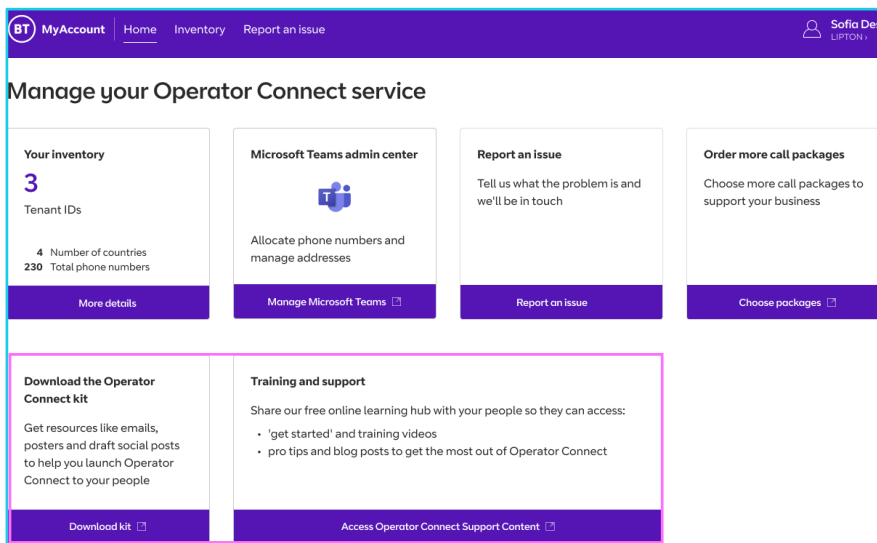




The BT Customer Hub lets you manage your Operator Connect service. You can view your organization's inventory, order more call packages, report issues, and download launch and training content.

## Overview

Once logged in you will be presented with this screen.



## Resources

**Download Operator Connect kit:** Get resources like emails and posters to help you launch your new service.

**Training and Support:** Get the most out of your service - share our [online learning hub](#) with your people.

## Inventory

You can view and manage your organization's inventory by clicking 'Inventory' on the top navigation menu.

Select **Tenant ID** from the dropdown (if you have more than one). You can see the **country** with the **number of sites** and total **phone numbers** in use.

Operator Connect > Inventory

### Operator Connect inventory

Filter by Tenant ID  
 Tenant ID - 1 Order more call packages

Country	Number of sites	Total phone numbers
United Kingdom	9	100
Germany	17	101
Finland	3	27
United States of America	52	345
Mexico	23	112
United Kingdom	16	160
Germany	17	101
Finland	3	27
United States of America	52	345
Mexico	23	112

1-10 of 128 < Previous 1 2 3 ... 10 11 12 Next >

If you want a list of sites using Operator Connect within the country, click on the **Country name**.

United States of America

Number of sites: 9 Total phone numbers: 100

Sites

- Baynard House, 135 Queen Victoria Street, London, EC4V 4AA
- BT Tower, 60 Cleveland St, London, W1T 4JZ
- Address Line 1, Address Line 2, City, Postcode
- Address Line 1, Address Line 2, City, Postcode
- Address Line 1, Address Line 2, City, Postcode
- Address Line 1, Address Line 2, City, Postcode
- Address Line 1, Address Line 2, City, Postcode
- Address Line 1, Address Line 2, City, Postcode
- Address Line 1, Address Line 2, City, Postcode
- Address Line 1, Address Line 2, City, Postcode

## Report an issue

You can report any concerns or issues with your service by choosing **'Report an issue'** on the top navigation menu.

Operator Connect > Report an issue

### Report an issue with Operator Connect

Tell us what's wrong and get back to you within 24 hours.

Has your Operator Connect service worked before?  
 Yes  No  Don't know

**Issue details**

Tenant ID

You can find this ID on your [Teams admin center](#)

**Tell us what's affected**

One site  Multiple sites (but not all of them)  Entire region  Global

**Number of users affected**

Less than 10 users  More than 10 users  All Users

**What's the problem?**

Poor voice quality  
 Issues with CLI (calling line identity) presentation  
 Can't make or receive calls  
 Any other Operator Connect issue

**Location details**

**More details**

Please tell us anything else you think will help

**Add call issue data**

Issue start date  Caller Timezone

Caller country code  Caller number

Country code dialled  Number dialled

**Contact details**

Name

Email address

Country code  Optional Phone number  Optional

If required, we can get in touch with you.

Time zone

Complete the form and click **Submit** to report an issue. For **multiple sites** and **multiple users**, it's better to call or [email us](#).

Operator Connect > Report an issue

### Report an issue with Operator Connect

Fill in this form and we'll get in touch with you within 24 hours.

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 Yes  No  Don't know

**Issue details**

Tenant ID

You can find this ID on your [Teams admin center](#)

**Tell us what's affected**

One site  Multiple sites (but not all of them)  Entire region  Global

**It's easy to get in touch. Call or email us:**  
 UK: 0800 085 6472 or + 44 (0) 203 684 9053  
 US: 888 922 9919 or +1 917 421 7183  
 Hong Kong: +852 3019 4135  
 Singapore: +65 6670 9767  
 Email: [digitalworkplaceservice@bt.com](mailto:digitalworkplaceservice@bt.com)

**Learn more**

- [Access the Customer Hub >](#)

Discover more about the [BT Support Centre >](#)

