

Office@Hand Trouble Ticketing Customer Guide

October 2023

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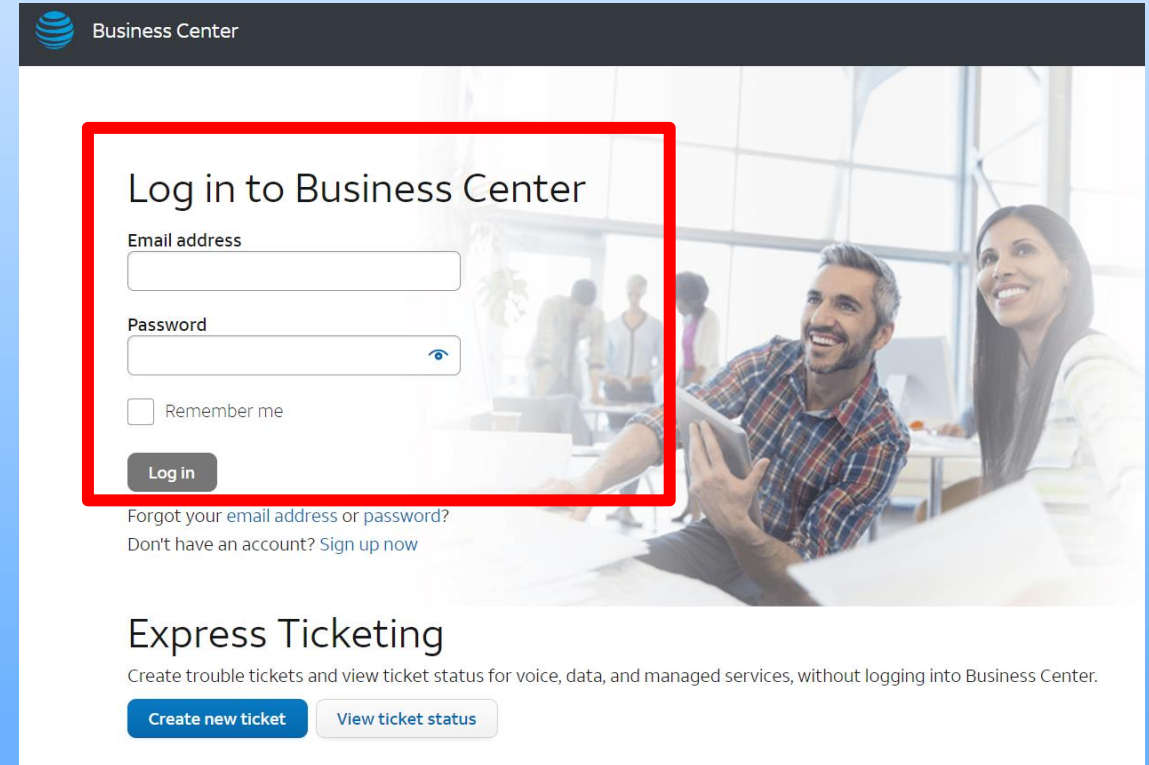
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Business Center Log In

Create Office@Hand trouble tickets or get status:


- Log into [Business Center](#), scroll down to Maintenance to create trouble ticket
 - Forgotten e-mail or password use the links within Business Center.
 - To change e-mail address login, call 800-615-0708 select Option 1, then option 4



Business Center

Log in to Business Center

Email address

Password
 

Remember me

[Log in](#)

[Forgot your email address or password?](#)
[Don't have an account? Sign up now](#)

Express Ticketing

Create trouble tickets and view ticket status for voice, data, and managed services, without logging into Business Center.

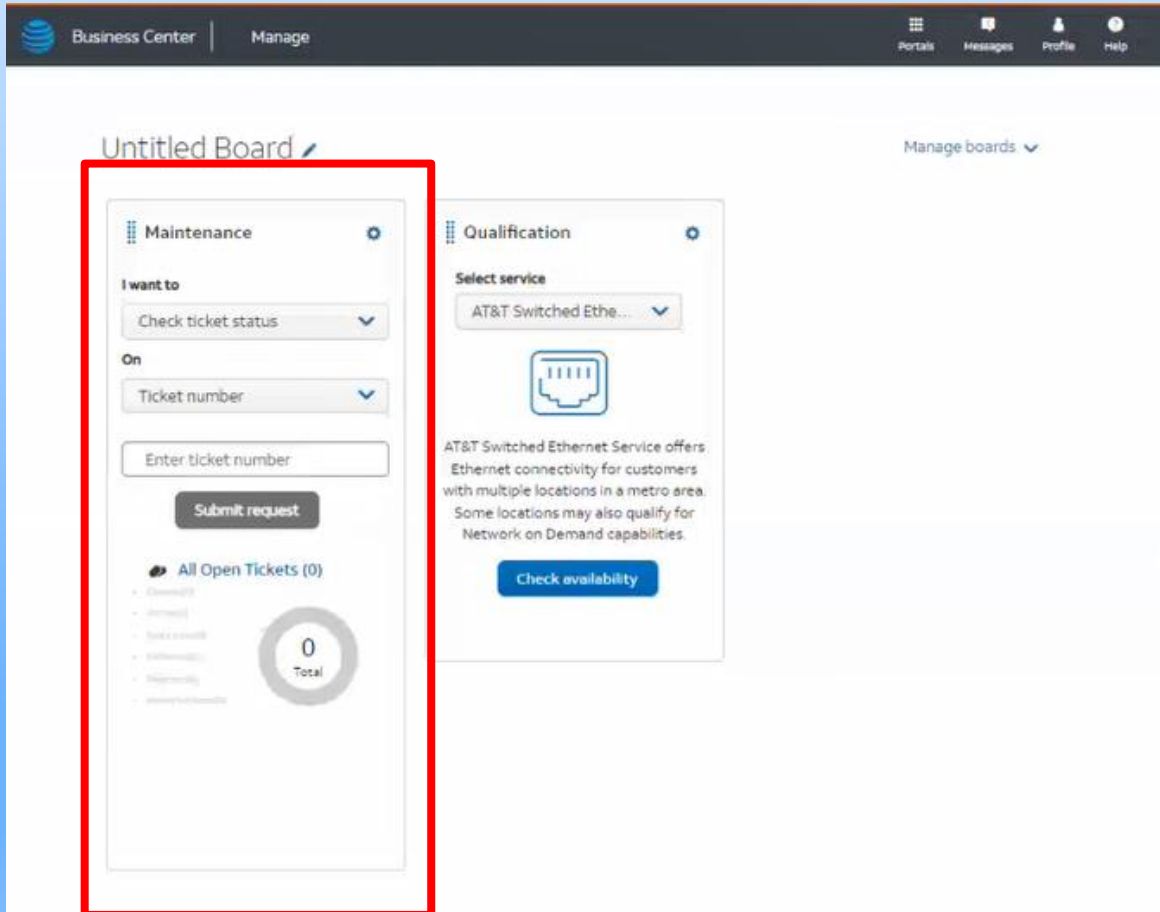
[Create new ticket](#) [View ticket status](#)

Business Center Action

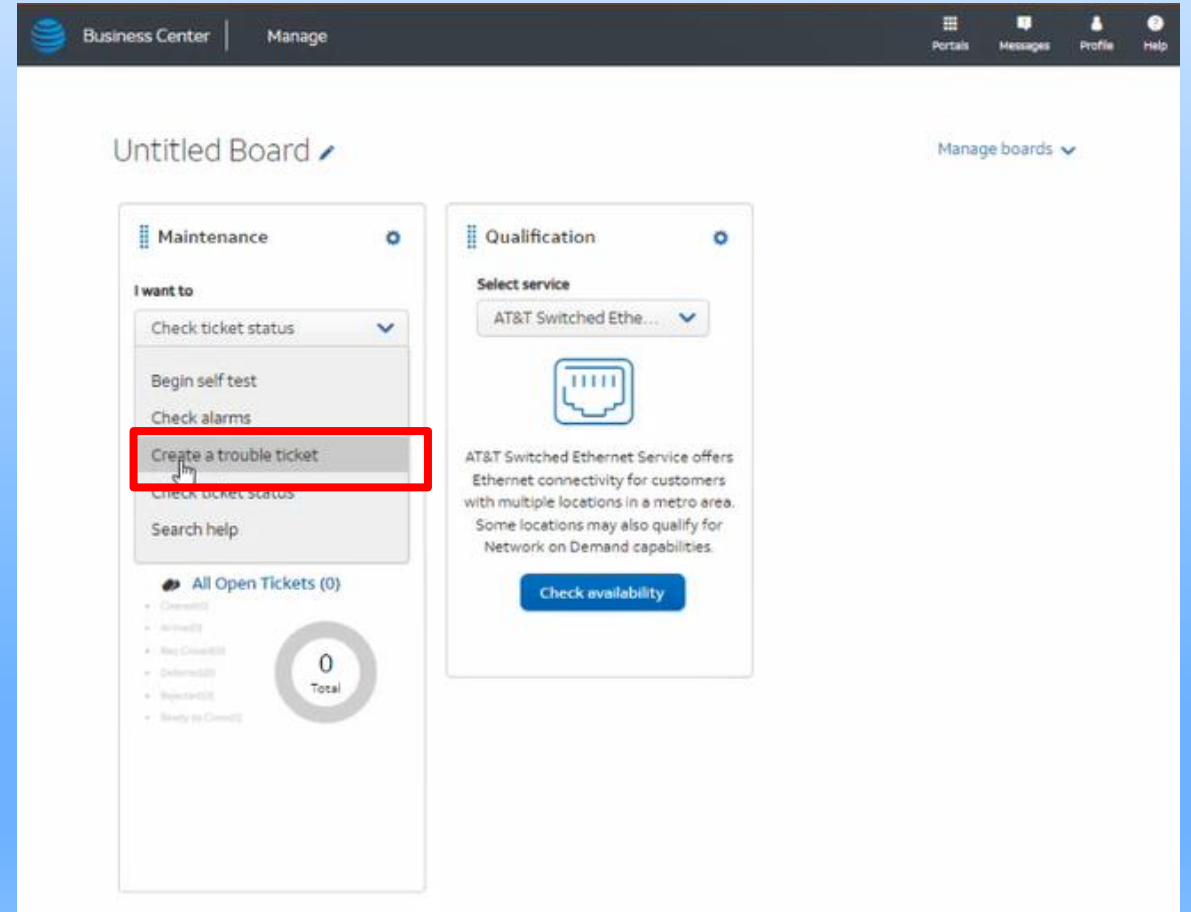
- [Opening Trouble Ticket](#)
- [Saving Trouble Ticket](#)
- [Reviewing a Trouble Ticket](#)
- [Submitting a Trouble Ticket](#)
- [Getting Trouble Ticket Status](#)
- [Chat Function](#)

Opening a Trouble Ticket

Main Dashboard for Maintenance tickets

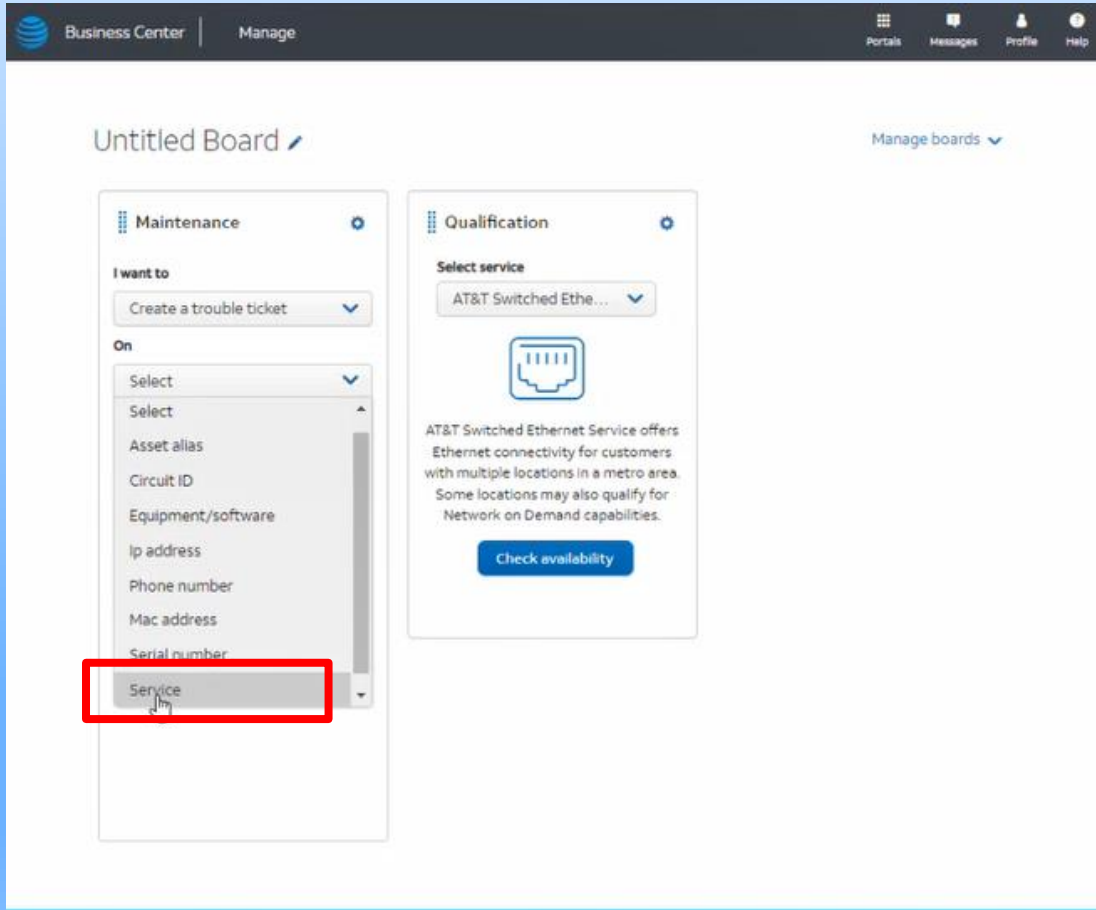


In first drop down select “Create a trouble ticket”

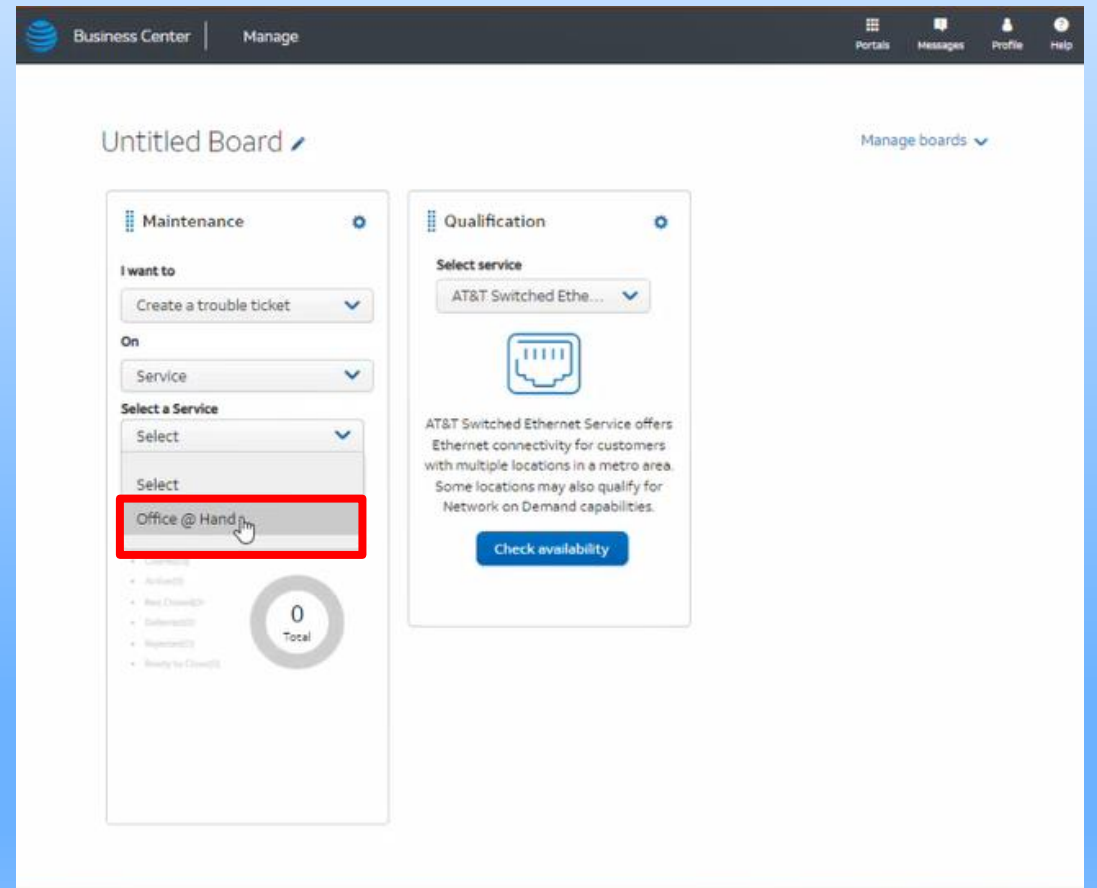


Opening a Trouble Ticket

In second drop down select “Service”



In third drop down select “Office@Hand”



Opening a Trouble Ticket

Submit Request

The screenshot shows the 'Business Center' interface. In the 'Maintenance' section, the 'I want to' dropdown is set to 'Create a trouble ticket', and the 'On' dropdown is set to 'Service'. Under 'Select a Service', 'Office @ Hand' is selected. A red box highlights the 'Submit request' button. In the 'Qualification' section, 'AT&T Switched Ethernet' is selected as the service. A 'Check availability' button is also visible.

Your account number should appear. Select appropriate answer indicating if equipment associated to your service has power.

The screenshot shows the 'Create Ticket' page for account 8310010402697. The 'Service details' section shows 'SubAccount' 8310010402697 and 'Service' AT&T Office@Hand, both highlighted with a red box. The 'Equipment check' section asks 'Does the equipment have power?' with radio buttons for 'Yes', 'No', and 'I'm not sure'. The 'Yes' option is selected and highlighted with a red box. A 'Continue' button is highlighted with a red box. The 'Trouble details' section shows 'Ticket alias' and 'Comments' as 'N/A'. The 'Ticket contact' and 'Location contact' sections are empty.

Opening a Trouble Ticket

Under “Trouble details” enter a Ticket alias for easier identification. Select Request Type and Trouble Type as “Fault”

Business Center | Manage

Portals Messages Profile Help

Create Ticket

8310010402697

Reset Save as draft

Need some help?

Yes, equipment has power.

Trouble details

Complete all the fields that aren't optional. Provide as many details as you can when you describe the trouble. You may be charged a fee if we need to send a technician to your location to resolve the trouble.

Ticket alias (optional)

Request type
Fault

Trouble Type
Fault

Request Description
 Total Outage Degraded Service

Trouble description

Comments (optional) Characters remaining (255) Clear

Enter the level of outage. The answer will indicate the Severity of the ticket. E.g. With back-up availability this case is rated as Major.

Business Center | Manage

Portals Messages Profile Help

Create Ticket

8310010402697

Reset Save as draft

Need some help?

Test OAH

Request type
Fault

Trouble Type
Fault

Request Description
 Total Outage Degraded Service

Do you have a back-up?
 Yes No

Service impacting?
 Yes No

Severity
Major

Trouble description

Comments (optional) Characters remaining (255) Clear

Opening a Trouble Ticket

As another example, with no back-up availability the ticket is rated as Critical.

Business Center | Manage

Portals Messages Profile Help

Create Ticket

8310010402697

Reset Save as draft

Need some help?

Test OAH

Request type
Fault

Trouble Type
Fault

Request Description

Total Outage Degraded Service

Do you have a back-up?
 Yes No

Service impacting?
 Yes No

Severity
Critical

Trouble description

Comments (optional) Characters remaining (255) Clear

Enter a Trouble Description.

Business Center | Manage

Portals Messages Profile Help

Create Ticket

8310010402697

Reset Save as draft

Need some help?

Yes No

Service impacting?
 Yes No

Severity
Critical

Trouble description

Comments (optional) Characters remaining (225) Clear

Characters remaining (31800) Clear

Cancel **Continue**

Ticket contact

Location contact

Ticket notification subscribers

Opening a Trouble Ticket

Under “Ticket Contact”, the person reporting the ticket is displayed.

The screenshot shows the 'Create Ticket' form in the Business Center. The form is titled 'Create Ticket' with the number 8310010402697. Below the title, there is a 'Need some help?' section with a search bar containing 'avpn'. The 'Ticket contact' section is highlighted with a red box and contains the following information: 'Reported by Manideepa Banerjee 123.123.1234 @att.com'. Below this, there is a 'Service assurance contact' dropdown menu with 'Select' as the current selection. Further down, there are input fields for 'First name', 'Last Name', 'Phone number', 'Ext. (optional)', and 'Email address'. The 'Continue' button is highlighted with a red box.

Enter a Service Assurance Contact. Select drop down to create a new contact or use the same information as the Reported by.

The screenshot shows the 'Create Ticket' form in the Business Center. The form is titled 'Create Ticket' with the number 8310010402697. Below the title, there is a 'Need some help?' section with a search bar containing 'avpn'. The 'Ticket contact' section is highlighted with a red box and contains the following information: 'Reported by Manideepa Banerjee 123.123.1234 @att.com'. Below this, the 'Service assurance contact' dropdown menu is open, showing options: 'Select', 'Select', 'Create new contact', and 'Use reported by contact'. The 'Continue' button is highlighted with a red box.

Opening a Trouble Ticket

Under “Ticket Contact” it now displays the Reported by and the Service Assurance contact.

The screenshot shows the 'Create Ticket' interface. At the top, there's a 'Business Center' header with 'Manage' and navigation icons for Portals, Messages, Profile, and Help. Below the header, the page title is 'Create Ticket' with a phone number '8310010402697' and buttons for 'Reset' and 'Save as draft'. A search bar contains 'avpn'. The 'Ticket contact' section is highlighted with a red box and contains the following information:

Reported by	Service assurance contact
Manideepa Banerjee 123.123.1234 [redacted]@att.com	Manideepa Banerjee 123.123.1234 [redacted]@att.com

Below this, the 'Location contact' section has a dropdown menu set to 'Select' and a 'Location access hours' dropdown also set to 'Select'. There are input fields for 'First name' (placeholder: First name), 'Last Name' (placeholder: Last name), 'Phone number' (placeholder: Phone), 'Ext. (optional)' (placeholder: Example: 123), and 'Email address' (placeholder: abc@example.com). 'Cancel' and 'Continue' buttons are at the bottom.

Under “Location Contact” select drop down to create a new contact or use existing contact information.

This screenshot shows the 'Create Ticket' interface with the 'Location contact' dropdown menu open. The menu options are: 'Select', 'Select', 'Create new contact', 'Use reported by contact', 'Use service assurance contact', and 'Email address' (with a sub-input field containing 'abc@example.com'). The 'Use service assurance contact' option is highlighted. The 'Location access hours' dropdown is also visible, set to 'Select'. 'Cancel' and 'Continue' buttons are at the bottom. Below the form, there is a section for 'Ticket notification subscribers'.

Opening a Trouble Ticket

Select the access hours available for the location.

Business Center | Manage

Portals Messages Profile Help

Create Ticket

8310010402697 Reset Save as draft

Need some help?

Ticket contact

Reported by
Manideepa Banerjee
123.123.1234
@att.com

Service assurance contact
Manideepa Banerjee
123.123.1234
@att.com

Location contact

Location contact [?]
Use service assurance contact

First name **Last Name**

Phone number **Ext. (optional)**

Email address

Location access hours

- Select
- Select
- Mon. to Fri., 8 a.m. to 5 p.m. local time
- Mon. to Fri., any time
- 24 hours a day, 7 days a week**
- Custom

Cancel Continue

Opening a Trouble Ticket

Under “Ticket notification subscribers” you can optionally add additional contacts to received notifications on this specific ticket.

Business Center | Manage

Portals Messages Profile Help

Create Ticket

8310010402697

Reset Save as draft

Need some help? avpn

Ticket contact

Reported by: Manideepa Banerjee, 123.123.1234, @att.com
Service assurance contact: Manideepa Banerjee, 123.123.1234, @att.com

Location contact

Location contact: Manideepa Banerjee, 123.123.1234, @att.com
Location access hours: Mon-Fri 8AM-5PM

Ticket notification subscribers

You don't have any contacts listed to receive notifications about the ticket.

+ Add contact

Cancel Review

Enter contact information. Select method and preferred time of notification.

Business Center | Manage

Portals Messages Profile Help

Add ticket notification contact

Enter the contact details below and choose their notification preferences

Contact type: Asset

First name: First name, Last name: Last name

Email address: abc@example.com

Country: Select, Code: Select, Phone number: Telephone

Select how the notifications should be sent

Email SMS None

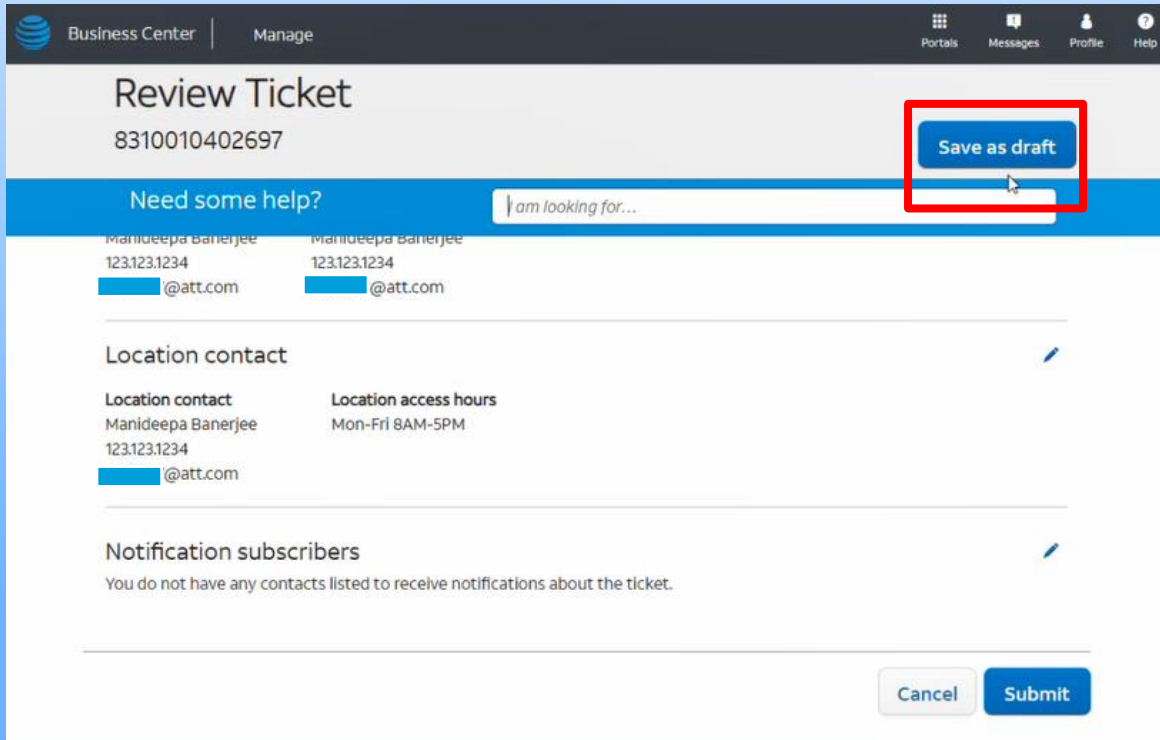
Notification schedule preferences: 24x7 Notifications, Time Zone: Select

Cancel Save

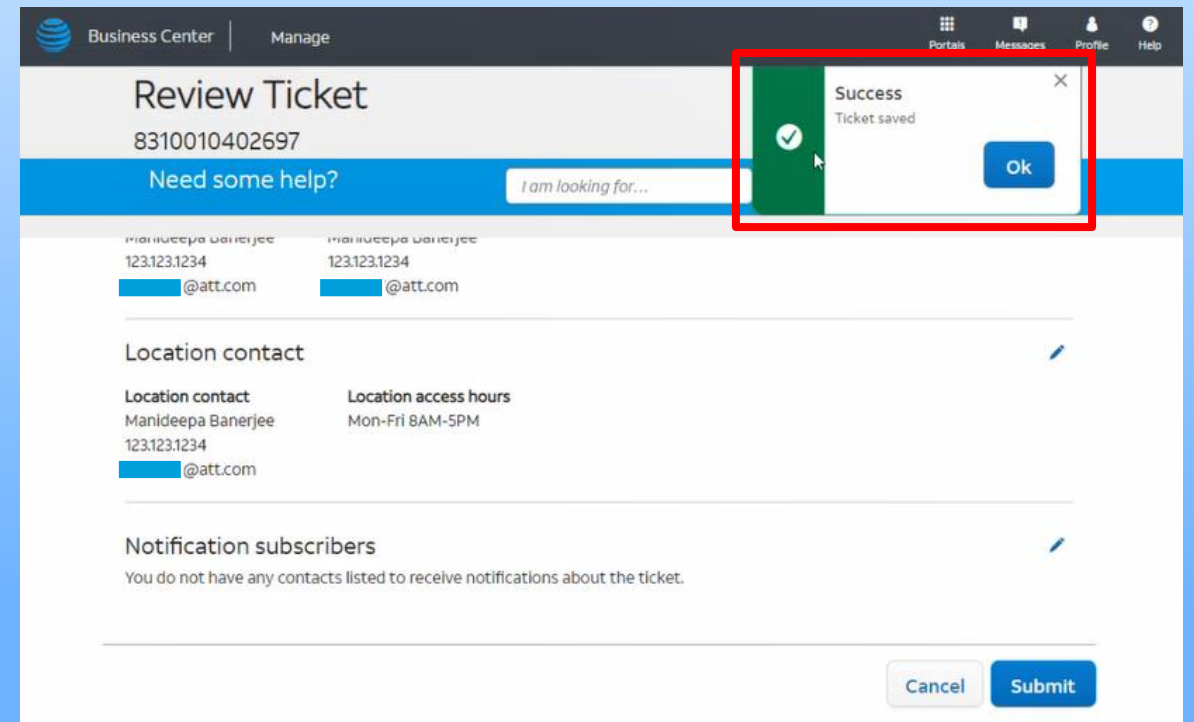
Cancel Review

Saving Trouble Ticket Input

At anytime during ticket creation, you can save the information before submission.



Business Center indicates a successful save.



Reviewing a Trouble Ticket

Review information before submitting.

Business Center | Manage

Portals Messages Profile Help

Create Ticket

8310010402697

Reset Save as draft

Need some help? avpn

Ticket contact

Reported by Manideepa Banerjee 123.123.1234 [redacted]@att.com	Service assurance contact Manideepa Banerjee 123.123.1234 [redacted]@att.com
--------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------

Location contact

Location contact Manideepa Banerjee 123.123.1234 [redacted]@att.com	Location access hours Mon-Fri 8AM-5PM
-------------------------------------------------------------------------------------	-------------------------------------------------

Ticket notification subscribers
You don't have any contacts listed to receive notifications about the ticket.
+ Add contact

Cancel **Review**

Click pencil icon to edit information.

Business Center | Manage

Portals Messages Profile Help

Review Ticket

8310010402697

Save as draft

Need some help? avpn

Service details

SubAccount 8310010402697	Service AT&T Office@Hand
-----------------------------	-----------------------------

Equipment details

Yes, equipment has power.

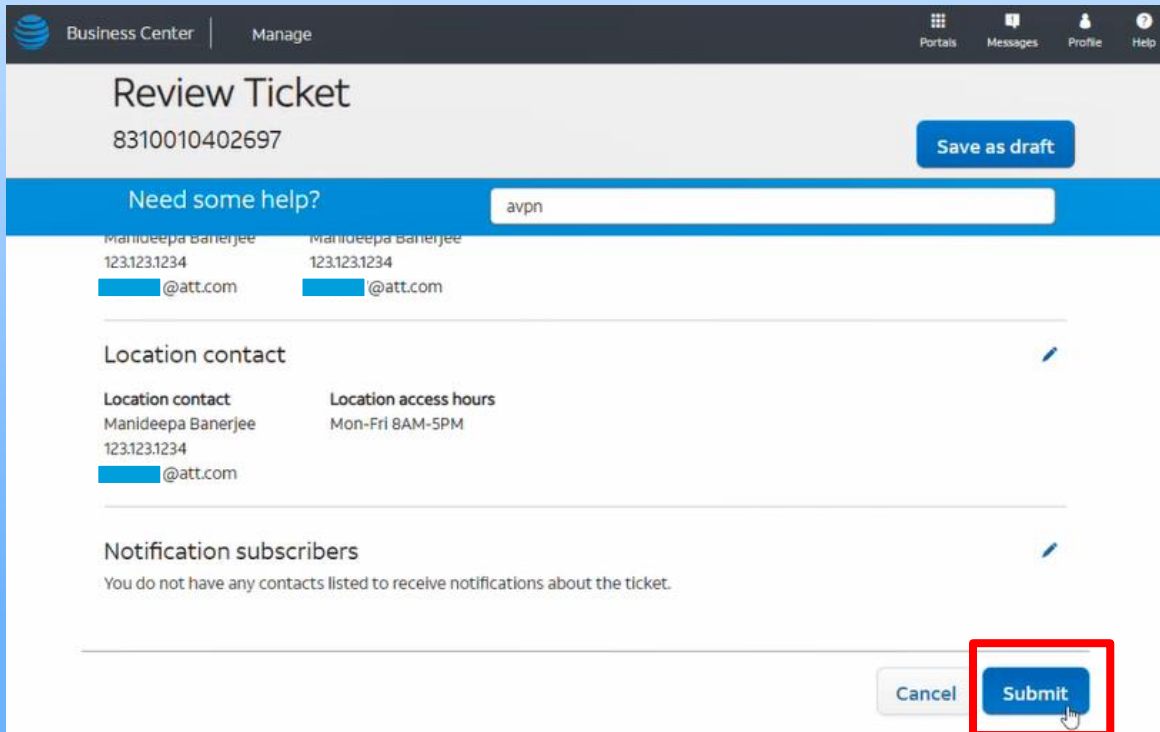
Trouble details

Ticket alias	Test OAH
Request Type	Fault
Trouble Type	Fault
Request description	TotalOutage
Back up	No
Severity	Critical
Trouble description	This is a demo, NO ACTION reqd.
Comments	N/A

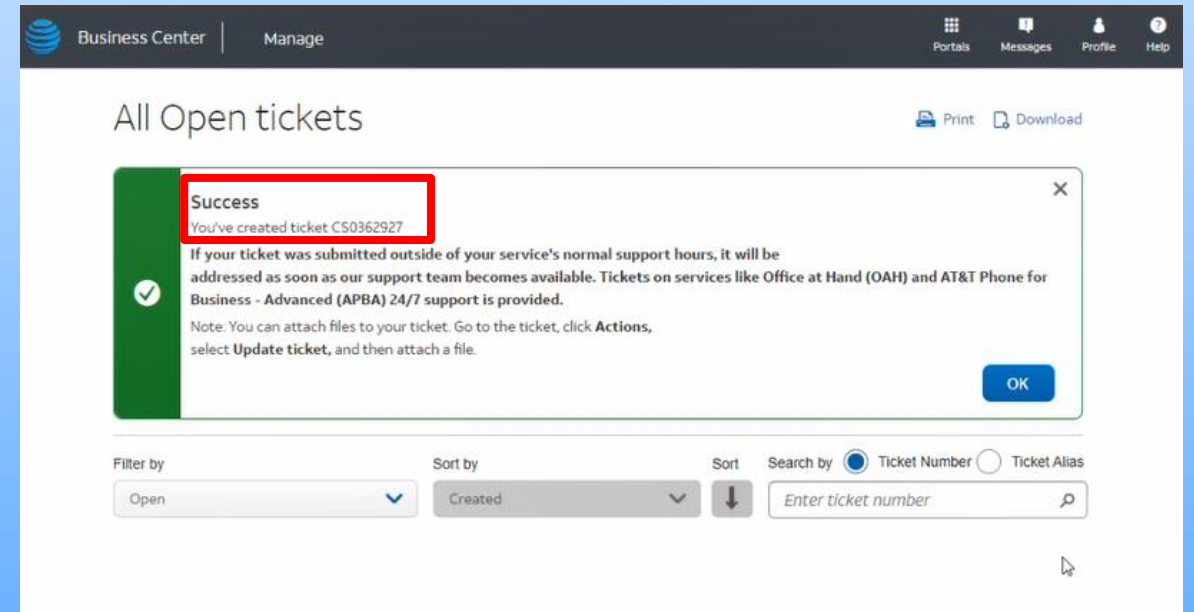
Ticket contact

Submitting a Trouble Ticket

After complete review, submit ticket

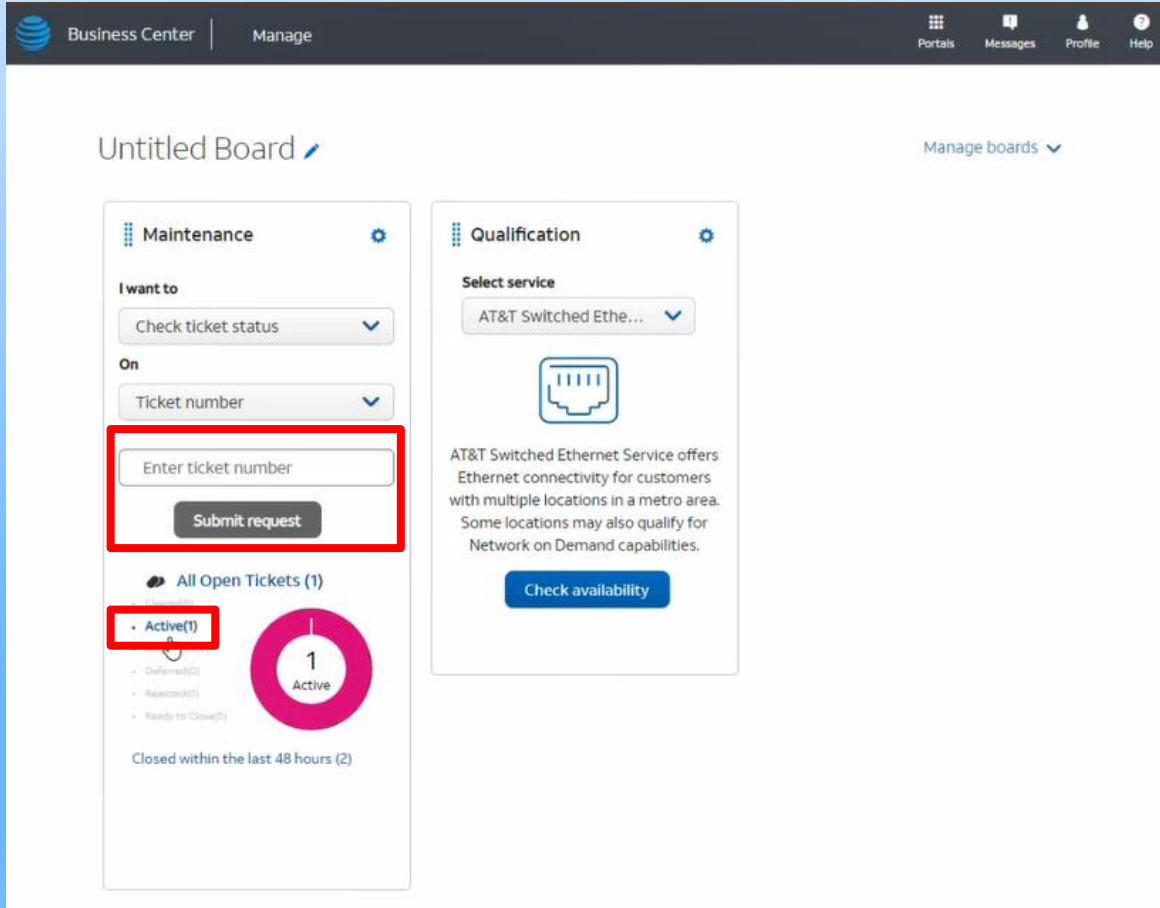


Business Center will provide submission confirmation and the ticket number.

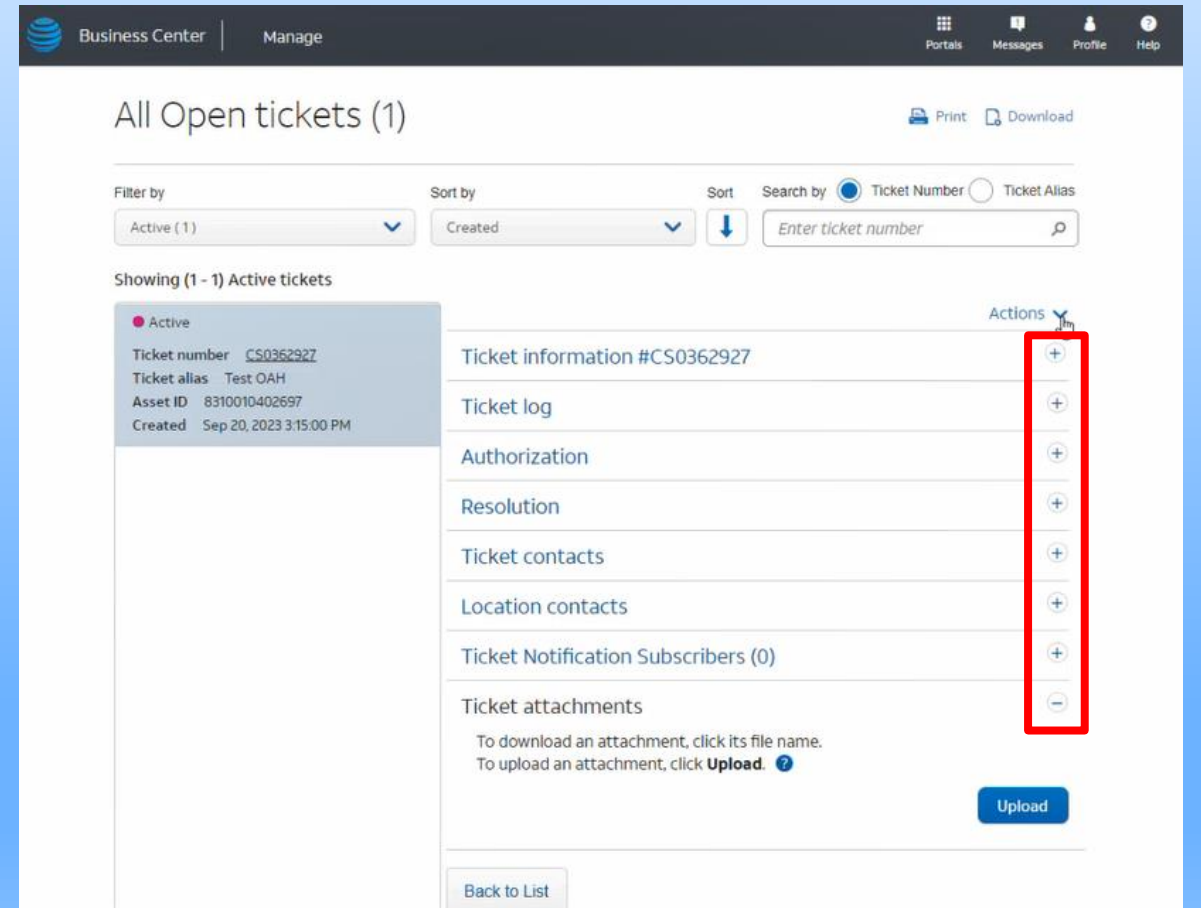


Getting Trouble Ticket Status

Under main dashboard for Maintenance either enter the ticket number or select “Active” to get a list of active tickets

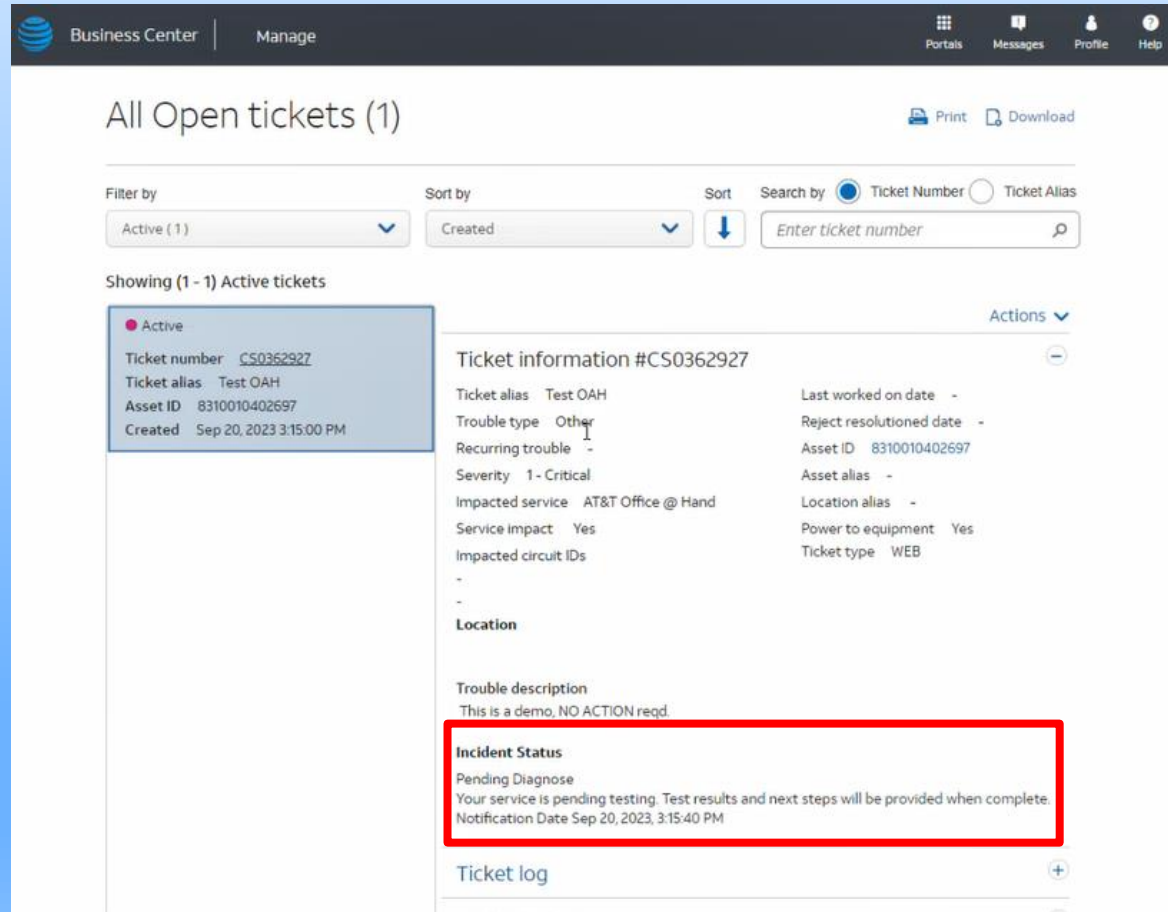


Business Center will retrieve information on selected ticket number. Use + to expand information.

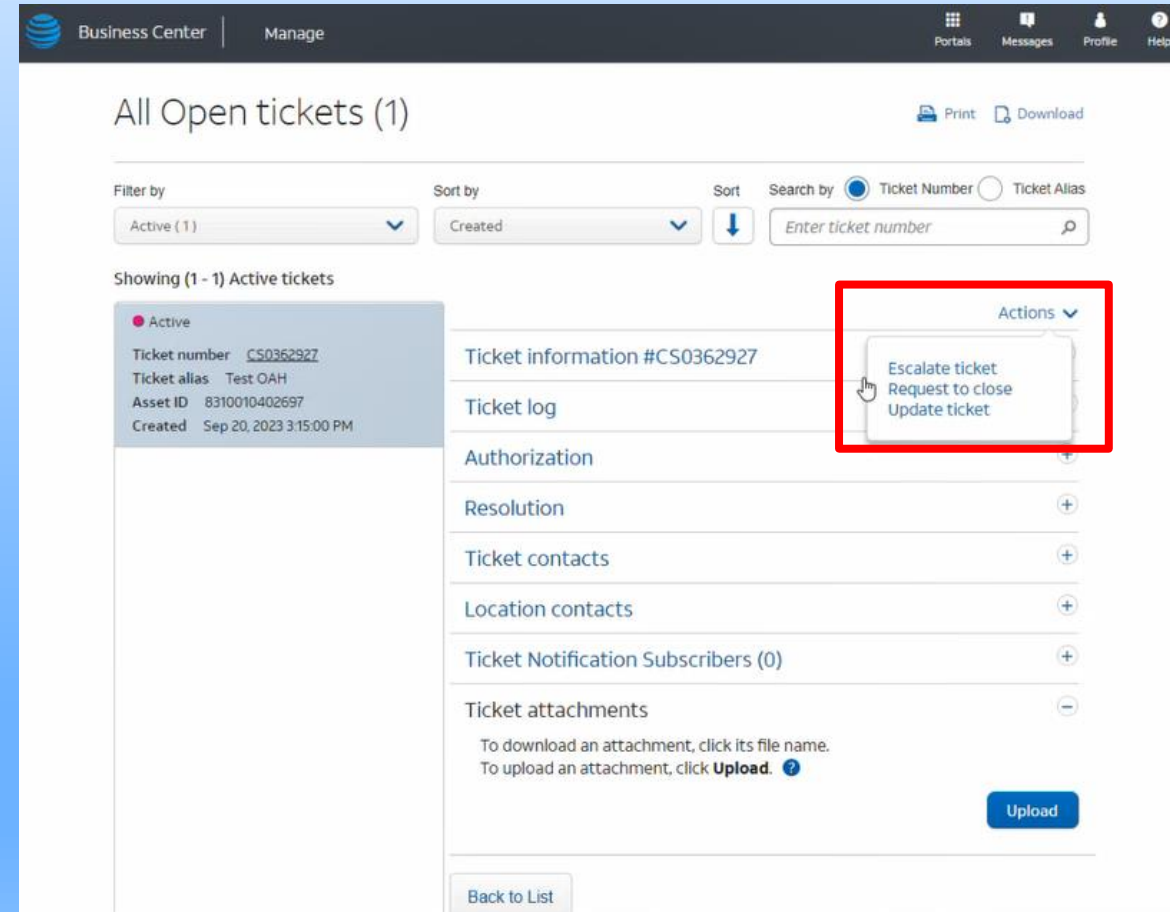


Getting Trouble Ticket Status and Escalation

Expanding “Ticket Information” provides status information

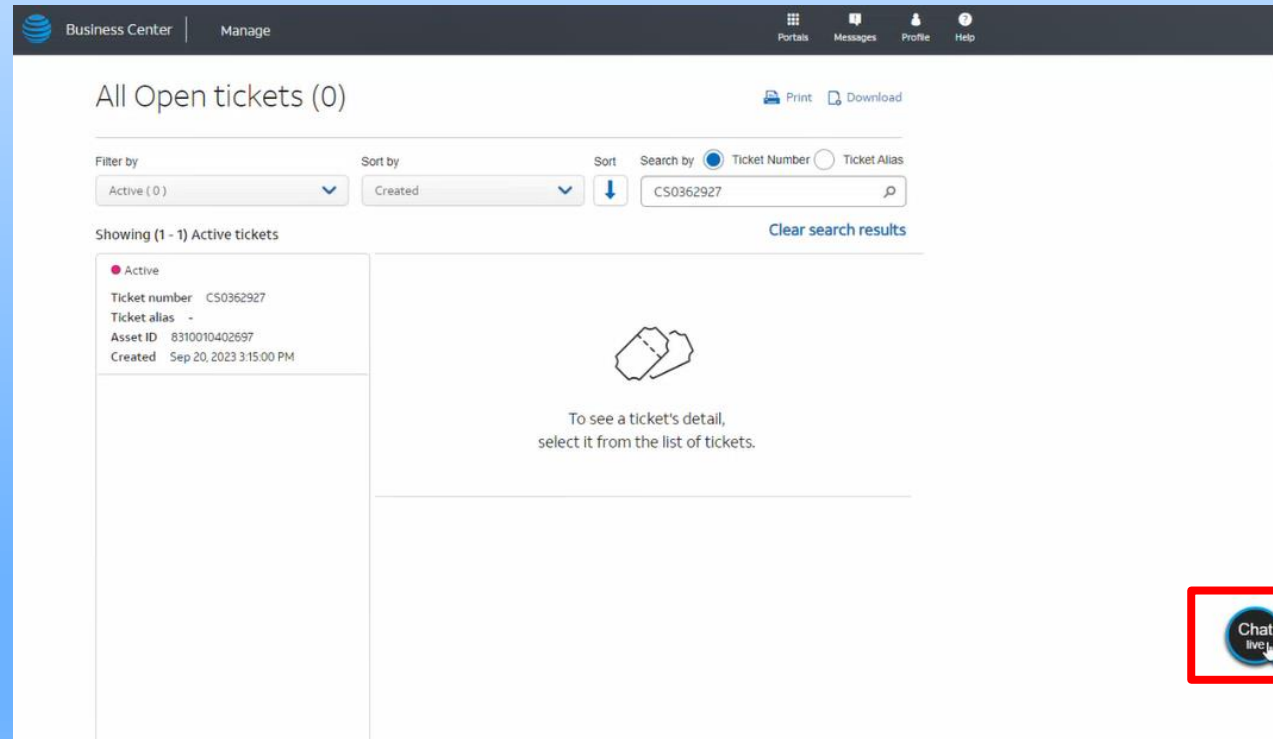


Under “Actions”, ticket can be escalated every 60 mins up to 6 escalations. Chose to close ticket if service is resolved.

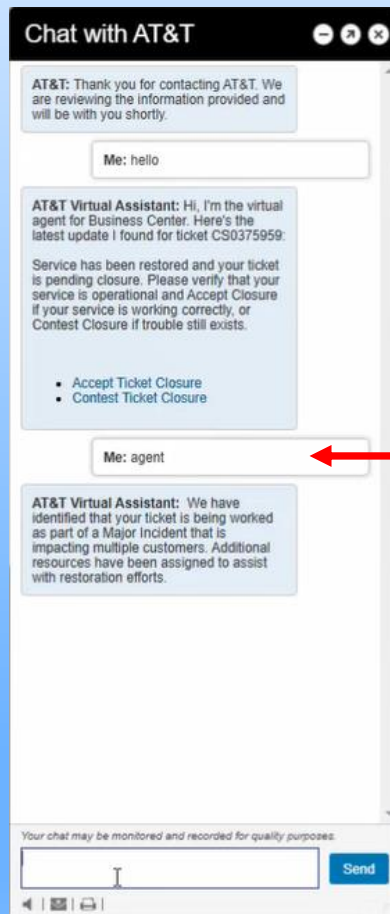


Chat Function

- Chat is supported by an AI virtual agent to answer ticket questions or perform ticket related functions
- Within ticket creation, Chat will provide navigation assistance. Chat will not open a trouble ticket.
- Within ticket status, Chat can provide status information
- Chat has an option to engage a live agent
- Chat icon appears in lower right of screens



Chat Function



To engage a live agent, enter "agent"

Virtual Assistant can provide information or perform these functions:

- Ticket status
- Escalate ticket
- Check escalation eligibility
- Verify repair
- Estimated time to resolution
- Update local contact information
- Update location access hours
- Contest ticket closed
- Add a note to a ticket log
- Where is my tech



AT&T Business