

AT&T Express Ticketing Walkthrough

www.att.com/expressticketing

The screenshot shows the Express Ticketing homepage. At the top left, there is a 'Business Center | Express Ticketing' header. On the top right, there are buttons for 'Create Ticket', 'Check Status', 'Login', and a settings gear icon. A large banner features a smiling customer service representative wearing a headset. The banner text reads: 'Have an Issue? We can help. Express Ticketing lets you request help or check on the status of an existing request for your voice, data or other managed network services. Play Video' and 'Input your asset ID in this field for ticket creation'. A blue arrow points from the banner text to the 'Enter Asset ID' field in the 'Create a new request for help' section. Below the banner are two main sections: 'Check the status of an existing request' with a 'Enter Ticket Number' field and a search icon, and 'Create a new request for help' with an 'Enter Asset ID' field and a 'Validate Asset' button. At the bottom, there is an 'Additional Resources' section with links for 'Tutorial video', 'Frequently Asked Questions', 'Service Assurance User Guide', 'HSIA-E/DSL User guide', 'EMM User guide', and 'ADI MACD User guide'.

The screenshot displays the AT&T Business Center Express Ticketing interface. At the top, there is a navigation bar with the AT&T logo, 'Business Center | Express Ticketing', and links for 'Create Ticket', 'Check Status', 'Login', and a settings icon. A large banner features a smiling customer service representative and the text: 'Validate your asset by selecting the state the service is in'. A white arrow points from this text to a 'Validate Asset' modal window. The modal window has a title bar with a close button and contains a 'State' dropdown menu with 'Select' as the current option. Below the dropdown are 'Cancel' and 'Validate Asset' buttons. The background interface is dimmed, showing sections for 'Check the status of an existing request' (with an 'Enter Ticket Number' field) and 'Create a new request for help' (with an 'MMEC' field). At the bottom, there is an 'Additional Resources' section with links to 'Tutorial video', 'Frequently Asked Questions', 'Service Assurance User Guide', 'HSIA-E/DSL User guide', 'EMM User guide', and 'ADI MACD User guide'.

Business Center | Express Ticketing

Home > Create Tickets

Create Ticket Check Status Login

1. Asset Information & History 2. Validate Power 3. Problem Information 4. Access Hours 5. Contact Information

Asset Information & History

Asset ID: MMECT...LATI
Asset Location: Texas
Asset Type: IP
Service Type: Managed Asset ID

Ticket History *(click here to open ticket history)*

If asset is successfully validated, you will reach this screen. (If there is already a ticket open on this asset you will see it under Ticket History)

Save & Continue

Home > [Create Tickets](#)

- 1. Asset Information
- 2. Validate Power
- 3. Problem Information
- 4. Access Hours
- 5. Contact Information

Validate Power

To create a trouble report, there must be power at the service location and you must know the Asset ID for the service having

Does your location have power? Yes No

[Back](#)

[Save & Continue](#)

You must validate power prior to creating a ticket

Business Center | Express Ticketing

Create Ticket Check Status Login

1. Asset Information 2. Validate Power 3. Problem Information 4. Access Hours 5. Contact Information

Problem Information

Report Description *

Report Detail *

Maximum 32000 characters, 31975 characters remaining.

Report Type *

Customer Ticket Number

Testing Authorization *

Dispatch Authorization * ⓘ

Back Save & Continue

Enter the details of your ticket request on this page. Please note if you are reporting a service impacting issue and do not authorize intrusive testing or dispatch your ticket may be put in a deferred queue.

- 1. Asset Information
- 2. Validate Power
- 3. Problem Information
- 4. Access Hours
- 5. Contact Information

Access Hours

Weekdays Only (Monday - Friday 8:00 AM to 5:00 PM) Multi-Day Edit

Day	Open	Close	
Monday	08:00 AM	05:00 PM	No Access
Tuesday	08:00 AM	05:00 PM	No Access
Wednesday	08:00 AM	05:00 PM	No Access
Thursday	08:00 AM	05:00 PM	No Access
Friday	08:00 AM	05:00 PM	No Access
Saturday	Closed	Closed	No Access
Sunday	Closed	Closed	No Access

Back

Save & Continue

Populate site access hours



- 1. Asset Information
- 2. Validate Power
- 3. Problem Information
- 4. Access Hours
- 5. Contact Information

Contact Information

Choose Notification Method:

Email Phone Both

Primary Contact Information

First Name

Michael

Last Name

Hurley

Phone Number

(469) 215-4812

Extension

Email

mh250d@att.com

Provide a wireless number so we may communicate status on your trouble ticket and understand your repair experience. By providing your wireless number, you are agreeing that we can send text messages to gather feedback about your AT&T services. Standard data rates may apply.

I am also the local contact

Back

Save & Continue

Populate ticket contact info & local contact info

Business Center | Express Ticketing Create Ticket Check Status Login ⚙️

1. Asset Information 2. Validate Power 3. Problem Information 4. Access Hours 5. Contact Information

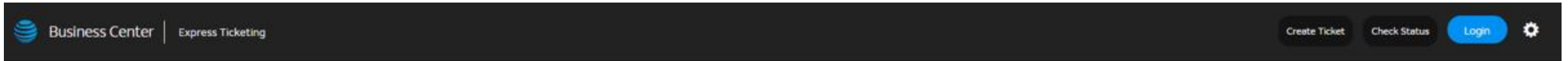
Summary

Validate Power		X
Does your location have power?	Yes	
Problem Information		X
Report Description	Test Ticket	
Report Detail	Test Ticket Okay to Close	
Report Type	Information Request	
Testing Authorization	No	
Test Dispatch Authorization	No	
Access Hours		X
Monday	08:00 AM - 05:00 PM	
Tuesday	08:00 AM - 05:00 PM	
Wednesday	08:00 AM - 05:00 PM	
Thursday	08:00 AM - 05:00 PM	
Friday	08:00 AM - 05:00 PM	
Saturday	Closed - Closed	
Sunday	Closed - Closed	
Contact Information		X
Notification Method	BOTH	
First Name	Michael	
Last Name	Hurley	
Phone Number	4692154812	
Email	mh250d@att.com	
Is Local	Yes	

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

[Edit Report](#) Submit Ticket

Trouble Ticket Number



Home > Create Tickets



Success! Ticket 0000002_36...3'3 Created.

Your ticket request has been created.



[Provide Feedback](#)

If ticket creation is successful you should reach this page

Express Ticketing Email with PIN

AT&T: Ticket <293647316> Incident Status PIN.



noreply@expressicketing.com
To: HURLEY, MICHAEL C
Cc: HURLEY, MICHAEL C

Reply Reply All Forward ...

Mon 11/9/2020 10:30 AM

Express Ticketing



Thank you for using AT&T Express Ticketing

Trouble Ticket Details:

Ticket Number(s)

21 3647316

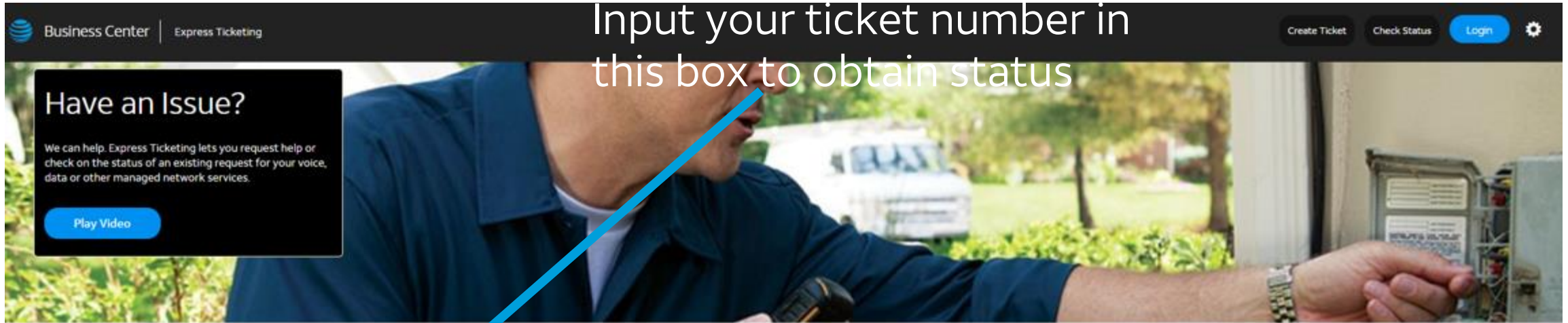
Here is your PIN which will provide you the ability to see more information in Express Ticketing
incident Status: [31 317](#)

Thank you,
AT&T Express Ticketing Team

This email was auto-generated, please do not reply directly.

Shortly after ticket creation the main contact email on the ticket will receive an email from AT&T with the ticket number and a PIN

Check Status of Ticket



Check the status of an existing request

Already requested Express Ticketing help? You can check the status of your existing request by entering a valid Ticket Number.

Create a new request for help

New help requests are created by first validating your Asset ID. For additional help in locating your Asset ID, use the Asset Lookup Wizard.

Status Request with PIN

The screenshot shows the AT&T Business Center Express Ticketing interface. At the top, there are navigation links for 'Create Ticket', 'Check Status', and 'Login'. A 'Have an Issue?' section on the left offers a 'Play Video' button. The main content area is split into two panels: 'Check the status of an existing request' and 'Create a new request for help'. A modal window titled 'Status Request of (211.7.16)' is open in the center, containing the following fields:

- Country: United States (dropdown)
- State: Select (dropdown)
- Do you have a pin?: Yes (selected) / No
- Pin number: Pin Number (text input)

Buttons for 'Cancel' and 'Get Status' are located at the bottom of the modal. A text overlay on the right side of the image reads: 'You must validate the state and PIN in order to receive fully authenticated ticket log updates'.

Ticket Status with PIN

Ticket Status for (211111)

Refresh Ticket Add Log Note Request Escalation Request Closure Request Chat

✓ Current Status

Pending Diagnose
This incident is pending diagnosis by our test center. We will update the incident log with the diagnose conclusion once our testing is complete.

i Ticket Information

Created: 11/09/2020 10:29am

Incident Logs

11/09/2020 10:37am	DIAGNOSE CONCLUSION: ICMP PING TO CPE IS OK.
11/09/2020 10:37am	DIAGNOSE CONCLUSION: ICMP PING TO CPE IS OK.
11/09/2020 10:31am	AUTOMATED DIAGNOSIS OF THE CPE HAS BEEN STARTED.
11/09/2020 10:29am	<pre>===== = CUSTOMER COMMENT = ===== REPORTED BY: MICHAEL HURLEY 4692154812 M42500@ATT.COM EXPRESS TICKETING CUSTOMER STATES: REPORT DETAIL: TEST TICKET OKAY TO CLOSE REPORT DESCRIPTION: TEST TICKET ===== ***** TEST/ DISPATCH/ LCON TEMPLATE ***** ===== TESTING AUTH: NO DISPATCH AUTH: NO CPE POWER: Y PRIMARY LCON NAME: MICHAEL HURLEY PRIMARY LCON PHONE: 4692154812 PREMISE ACCESS HOURS: MON: 08:00 TO 17:00 TUE: 08:00 TO 17:00 WED: 08:00 TO 17:00</pre>



AT&T Business