

# AT&T Express Ticketing

Online trouble ticketing is here! You can now report your trouble online at [att.com/expressticketing](http://att.com/expressticketing).

**Quick Guide**

May, 2013

# AT&T Express Ticketing



The new interactive web application lets you quickly and easily submit trouble tickets for voice and data services from your mobile phone, tablet, or PC.

AT&T Express Ticketing is currently available for creation of tickets on designed and non-designed services within the AT&T 22-State footprint.

In the following sections, you'll learn how easy it is to create your ticket and view your ticket status:

- [Get Started](#)
- [Enter Service Information](#)
- [Enter Ticket Details](#)
- [View Ticket History](#)
- [Request Ticket Status](#)
- [Send Feedback](#)
- [Additional Information](#)



# Get Started

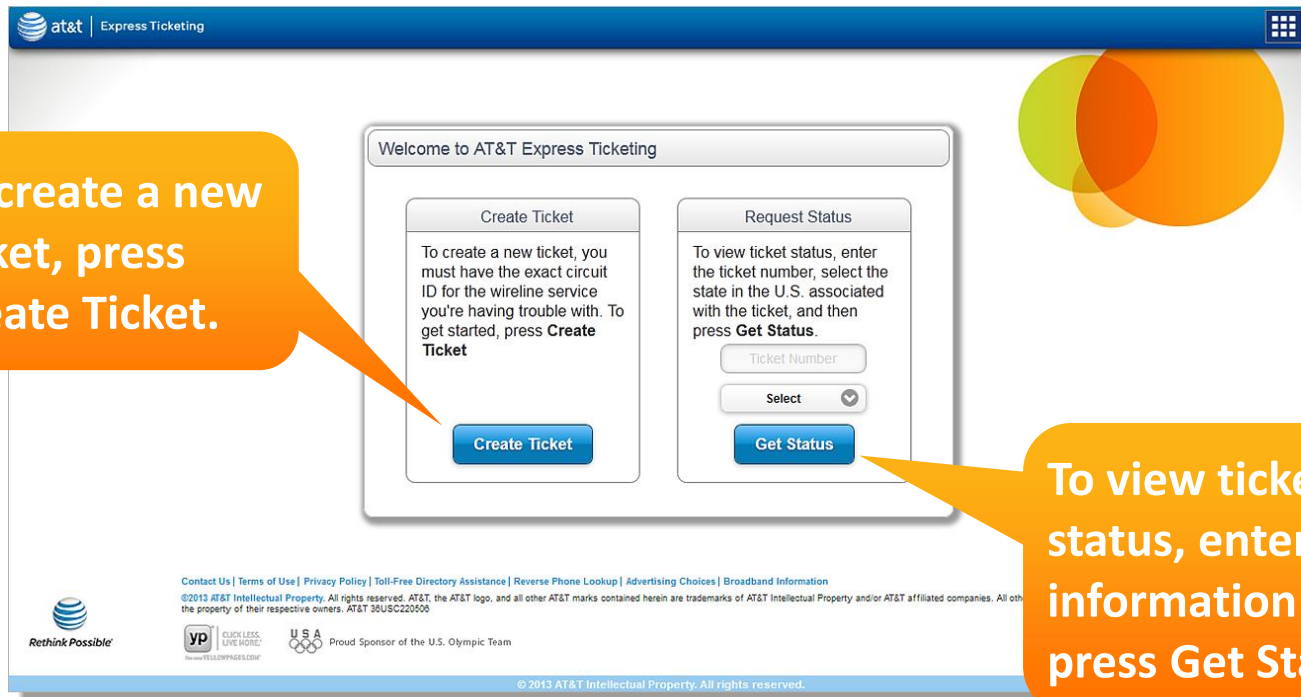


# Welcome to AT&T Express Ticketing

To get started, open your web browser and type [att.com/expressticketing](http://att.com/expressticketing) in the address bar. No authentication is required to access this application.

From the home page, you can [create a new ticket](#) or [request the status](#) of an existing ticket.

To create a new ticket, press **Create Ticket**.



To view ticket status, enter the information and press **Get Status**.



# Home Page Links

Welcome to AT&T Express Ticketing

**Create Ticket**

To create a new ticket, you must have the exact circuit ID for the wireline service you're having trouble with. To get started, press **Create Ticket**

**Create Ticket**

**Request Status**

To view ticket status, enter the ticket number, select the state in the U.S. associated with the ticket, and then press **Get Status**.

Ticket Number

Select

**Get Status**

**Home**

**User Guide**

**Provide Feedback**

**Terms of Use**

**Privacy Policy**

Policy | Toll-Free Directory Assistance | Reverse Phone Lookup | Advertising Choices | Broadband Information

rights reserved, AT&T, the AT&T logo, and all other AT&T marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks contained herein are the property of their respective owners. © 2013 AT&T Intellectual Property. All rights reserved. AT&T 38USG220508

id Sponsor of the U.S. Olympic Team

© 2013 AT&T Intellectual Property. All rights reserved.

Press here

You can press the icon at the top right of the page to:

- Return to the home page.
- View the User Guide.
- Provide Feedback
- Review Terms of Use.
- Review the AT&T Privacy Policy.



# Enter Service Information



# Start a New Ticket

To create a new ticket, you'll need the exact circuit ID for the wireless service you're having trouble with. You'll also need to have power at the service location.

The image displays two screenshots of the AT&T Express Ticketing interface. The top screenshot shows the main menu with two options: 'Create Ticket' and 'Request Status'. The 'Create Ticket' section contains instructions: 'To create a new ticket, you must have the exact circuit ID for the wireline service you're having trouble with. To get started, press **Create Ticket**'. A blue button labeled 'Create Ticket' is highlighted with an orange box. A callout bubble points to this button with the text: 'To open a new ticket, press Create Ticket.' The 'Request Status' section contains instructions: 'To view ticket status, enter the ticket number, select the state in the U.S. associated with the ticket, and then press **Get Status**'. Below these instructions is a text input field labeled 'Ticket Number'. The bottom screenshot shows a 'Create Ticket' sub-screen with the same instructions as above. It then asks 'Does your location have power?' with three buttons: 'Back', 'No', and 'Yes'. The 'Yes' button is highlighted with an orange box. A callout bubble points to this button with the text: 'If your location has power, press Yes.'

**Note:** Lack of power to your networking equipment can lead to false test results or other unexpected behavior, so AT&T Express Ticketing requires that you have regular power at the service location when you open a trouble ticket. When power is restored, continue with the trouble reporting process.



# Enter Service Information

The first step is to choose your service type.

Then enter the following:

- Circuit ID
- State where the circuit resides.

For further guidance and examples, click the Help icon.

You can also call 800.247.2020.

Press the Help icon for examples.

Choose your service type.

Enter the Circuit ID and State.


The image shows two overlapping screenshots of a web form. The top screenshot is titled 'Service Information' and contains four rows of input fields: 'Serial Circuit ID', 'Carrier Circuit ID', 'Local Voice Service', and 'Telephone Circuit ID'. Each field has a right-pointing arrow icon. A blue 'Back' button is located below these fields. A blue callout bubble points to a question mark icon in the top right corner of the form. The bottom screenshot is titled 'Serial Circuit ID' and shows a form with a 'State' dropdown menu. The dropdown is currently set to 'Ohio'. Below the dropdown are 'Back' and 'Next' buttons. A blue callout bubble points to the 'State' dropdown.





# Serial Circuit ID


A serial circuit is a point-to-point circuit, not located on a public network. Enter this circuit ID which can contain two fields.

Serial Circuit ID 

/ XXXX / XXXXXX XXX / XXXX / XXX  
State XX

Prefix  
Enter up to 2 letters and/or numbers.

Press the Help icon for Serial Circuit ID examples.

 Help

If you are having an issue locating your Serial Circuit ID then call 1-800-247-2020. For a Serial Circuit ID, Express Ticketing's minimum requirements are the service code, serial number and state the circuit is located in. Examples are below with the minimum input elements required highlighted.

**Serial Circuit ID examples:**

15 /	<input type="text" value="UAFU"/> /	<input type="text" value="123456"/> 001 /	WT /
44 /	<input type="text" value="XHGS"/> /	<input type="text" value="101183"/> /	WT /
/	<input type="text" value="TXNU"/> /	<input type="text" value="123456"/> /	LB /

Some fields are optional, depending on the circuit type. To skip the optional fields, press Next.



# Carrier Circuit ID

A carrier circuit requires a mux on-premises or at a remote location so you can use multiple channels on the circuit. Enter this circuit ID which contains four fields.

**Carrier Circuit ID** ?

XXXXX / XXXXX / XXXXXXXXXXXX / XXXXXXXXXXXX

State XX

---

**Facility Designation**  
Enter 1-5 letters and/or numbers.

<XXXXX>

[Back](#)

**?** Help

If you are having an issue locating your Carrier Circuit ID then call 1-800-247-2020. Examples are below with the minimum input elements required highlighted.

---

**Carrier Circuit ID examples:**

1 / T1 / YNTWOH02W15 / YNTWOH78

901 / TOC / AKRNOH25K01 / AKRNOH25W31

7006 / T3 / LIVNMIMNDO0 / PLMOMIFACGO

---

[Back](#)



# Local Voice Service

This is your local voice (landline phone) service. Enter this phone number which can contain three fields.

**Local Voice Service** ?

XXX / XXX / XXXX  
State XX

**Area Code**  
Enter 3 numbers

<XXX>

**Back**

**?** Help

If you are having an issue locating your Local Voice Service then call 1-800-247-2020. Express Ticketing requires the Area Code, Exchange, and Line Number portions of the phone number along with the state it is located in. Examples are below with the correct input elements highlighted.

**Local Voice Service number examples:**

987 - 555 - 3281  
123 - 456 - 7890

**Back**



# Telephone Circuit ID

The telephone circuit ID is the special services circuit ID and phone number for your public switched network. Enter this circuit ID which can contain six fields.

Phone Circuit ID ?

/ XXXX / XXX / XXX / XXXX / XXXXX / XXX  
State XX

**Prefix**  
Enter up to 2 letters and/or numbers.

? Help

If you are having an issue locating your Telephone Circuit ID then call 1-800-247-2020. Examples are below with the minimum input elements required highlighted.

---

**Telephone Circuit ID examples:**  
44 / SEGS / 444 / UAFU / 222 / 3333

---



# Need help with your Circuit ID?

Having trouble locating your circuit ID?

If your circuit ID isn't found after two attempts, you have the option to chat with a live agent for help.

To chat with a live agent:

- Press **Chat Now**.
- Enter your name, phone number, and select the type of trouble you're having.
- Then, press **Chat Now**.

The image shows two screenshots of the AT&T Express Ticketing interface. The top screenshot displays a 'Circuit Not Found' error message. Below the error, there is a table with the following information:

Circuit Type	Serial Circuit ID
Circuit ID	/5555/555555//
State	TX

Below the table, there is a message: "For help with your circuit ID, call 1-800-247-2020 or press **Chat Now**." There is also a link to "Provide feedback about AT&T Express Ticketing." At the bottom of this section are two buttons: "Done" and "Chat Now". An orange callout bubble points to the "Chat Now" button with the text "Press Chat Now." The bottom screenshot shows the "Chat Now" form. It has a title "Chat Now" and a prompt "Please populate and press Chat Now". The form contains three input fields: "Name" (with the value "John"), "Phone" (with the value "555-555-5555" and an "Ext" field), and "Trouble" (with a dropdown menu showing "Select"). At the bottom of the form are two buttons: "Back" and "Chat Now". An orange callout bubble points to the "Chat Now" button with the text "Populate and press Chat Now."

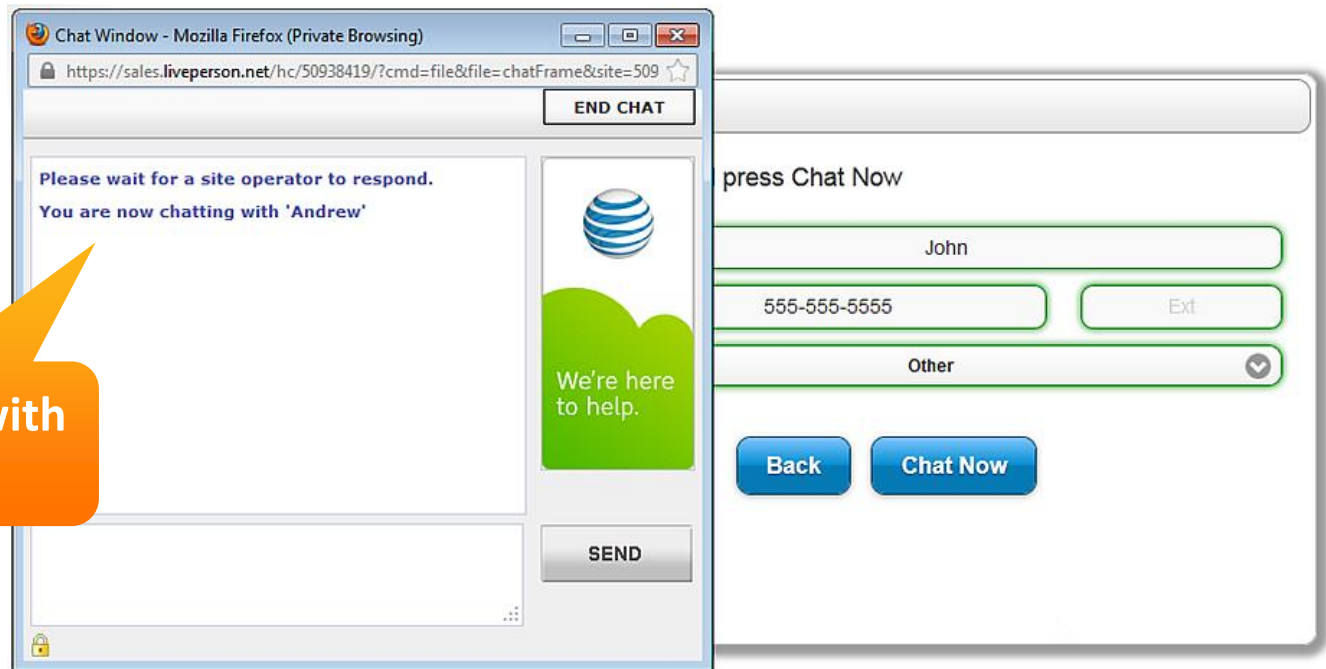


# Chat with a Live Agent

A live agent will help you find your circuit ID.

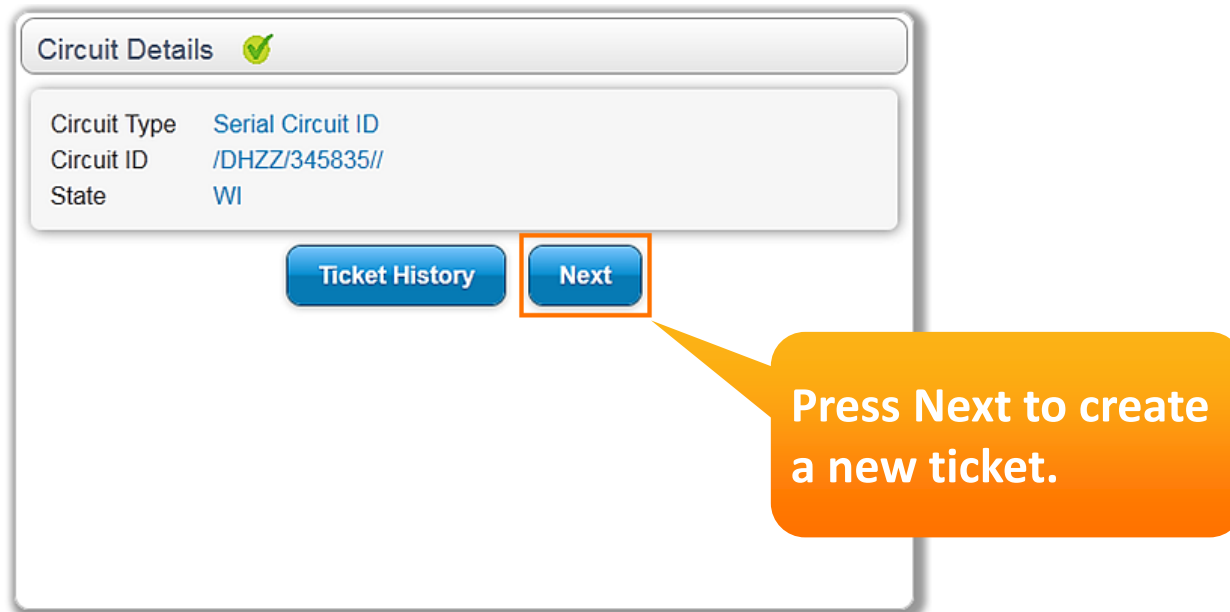
You can also call 800.247.2020.

Chat online with a live agent.



# Service Information Validated

After the inventory and address have been validated, you can press **Ticket History** to [view the ticket history](#), or press **Next** to [create your trouble ticket](#).



The screenshot displays a web interface for circuit details. At the top, a header bar reads "Circuit Details" with a green checkmark icon. Below this, a table lists the following information:

Circuit Type	Serial Circuit ID
Circuit ID	/DHZZ/345835//
State	WI

At the bottom of the interface, there are two blue buttons: "Ticket History" and "Next". The "Next" button is highlighted with an orange border. An orange callout box with a white background and a yellow pointer points to the "Next" button, containing the text: "Press Next to create a new ticket."



# Enter Ticket Details





# Enter Trouble Ticket Details

Now you can enter the trouble ticket details.

- Select the **Trouble Type**.
- If tracking the trouble internally, enter your **Customer Ticket Number**.
- To authorize AT&T to test your circuit, select **YES**.
- To authorize AT&T to send a dispatch, select **YES**.

**Note:** When you authorize AT&T to dispatch a technician to your site and the trouble is not on our network, you may incur a service fee.

- Press **Next**.

Press the Help icon for more information.

Ticket Details

Trouble Type  
Select

Customer Ticket Number

Test Auth  
YES

Dispatch Auth  
YES

Back Next

Enter your Ticket Details and press Next.



# Enter Trouble Ticket Details (cont.)

**Ticket Details**

Trouble Description 0 of 70

More Information 0 of 650

Back Next

**Primary Contact Information**

First Name John

Last Name Doe

Phone 555-555-5555 Ext

Email YourSuccess@att.com

I am also the local contact

Back Next

Enter a short and long description.

Select if primary and local contacts are the same.

- Enter a brief **Trouble Description**, and then enter **More Information**, as needed.
- Press **Next**.
- Enter the **Primary Contact Information**.
- If the information is different for the local contact, clear the check box, press **Next**, and enter the Local Contact information.
- Press **Next** to set the local access hours.



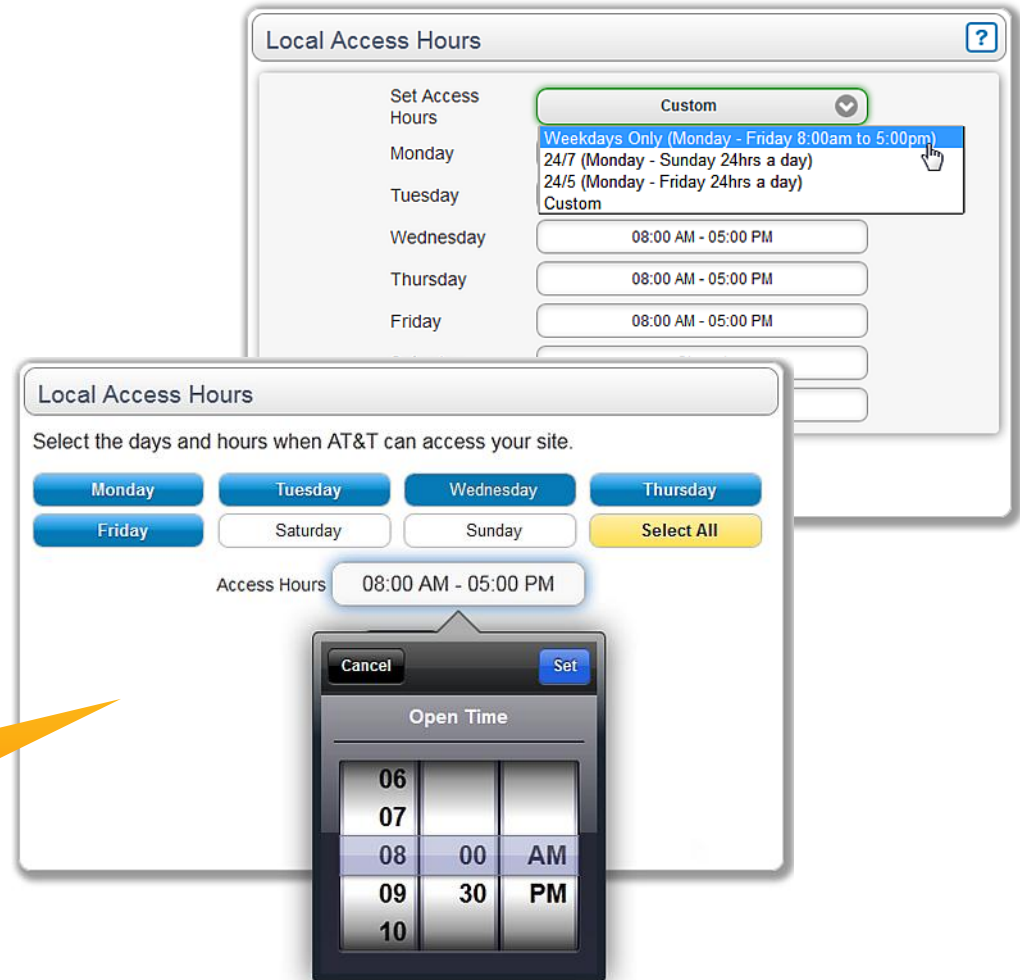
# Set Local Access Hours

Next, customize your local access hours. Local access hours are the hours during which AT&T can access your site.

You can set the access hours for each day or edit the hours for multiple days.

When finished, press **Next**.

Easily set the local access hours.



# Review Ticket Summary and Submit

Review your ticket summary. You'll need to read and agree to the Terms of Use.

If you want to receive automated updates, select the check box, and then press **Next** to review the contact information.

When finished, press **Submit**.

**Ticket Summary** [?]

**Circuit Information**

Circuit Type	Serial Circuit ID
Circuit ID	/DHZZ/345835//
State	WI

**Ticket Details**

Power	Yes	Testing Auth	No	Dispatch Auth	No
Trouble Type	Other				
Description	Express Ticketing Test				

Receive automated updates?

I've read and agree to the [Terms of Use](#)

**Back** **Next**

Read and agree to the Terms of Use.

**Automated Updates**

**Primary Contact**

Name	John Doe
Phone	555-555-5555
Email	YourSuccess@att.com

**Email** **IVR** **Both** **None**

**Local Contact**

Name	John Doe
Phone	555-555-5555
Email	YourSuccess@att.com

**Back** **Submit**

Receive updates by email, phone (IVR), or both.


Press Submit



# Trouble Ticket Confirmation Email

After the ticket is successfully created, you'll receive a confirmation email.

For ticket status, call 800.247.2020. The interactive voice response (IVR) system will provide status details.

Ticket Created 

The ticket has been successfully created. We'll send a confirmation email to the addresses you provided.

Ticket Number [TV001109 \(/DHZZ/345835//\)](#)

---

For ongoing status of this new ticket, call [1-800-247-2020](tel:1-800-247-2020).

Provide [Feedback](#) on this application.

[Home](#)

From: AT&T Enterprise Notifications <cbusagent@asprd130.aldc.att.com>  
To: DOE, JOHN  
Cc:  
Subject: AT&T: Ticket(s) <TV001109> Created

Dear Customer,

Thank you for using AT&T Express Ticketing! You've successfully created trouble ticket TV001109 for Circuit ID /DHZZ/345835//.

**Trouble Ticket Details:**

Ticket Number(s): TV001109 (/DHZZ/345835//)  
Primary Contact: John Doe  
Local Contact: John Doe  
Circuit ID(s): /DHZZ/345835//  
Ticket Created: 2013-05-09 14:06 GMT  
Trouble Description: CUSTOMER TICKET: Express Test Ticket - Express Ticketing Test

For ongoing status of this ticket, visit [att.com/expressticketing](http://att.com/expressticketing) or dial 1-800-247-2020. When prompted, enter your trouble ticket number.

Thank you,

The AT&T Express Ticketing Team


Visit [att.com/expressticketing](http://att.com/expressticketing) for ticket status.



# View Ticket History



# View Ticket History

Circuit Details 

Circuit Type Serial Circuit ID  
Circuit ID /HRDZ/707016//  
State OH

Open Tickets  
SB000180 05/08/2013 01:44 PM GMT

[Ticket History](#) [Search Again](#)

Press Ticket History.

**Note:** A new ticket cannot be created when an open ticket exists on the same circuit.

Look at past tickets for the selected circuit.

Ticket History

Past Tickets for This Circuit: 2 (last 60 days)

- 1) AG006310  
Opened : 04/17/2013 04:12 PM GMT
- 2) AG006079  
Opened : 03/25/2013 05:32 PM GMT

[OK](#)



# Request Ticket Status





# Get Ticket Status

From the AT&T Express Ticketing home page, you can request the status of your ticket.

From the ticket status page, you can view and add ticket log entries, escalate a ticket, or chat with a live agent.

To chat with a live agent about ticket status, press here.

The image shows a two-step process for checking a ticket status. On the left, the 'Request Status' form is highlighted with an orange box. It contains a text input field with 'TV001109', a dropdown menu with 'Wisconsin' selected, and a blue 'Get Status' button. An orange callout bubble points to this form with the text: 'To view ticket status, enter the information and press Get Status.' On the right, the resulting ticket status page is shown. It displays the ticket number 'TV001109' and the status 'Temporarily Postponed' with a sub-message: 'A technician has picked up the ticket to update or work the issue.' Below this, it shows the creation date '05/09/2013 14:06 GMT' and two buttons: 'View/Add Ticket Log Entries' and 'Escalate Ticket', both with right-pointing arrows. A blue 'Back' button is at the bottom. An orange callout bubble points to these buttons with the text: 'You can select one of these options.' In the top right corner of the ticket status page, there is a chat icon (two speech bubbles) and a help icon (a question mark in a square). An orange callout bubble points to the chat icon with the text: 'To chat with a live agent about ticket status, press here.'



# View and Add Ticket Log Entries

You can view existing ticket log entries and enter information you want included in the ticket log.

Press **View/Add Ticket Log Entries** on the ticket status page, and then press the “+” to expand **View Ticket Log Entries** or **Add Ticket Log Entry**.

The top screenshot shows a ticket page for TV001109. The 'View Ticket Log Entries' section is expanded, showing two entries:

- 05/09/2013 14:09 GMT  
EXPRESS TICKETING CUSTOMER STATES: ADD A LOG ENTRY
- 05/09/2013 14:06 GMT  
EXPRESS TICKETING CUSTOMER STATES: EXPRESS TICKETING TEST - ATT.COM/EXPRESSTICKETING TEST TICKET, PLEASE CLOSE IN 2 HOURS

The bottom screenshot shows the 'Add Ticket Log Entry' section. It includes a text input field with the text 'add a log entry' and a character count '15 of 300'. Below the input field are 'Back' and 'Submit' buttons.

Callout boxes provide instructions:

- 'View notes added to the ticket log.' points to the log entries in the top screenshot.
- 'Enter information you want included in the ticket log.' points to the input field in the bottom screenshot.



# Escalate a Ticket

You can escalate the status of your ticket to another level.

Press **Escalate Ticket** on the ticket status page. Enter your contact information, and then press **Next**.

You can enter additional comments, and then press **Submit**.

Escalate Ticket: TV001109

Current Level	No escalation level	
First Name	<input type="text" value="John"/>	
Last Name	<input type="text" value="Doe"/>	
Phone	<input type="text" value="555-555-5555"/>	<input type="text" value="Ext"/>
Email	<input type="text" value="YourSuccess@att.com"/>	

Escalate Ticket: TV001109

**Escalation Notes**  
Provide any additional comments in the area below.

**Review your contact information for ticket escalation.**

**Note:** You can submit a ticket escalation request once an hour.

**You can add additional comments.**



# Send Feedback




# Send us your Feedback


We would love to hear from you!

Please let us know about your experience with AT&T Express Ticketing.

### Feedback

Describe Your AT&T Express Ticketing Experience.

How easy was the service to use? 

How likely are you to recommend this service to others? 

Provide any other comments or feedback in the area below.

### Feedback Contact

First Name

Last Name

Phone

Email

Send us your feedback contact information.

Rate your AT&T Express Ticketing experience.



# Additional Information



# Additional Information

- The AT&T Express Ticketing site is located at [att.com/expressticketing](http://att.com/expressticketing)
- For help locating the circuit ID, call **800.247.2020** or press **Chat Now** within the application.
- For current ticket status, call 800.247.2020. When prompted, enter your trouble ticket number. The interactive voice response (IVR) system will provide status details.

