB. 221 / 221 / 221

Usage: background to panles for emphasis. 50% #DDD can be used for a subtle grey background

# Type Sizes

Typographic scale comprises of 6 sizes in total for each of the following breakpoints:

320+ Screens  
32, 26, 22, 18, 16, 14

768+ Screens  
40, 32, 24, 20, 16, 14

1200+ Screens  
48, 36, 28, 20, 16, 14

there is a preferred wight for each size, however other weights can be used where appropriate. Fo instance price points are in bold and accordingly S2 & S3 sizes for each screen size.

Only use 'H1' in code when semantically correct, otherwise use the 'S' prefix to describe the size.

## H1/S1

Screen size	Font size	Leading line height	Weights
320+	32px (2em)	36px (1.125em)	Headline
768+	40px (2.5em)	44px (1.15em)	Headline
1200+	48px (3em)	51px (1.062em)	Headline

## H2/S2

Screen size	Font size	Leading line height	Weights
320+	26px (1.625em)	30px (1.153em)	Regular
768+	32px (2em)	36px (1.125em)	Regular
1200+	36px (2.25em)	40px (1.181em)	Regular

## H3/S3

Screen size	Font size	Leading line height	Weights
320+	22px (1.375em)	26px (1.181em)	Regular
768+	24px (1.5em)	28px (1.166em)	Regular
1200+	28px (1.75em)	32px 1l.142em)	Regular

## H4/S4

Screen size	Font size	Leading line height	Weights
320+	18px (1.25em)	23px (1.277em)	Regular
768+	20px (1.25em)	25px (1.25em)	Regular
1200+	20px (1.25em)	25px (1.25em)	Regular

## Body

Screen size	Font size	Leading line height	Weights
320+	16px (1em)	21px (1.312em)	Bold/Regular
768+	16px (1em)	21px (1.312em)	Bold/Regular
1200+	16px (1em)	21px (1.312em)	Bold/Regular

## Notes

Screen size	Font size	Leading line height	Weights
320+	14px (0.875em)	19px (1.357em)	Bold/Regular
768+	14px (0.875em)	19px (1.357em)	Bold/Regular
1200+	14px (0.875em)	19px (1.357em)	Bold/Regular

# Buttons & Links

The Pink/Red colourway is only used for the progression of a purchase journey. This makes sure it is easy for the user to see how to buy.

Hover # C30D4C

Primary



Inactive



Secondary



Inactive



Hover/Press



Link

[Link style >](#)

Inactive

[Link style >](#)

Hover/Press

[Link style >](#)

The Purple colourway is used for any other in-page interactions that are not directly related to the purchase journey.

Hover # 540E85

Primary



Inactive



Secondary



Inactive



Hover/Press



Link

[Link style >](#)

Inactive

[Link style >](#)

Hover/Press

[Link style >](#)

# Buttons & Links

Regular 16 px

Buttons have a set height of 40px with padding left and right of the text set to 20px.

Corners have a radius of 5px. Minimum width of the whole button is 80px.

There is no maximum width, but we should keep calls to action brief.

More descriptive CTAs should be dealt with by using the link style.

On mobile, buttons should be no wider than 75% of the viewport width.

Keylines are 1px if required. Buttons can be ranged left or right depending on the context of the design within which they appear.

Size and weight of link is relative >

list example >

Another list example >

The font size and weight of a link should be the same as the text it is associated with.

The space between the text and the chevron is 10px. The chevron should be the same as the x height of the link text.

In 'list' form (above) links have spacing between the lines of 15px from the descender above to ascender on the next line of text.

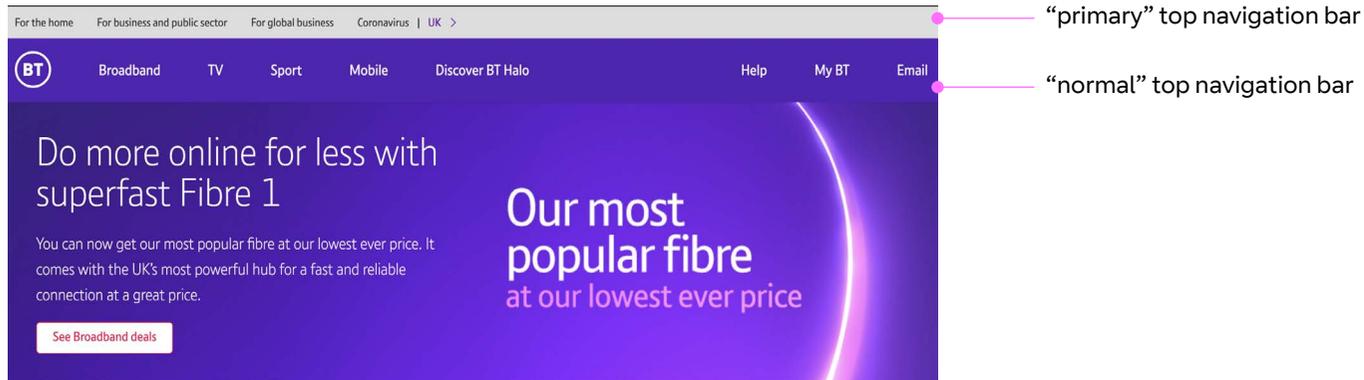
# Amendments to the navigation design

## New navigation concept

Due to a bigger amount of content that will be placed on this website in the future, we now need to amend the navigation structure.

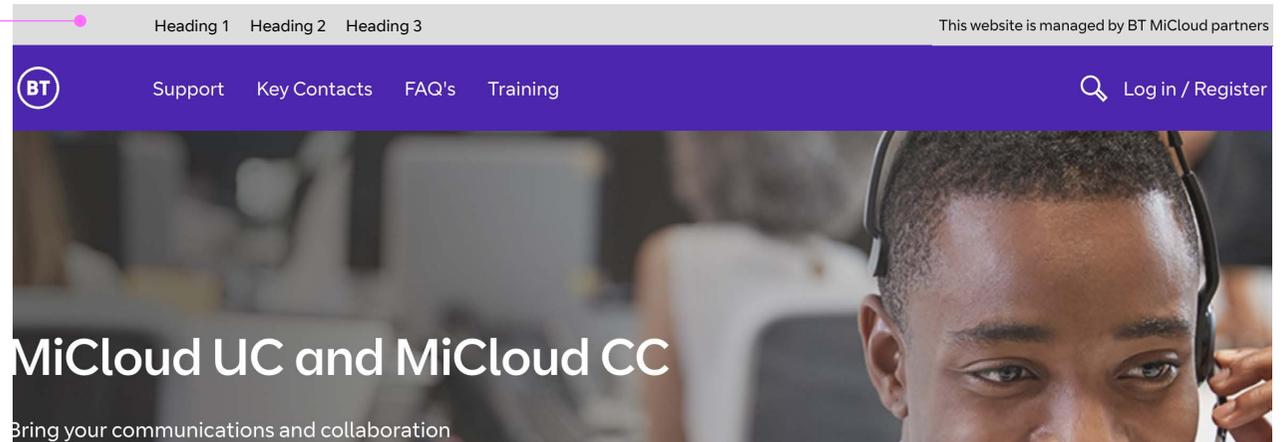
We need to create a “primary” top navigation bar that would determine what is displayed in “normal” top navigation bar (with the purple background).

To give you an example, you can visit [bt.com](http://bt.com) where you can see the titles above the “normal navigation bar”. When you click on each title you will be given a different navigation titles.



## Designs for the new navigation concept

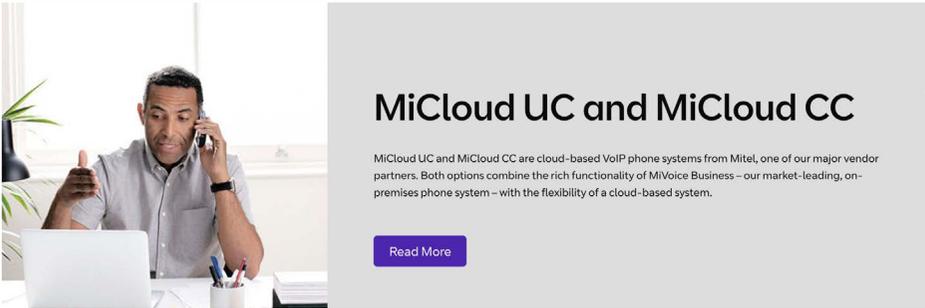
1. Could you please place the new “primary” navigation titles on the left side of the bar?
2. Please leave 30 px space between each title.
3. Please move current text “This website is managed by BT MiCloud partners” to the right side of the bar.



# Amendments to the current front-end site

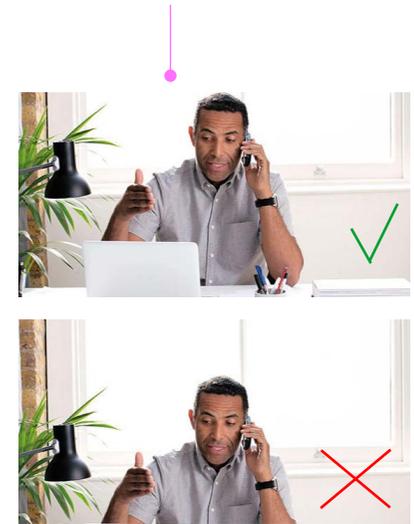
# Colour

Due Could you please change the current landing page template text block background colour to the #efefef .



# Images on the landing page template

When I resize the screen, parts of the image are not visible. Could you please change the image height for smaller screen from 180 px to 300px and show the centr of the image.



# Images on the list page template

Could you please change the image height for smaller screen fom 220 px to 300px and show the centr of the image.



## Mitel Solutions



### Do what you do. Even better

With a Mitel MiCloud UC phone system on your side, you'll have the tools to help your business work better – now and in the future. It's all built in. Conference calling and desktop sharing make team meetings easy. And features like call routing and mobile apps help you stay in touch with your customers – and each other – no matter where you're working.

[Read More >](#)



### Look who's talking

With a Mitel MiCloud CC phone system, you'll have the tools you need to help your people talk to customers and each other. It's future-proof, and everything's built to work together. Conference calling, desktop sharing and mobile apps help you stay in touch, wherever you're working. And the Contact Centre application can give you an overview of every customer conversation – wherever they've taken place. So, you'll have all the know-how you need to keep your customers happy.

[Read More >](#)



## Mitel Solutions



### Do what you do. Even better

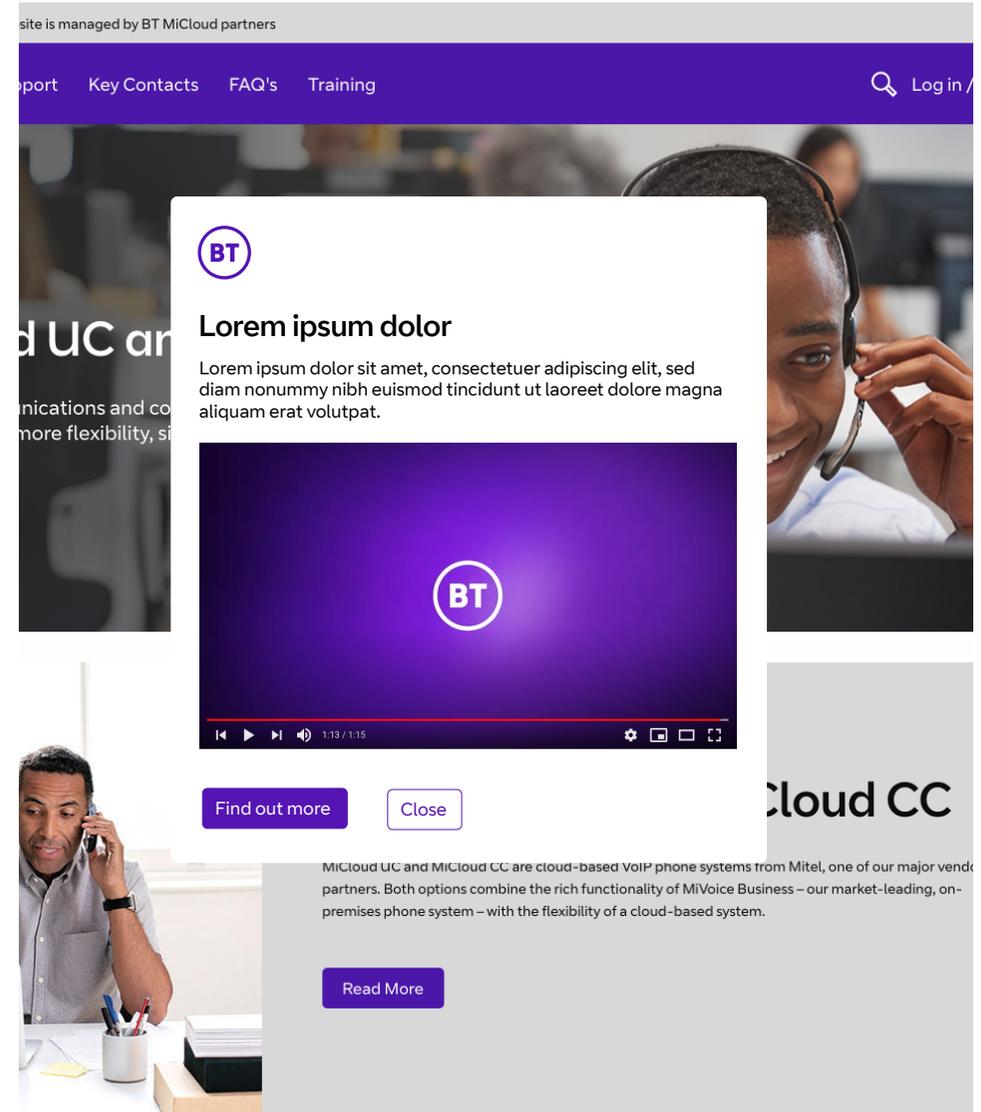
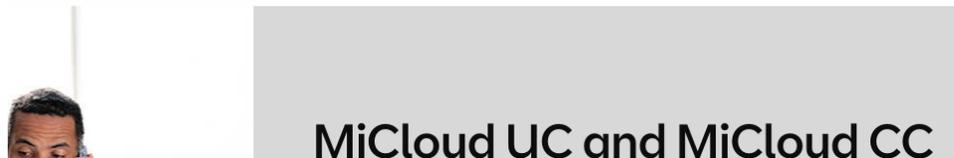
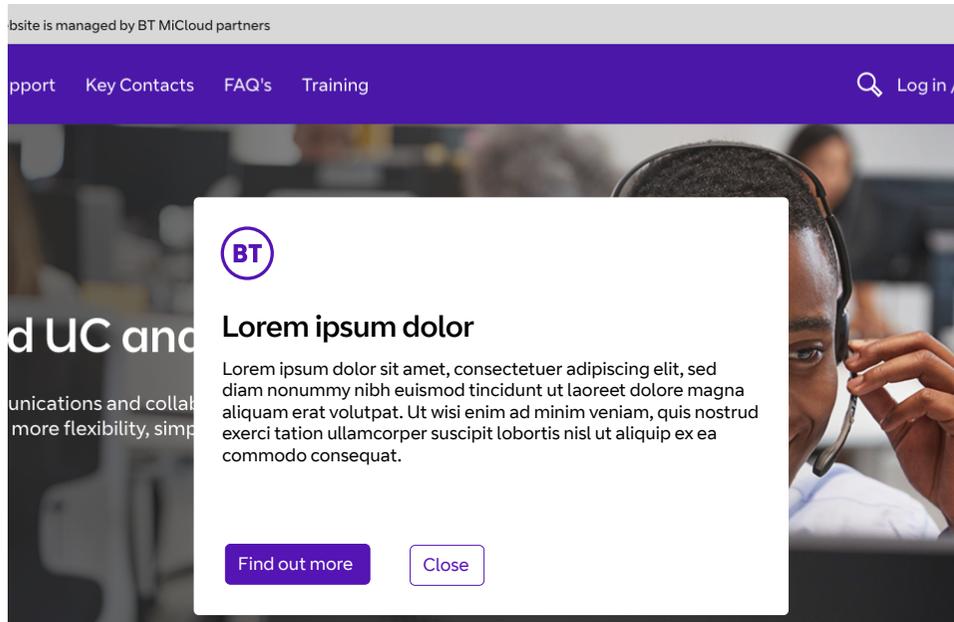
With a Mitel MiCloud UC phone system on your side, you'll have the tools to help your business work better – now and in the future. It's all built in. Conference calling and desktop sharing make team meetings easy. And features like call routing and mobile apps help you stay in touch with your customers – and each other – no matter where you're working.

[Read More >](#)

# Pop-up window design changes

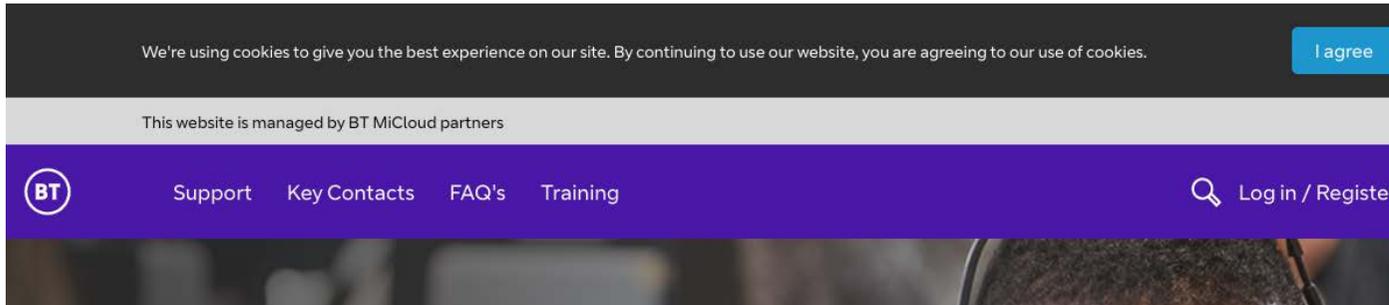
Could you please apply the following changes to the existing pop-up window design:

- Please change the pop-up note name on the side of the screen from “Show the notification“ to “Notification“.
- Please change the pop-up background colour to white #ffffff.
- Width should be 600 px.
- Height is determined by the amount of content.
- Pop-up window margins should be 30 px.
- Please add the primary and secondary (secondary CTA “Close“ should always be there) CTAs to the pop-up window.
  - **Admin should be able to:**
    - to add or not the primary CTA
    - to add a link to the primary CTA
    - To choose a text for the primary CTA



## Cookies - CTA

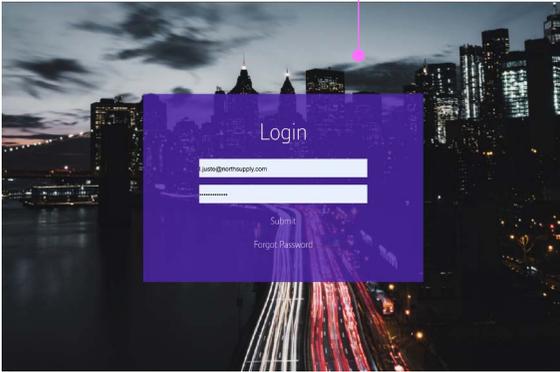
Please change the CTA "I agree" to BT Turquoise #1EC8E6



# Amendments to the admin section

# Log-in screen

Could you please replace the current log-in screen with the new updated design? **This is the same design as for the front-end user log in.**



The new log-in screen design is detailed with the following specifications:

- Header:** BT logo in a white circle on a purple background.
- Section Header:** "Welcome to BT Support Hub" (S1, Light weight, Colour: #333333)
- Text:** "This website is managed by BT MiCloud partners." (S3, Light weight, Colour: #333333)
- Form Fields:**
  - Email address:** Input field with "Email" placeholder (H 60 px)
  - Password:** Input field with "Password" placeholder (H 10 px)
- Buttons and Links:**
  - Log in:** Button (CTA: BT Primary Indigo, H 20 px)
  - Forgotten password >:** Link (Body, Regular weight, Colour: #666666, H 20 px)
- Footer:** (Body, Regular weight, Colour: #6400AA, H 30 px, H 10 px)

Dimensions and styling for the form area:

- Form area height: H 80 px
- Form area height: H 70 px
- Form area height: H 60 px
- Form area height: H 10 px
- Form area height: H 20 px
- Form area height: H 20 px
- Form area height: H 30 px
- Form area height: H 10 px

Form area dimensions and styling:

- Form area width: W 320 px
- Form area height: H 40 px
- Form area border colour: #666666

# Admin dashboard

Could you please amend the dashboard reporting colours to the advised ones below.



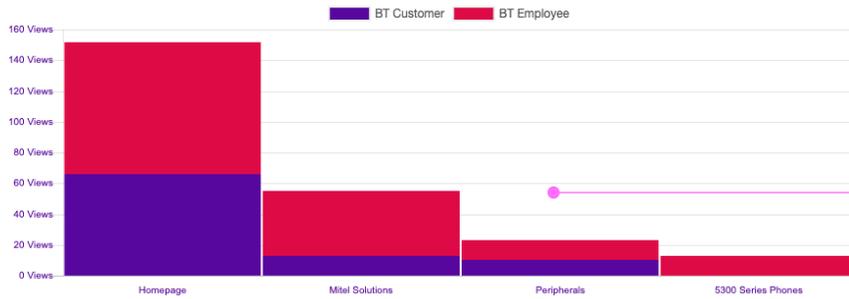
- DASHBOARD
  - CONTENT
  - NAVIGATION
  - ADMIN
  - USERS
- Logout
- View Website

## Dashboard

### Top 5 Search Terms



### Most Viewed Pages



- #5514B4
- #7D55C4
- #A88CD7
- #E5DCF3
- #F6F3FB

- #5514B4
- #FF80FF

## **BT colour change**

Please replace the current BT purple #6400aa to the new BT Indigo #5514B4 in all applicable instances (Navigation bars and links...).

Current BT purple CTA button colours should be changed to the new BT Indigo #5514B4. The hover colour for this is not yet available. So please leave the same BT Indigo #5514B4 colour when user is hovering.

## **BT Typeface**

Please replace all the current text with the new BT Curve typeface.