



How to open a ticket with the Customer Support Desk using AT&T Express Ticketing for Enterprise Mobility Management Services

AT&T Express Ticketing Benefits

AT&T Express TicketingSM enables you to quickly and easily submit trouble tickets for Enterprise Mobility Management Services (EMMS) platform issues and IoT requests to the AT&T Customer Support Desk (CSD).

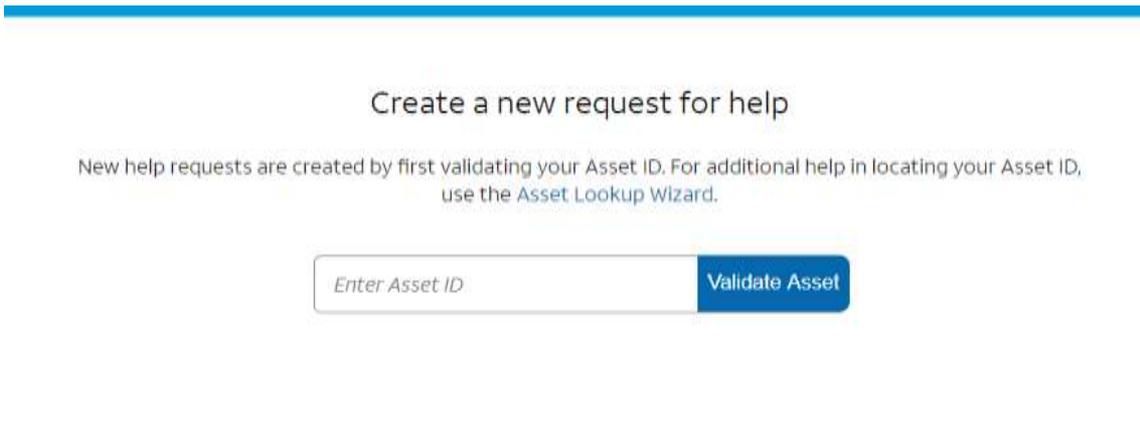
- Allows you to quickly create trouble tickets and obtain status from your mobile phone, tablet, or pc.
- No waiting on the phone for an agent
- No registration is necessary, and you will not need an ID and password.
- Enter your Asset ID (BAN number) and your Customer Number (FAN Number), and AT&T Express Ticketing will route the ticket to the Customer Support Desk (CSD).

Note: Enterprise Mobility Management Consultant (EMM-C) request tickets can also be created in AT&T Express Ticketing.

Asset IDs

To create a trouble ticket in AT&T Express Ticketing, you will need an Asset ID and a Customer Number.

- The Asset ID can be found in the service manual you received following on-boarding. The **Asset ID** is the **BAN** number, and the **Customer Number** is the **FAN** number.
- Enter the Asset ID and Customer Number, then select the Product Type to create a support ticket:
- Input Your Asset ID and Customer Number then click **Validate Asset**.
- Select the Product Type.



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.

Enter Asset ID

Opening a trouble ticket

Go to Express Ticketing at
<http://www.att.com/expressticketing/>

1. Enter the asset ID (BAN) of the desired product.
2. Click **Validate Asset**.

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](#).



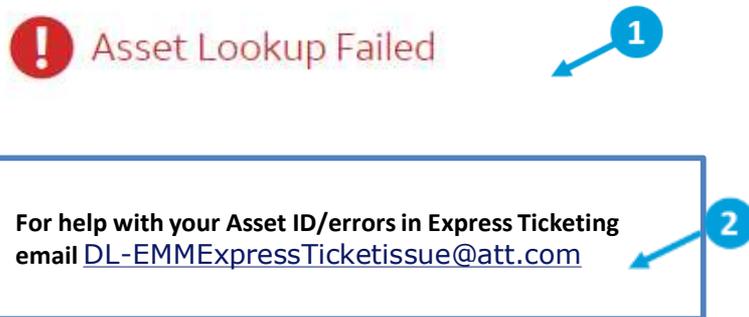
Enter Asset ID

Validate Asset

What if the asset is not found?

1. If the asset is not found, you will see the Asset ID Not Found pop-up. Double-check the asset ID you entered to make sure it is correct.
2. If the asset is not found two more times, you will need to call the CSD Help Desk 1-888-292-7099

For help with your Asset ID call 1-888-292-7099



Close

Note: Please include a screen shot of the error message you are getting in Express Ticketing and the BAN & FAN you are using.

Validating the asset

1. When the screen refreshes, enter your **Customer Number (FAN)**.
2. Click **Validate Asset**.
3. Select **Product Type**.
4. Select **Reported Item Affected**.
5. Click **Validate Product**.

Validate Asset

Customer Number

1

2

Cancel

Validate Asset

Verify Product Type

Select the product type which you're having trouble.

Product Type

MaaS360

3

Platform

Cloud

4

5

Cancel

Validate Product

Verifying asset information

1. The asset information and history
2. To view the ticket history for this asset, click **Ticket History**.
3. Open tickets for the asset ID are listed below. Click a ticket number to go directly to the **Ticket Status** page.
4. To report a new issue, click **Save & Continue**

1. Asset Information 2. Problem Information 3. Contact Information 4. Summary

Asset Information & History

Asset ID: 99999999
Asset Type: BAN
Service Type: Managed Asset ID

We found open ticket(s) on your asset, but an information request can be submitted.

000000225349608	2016-12-13 02:56 AM
000000225349608	2016-12-13 02:56 AM

Ticket History (click here to open ticket history)

Ticket Number	Date
000000278356900	2020-05-29 15:42 PM
000000278357327	2020-05-29 15:53 PM
000000278358856	2020-05-29 16:35 PM
000000278360276	2020-05-29 17:15 PM

Save & Continue

Entering a report description

1. Under **Problem Information**:

- Enter a short **Report Description**.
- Enter **Report Details** describing your trouble or request.
- Select the **Reported Trouble Description**.
- For all EMMS issues, select "Other."

2. Click **Save & Continue**.

The screenshot shows a multi-step form with four tabs: 1. Asset Information, 2. Problem Information, 3. Contact Information, and 4. Summary. The 'Problem Information' tab is active. A blue circle with the number '1' is positioned above the form fields, with arrows pointing to the 'Report Description' text box, the 'Report Detail' text area, the 'Product Type' dropdown menu (which shows 'Airwatch'), and the 'Other' radio button under 'Reported Trouble Description'. Below the form, a blue circle with the number '2' has an arrow pointing to a blue 'Save & Continue' button. A 'Back' link is also visible to the left of the button.

Providing contact information

1. Choose a notification method Email.
2. Choose Notification Calendar Methods
3. Enter your contact information. **First Name, Last Name, Phone Number** and **Email** are required fields.
4. Click **Save & Continue**.

The screenshot shows a web form titled "Contact Information" with a progress bar at the top indicating four steps: 1. Asset Information, 2. Problem Information, 3. Contact Information (current step), and 4. Summary. The form includes the following sections and fields:

- Choose All Preferred Notification Methods:** Four radio buttons labeled "Email", "SMS", "IVR", and "None". The "Email" button is selected (checked).
- Notification Calendar Preference:** A dropdown menu with the text "Please Select" and a downward arrow.
- Primary Contact Information:** A section containing four input fields: "First Name", "Last Name", "Phone Number" (with a help icon), and "Email" (with a help icon). The "Phone Number" field contains the placeholder "(999)999-9999" and the "Email" field contains "example@domain.com".
- Disclaimer:** A yellow box containing the text: "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 may send text messages to gather feedback about your AT&T services. Standard data rates may apply."
- Local Contact:** A checkbox labeled "I am also the local contact" which is checked.
- Navigation:** Two buttons at the bottom: "Back" and "Save & Continue".

Four blue callout boxes with white numbers 1 through 4 are overlaid on the form, with arrows pointing to the "Email" radio button, the "Notification Calendar Preference" dropdown, the "Primary Contact Information" section, and the "Save & Continue" button, respectively.

Submitting your ticket

1. Check the accuracy of the information displayed.
2. To modify ticket details before submitting, click **Edit Report**.
3. When finished, check the box agreeing to the terms of use and click **Submit Ticket**.

1. Asset Information 2. Problem Information 3. Contact Information 4. Summary

Summary

Problem Information

Report Description	Test
Report Detail	Test
Product Type	Airwatch
Reported Trouble Description	Other

Contact Information

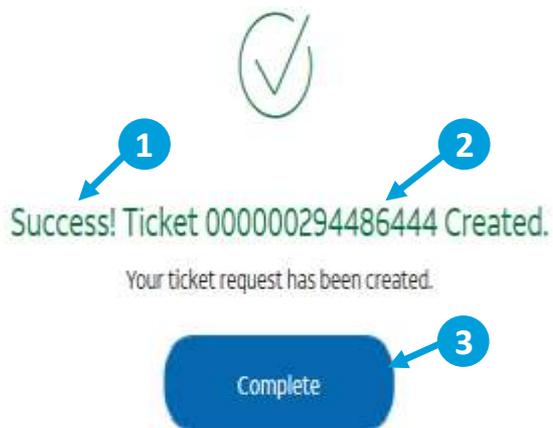
Notification Method	EMAIL
First Name	Bill
Last Name	Burton
Phone Number	3196936348
Email	wb811r@att.com
Is Local	Yes

I've read and agree to the Terms of Use

2 → Edit Report **3** → Submit Ticket

Receiving the ticket number

1. A success message appears.
2. Save the ticket number for future reference. You can use the ticket number when calling the Customer Support Desk (CSD).
3. Click **Complete**.
4. The **Ticket Status** page will appear.



4 →

The screenshot shows the "Ticket Status for (000000294486444)" page. At the top, there's a dark header with the AT&T logo and the ticket ID. Below the header is a row of five buttons: "Refresh Ticket", "Add Log Note", "Request Escalation", "Request Closure", and "Request Chat". The "Request Escalation" button is highlighted with a grey background. Below the buttons, the "Current Status" section shows a green checkmark icon and the text "Pending Diagnose" with a sub-message: "This incident is pending diagnosis by our test center. We will update the incident log with the diagnose conclusion once our testing is complete." The "Ticket Information" section shows an information icon and the text "Created: 11/18/2020 08:01am". The "Incident Logs" section shows a calendar icon and a log entry for "11/18/2020 08:01am" with a customer comment. The comment text is: "REPORTED BY: BILL BURTON 3196936348 WB811R@ATT.COM. EXPRESS TICKETING CUSTOMER STATES: TEST. CUSTOMER REPORTING AN EMMS TICKET WITH INFORMATION BELOW: ASSET ID: 99999999-IBM360-161303407. CUSTOMER ASSET: 99999999. CUSTOMER NUMBER: 2345678. GMS PLATFORM: AIRWATCH. REPORTED ITEM AFFECTED: AIRWATCH - SHARED CN35. REPORTED TROUBLE DESCRIPTION: OTHER."

Adding Attachments in Express Ticketing

Uploading Files to Your Ticket

1. The **Ticket Status** page will appear.
2. Click on **Manage Files**
3. Click on **Upload New File**

The screenshot displays the AT&T Business Ticket Status interface. At the top, a dark header shows the ticket ID (000000306936035) and a refresh icon. Below this is a navigation bar with icons for Refresh Ticket, Add Log Note, Request Escalation, Request Closure, Request Chat, Manage Files, and Manage Subscriptions. The 'Manage Files' icon is highlighted with a blue circle and arrow labeled '2'. Below the navigation bar, the 'Current Status' section shows 'Pending Diagnose' with a sub-message: 'Your service is pending testing. Test results and next steps will be provided when complete.' The 'Ticket Information' section shows the creation time as '01/20/2022 10:21am'. A 'Manage Files' modal is open, displaying 'No Files Uploaded yet.' and an 'Upload New File' button, which is highlighted with a blue circle and arrow labeled '3'. A 'Cancel' button is also visible in the modal.

Continuing Uploading Files to Your Ticket

1. Fill out **First Name**, **Last Name**, **Phone Number** and **Email** are required fields.
2. Fill out **Additional Notes**. *This is required*
3. Click **Upload Document**
4. Click **Open**
5. Click **Upload**

The screenshot shows a 'Manage Files' dialog box with a close button (X) in the top right corner. The status 'No Files Uploaded yet.' is displayed. There are two buttons at the top right: 'Cancel' and 'Upload New File'. Below this is the 'Upload New File' section, which includes five numbered callouts: 1 points to the 'Upload New File' text; 2 points to the 'Upload Document' button; 3 points to the 'Phone Number' input field; 4 points to the 'Additional Notes' text area; and 5 points to the 'Upload' button at the bottom right. The form contains input fields for 'First Name', 'Last Name', 'Phone Number' (with a placeholder '(999)999-9999'), and 'Email' (with a placeholder 'example@domain.com'). The 'Additional Notes' field has a placeholder 'Enter Additional Note' and a character count '500 characters left' at the bottom right. At the bottom of the dialog are 'Cancel' and 'Upload' buttons.

The screenshot shows a file selection dialog box. The 'File name:' field contains 'Express test(1)'. To the right, there is a dropdown menu set to 'All files'. Below the dropdown are 'Open' and 'Cancel' buttons. A numbered callout '4' points to the 'Open' button.

Continuing Uploading Files to Your Ticket

1. File will show uploaded
2. Click **Upload**
3. You will see **Success**
4. Click **OK**

Manage Files

No Files Uploaded yet.

Cancel **Upload New File**

Upload New File

First Name: Last Name:

Phone Number: Email:

Upload Document Express test(1).xlsx

Additional Notes:

Manage Files

File Name	Created By	File Size	More
Express test(1).xlsx	Bill Burton	943 KB	

Cancel **Upload New File**

496 characters left

Cancel **Upload**

SUCCESS

Ticket Refreshed Successfully.

Ok

Continuing Uploading Files to Your Ticket

1. **Success** message will show up
2. Click **OK**

The screenshot shows a 'Manage Files' dialog box with a table of files and a success message below it. The dialog box has a close button (X) in the top right corner. The table has four columns: File Name, Created By, File Size, and More. The first row contains 'ET Test.xlsx', 'Bill Burton', '11.2 KB', and two circular icons (an information icon and a download icon). Below the table are 'Cancel' and 'Upload New File' buttons. Below the dialog box is a success message with a green checkmark, the word 'SUCCESS', and the text 'Ticket Refreshed Successfully.' with an 'Ok' button. Blue arrows with numbers 1 and 2 point to the 'SUCCESS' text and the 'Ok' button, respectively.

File Name	Created By	File Size	More
ET Test.xlsx	Bill Burton	11.2 KB	 

Cancel [Upload New File](#)

✓ **SUCCESS**

Ticket Refreshed Successfully.

Ok

Checking Trouble Ticket Status

Check the Status of an Existing Ticket

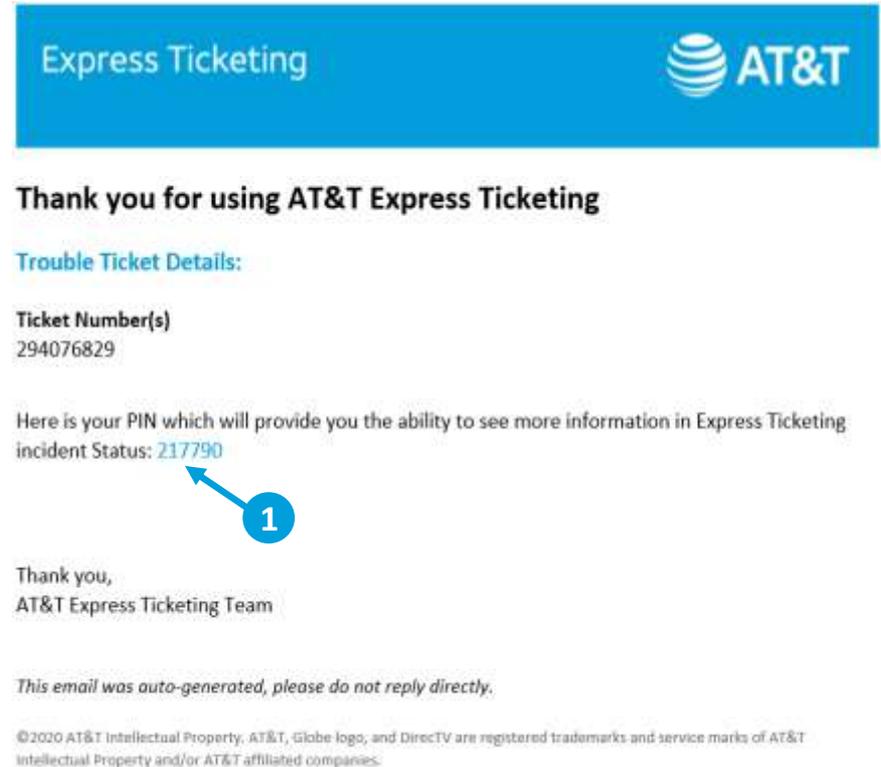
Go to Express Ticketing at <http://www.att.com/expressticketing/>

1. Enter 000000 & ticket number (example 000000293972256)
2. Click **Search**
3. The Status Request screen appears.
Enter the **Business Account Number (BAN)**.
4. Enter the **Customer Number (FAN)**.
5. Click **Yes** for Do you have a pin?
6. **Enter Pin** (See slide 19 on where to find Pin)
7. Click **Get Status**.

The screenshot displays the 'Check the status of an existing request' page. At the top, it asks if the user has already requested help and provides instructions to check the status by entering a valid ticket number. Below this is a search bar with a magnifying glass icon. The main form is titled 'Status Request of (293972256)' and contains several fields: 'Business Account Number', 'Customer Account Number', a radio button selection for 'Do you have a pin?' (with 'Yes' selected), and a 'Pin number' field. At the bottom right, there are 'Cancel' and 'Get Status' buttons. Blue numbered callouts (1-7) point to the search bar, the search button, the Business Account Number field, the Customer Account Number field, the 'Yes' radio button, the Pin number field, and the 'Get Status' button respectively.

Where to Find Pin

1. The Pin can be found in the confirmation email after creating the ticket in Express Ticketing



Express Ticketing 

Thank you for using AT&T Express Ticketing

Trouble Ticket Details:

Ticket Number(s)
294076829

Here is your PIN which will provide you the ability to see more information in Express Ticketing incident Status: [217790](#)

1

Thank you,
AT&T Express Ticketing Team

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

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Viewing ticket status

1. **Current Status** shows the high-level status of the ticket. The ticket number is above that.
2. **Ticket Information** shows the date the ticket was created.
3. **Incident Log** displays notes about the progress of the ticket.
4. You can add notes to the ticket by clicking **Add Log Note**. Log notes you add in AT&T Express Ticketing will go to the AT&T Customer Support Desk (CSD).
5. To let the CSD know that the trouble has been resolved, click **Request Closure**.

Ticket Status for (293972256)

Refresh Ticket Add Log Note Request Escalation Request Closure

✓ Current Status

Pending Customer Information
This incident is on hold as we are awaiting your response to provide additional information that is essential to problem determination or trouble resolution.

i Ticket Information

Created: 11/12/2020 12:01pm

Incident Logs

11/12/2020 07:08pm ADDING A SECOND CUSTOMER FACING LOG. THIS SHOULD BE VISIBLE IN EXPRESS TICKETING.

11/12/2020 12:58pm THIS IS A CUSTOMER LOG ENTRY. IT SHOULD BE VISIBLE IN EXPRESS TICKETING.

11/12/2020 12:02pm
=====
= CUSTOMER COMMENT =
=====

REPORTED BY:
ROBERT CDOUTURE 4045321966 RC134R@ATT.COM

EXPRESS TICKETING CUSTOMER STATES
DO NOT PROCESS

TEST TEST 1

Do's & Don'ts for Express Ticketing

Do:

1. Use web browsers Google Chrome or Firefox
2. Clear cache in web browser if you are having issues with Express Ticketing

Do Not:

1. Use web browser Internet Explorer
2. Copy and paste BAN & FAN in Express Ticketing

Note: You can report Express Ticketing issue by emailing DL-EMMExpressTicketissue@att.com – Please include a screen shot of the error message you are getting in Express Ticketing and the BAN & FAN you are using.