# Using Support Functions



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## Accessing Support – Quick Start

Job Aids and User Guides – AT&T Control Center Home > Knowledge Base > User Guide (located directly under the search bar in the Knowledge Base)

Frequently Asked Questions – AT&T Control Center Home > Knowledge Base > FAQs (located directly under the search bar in the Knowledge base. Top FAQs located in tab below,)

Submit a support ticket from within ACC – AT&T Control Center Home > Knowledge Base > Contact Support (located at the bottom of page) > Submit a Case > Fill out Case Entry form

### Advance Solutions Care Helpdesk

- General/Trusted Professional 1-866-516-9473
- Manager SPOC Line (Available 24/7) 1-866-210-5983
- Area Managers 1-866-241-6573

Billing and Support Team (Email) - g47136@att.com

## **Support Instructions**





# **Support Instructions**



Use this short cut screen to immediately start searching for what you need or access quick info.

If you select" Find everything you need in the Knowledge Base", the full knowledge base will populate



# Submitting a Case





### If support is still needed:

- 1. scroll to the bottom of any page and
  - click "Contact Support"
- 2. Then select "Submit a Case"

Service Manager Support	Submit a Case	Case List	FAQs	Search		Logge	ed in as:
Case Number + Contact Name		Subject		Status	Date/Time Opened	Case Owner Alias	ê
No records to display.							

# Submitting a Case

Case Entry       Possible solution to your case         Please provide as many details as possible to assist us in efficiently handling your inquiry       Contact Name         Service Type      None         Billing Non Technical Issue       Documentation         Service Detail       Other         Subject       Question         Service Regarding Account       Image: Service Type         Name       Service Regarding Account         Service Type       3 Standard (single device issues, control center issues, general questions, fc \$         Description       Image: Service Type	Service Man	ager Support	Submit a Case	Case List	FAQs	Search
Please provide as many details as possible to assist us in efficiently handling your inquiry         Contact Name         Service Type      None         Billing Non Technical Issue	Case Entry					Possible solution to your case
Contact Name         Service Type         None Billing Non Technical Issue Documentation Product Enhancement Request Notification Other Question Service Request Technical Issues Service Ser	Please provide as	many details as possible to assist u	s in efficiently hand	ling your inquiry		
Service Type      None         Billing Non Technical Issue       Documentation         Service Detail       Product Enhancement Request         Notification       Other         Question       Sales/Marketing Issue         Service Request       Fechnical Issue         Name       Service Request         Service Request       Sales/Marketing Issue         Service Request       Service Request         Name       Service Request         Severity       3 Standard (single device Issues, control center issues, general questions, fe \$         Description	Contact Name	Lance Hersford				
Service Detail       Documentation         Product Enhancement Request       Notification         Subject       Question         Sales/Marketing Issue       Service Request         Case Submitter (If       Technical Issues         not same as contact       Technical Issues         Servicy       3 Standard (single device issues, control center issues, general questions, fc \$         Description	Service Type	✓None Billing Non Technical Issue		÷		
Subject       Question         Question       Sales/Marketing Issue         Service Request       Technical Issues         Regarding Account       Name         Severity       3 Standard (single device issues, control center issues, general questions, fc \$         Description	Service Detail	Product Enhancement Request Notification		4		
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Description	Severity	3 Standard (single device issues, con	trol center issues, gene	eral questions, fe \$		
Continue	Description				ti.	
					Contin	nue

Always submit a support ticket, even if you plan to call Jasper support . See escalation path and contact information on the next page.

When you submit a case, please include the following information in the description field:

- Description of the problem and symptoms
- Date/time when the problem started
- Exact location of the issue, if applicable
- ICCID number of the device(s) involved, if applicable
- SIM status (for example, Activated)
- Any log files that show the issue
- Any error messages you received
- Steps you have taken to resolve the problem
- Can the problem be reproduced?

- Describe the business impact. In other words, what percentage of your devices are affected? Do you have a viable workaround? What business functionality are you unable to perform?

# **Contact Support**



Hours of Operations – 8am-5pmn ET Monday – Friday Email: Billing Solutions and Support Group (<u>g47136@att.com</u>) Business Mobility Customer Care Advanced Solutions Care Helpdesk (ASC-HD) External and Internal

Escalation intervals are based on ticket create time							
20 or more devices affected, or Public Safety							
5-19 devices affected							
1-4 devices affected							

Escalation Intervals	Level	Contact
Customer's Request	Trusted Professional	• ACC/M2MAP: 1-866-516-9473
First Escalation Critical Ticket: +2 hrs. Major Ticket: +6 hrs. Minor Ticket: +48 hrs.	Trusted Professional	• ACC/M2MAP: 1-866-516-9473
Second Escalation (must have 1 <sup>st</sup> level) Critical Ticket: +4 hrs. Major Ticket: +10 hrs. Minor Ticket: 72 hrs.	Manager SPOC Line	24x7 **866-210-5983
Third Escalation (must have 2 <sup>nd</sup> level) Critical Ticket: +5 hrs. Major Ticket: +16 hrs. Minor Ticket: +96 hrs.	Area Managers	Area Manager Hotline **866-241-6573

# Ordering SIMS



AT&T Control Center's greatest strength is its ability to complete many tasks from a centralized location. In addition to the more data driven applications, ACC offers many administrative features as well. In this guide we will explore how to order SIMs from AT&T Control Center.

# **Ordering SIMs**

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Billing

2184. Sep 04, 2016 9:19 am

1263... May 26, 2016 4:10 am 1262... May 25, 2016 3:37 am

1257. May 19, 2016 158 am

1248. May 07, 2016 10:59 am

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100

Completed Completed

Completed

May 18, 2016 05:00 pm ... May 06, 2010 08:00 pm...

May 06, 2016 08:00 pm.

May 06, 2016 08:00 pm... Apr 25, 2016 05:00 pm ...

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Autom



#### Select Orders Tab

From the dash board, select the orders tab. If this option is not available to you, contact your account team.

~

Actions V

Create New

Attachments..

Export

8

rder Status

ancelled

Cancelled

Completed

Target In

Sep 03, 2

Sep 03, 2

Jul 23, 20

Jun 25, 2

Oct 23, 2

Control Center makes SIM ordering quick and simple. Let's review how to place, view and track SIM Orders.

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tion Security Analytic			Cycle End.	Sep 18   SST   Help Log Out 🧲	2		
and solving religio	Actions 🗸			100.05 (102 ) C		064-00-00 Industria	2FF \$5
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Once on the Orders
screen in ACC, select
Actions then Create New

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# **Ordering SIMs**

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							Contact Phone		Contact Fax				
							(Required						
							Order Information						
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													Ose this held if you need to use an alternate form of
													shipping If left bank AT&T will cover the cost o

Please note, you can only order one product type at a time. That means that if you want to order multiple SIM types you must create a separate order for each one.

shipping. Expediting your order will result in a charge

of \$250.

This is the New SIM Order form. Fill in the

entry fields for:

# **Order Fulfillment Policy**

Order Quantities:

- Minimum 1
- Maximum 10,000 (Over 10K, customer encouraged to purchase directly from the manufacturer)

### Order Fulfillment Objective:

- Between 1 & 1,000 up to 10 business days
- Over 1,000 up to 8 weeks
  - Depending on available inventory, order may be forwarded to SIM manufacturer for production and shipment to customer
  - Process improvement effort in progress to reduce interval (Feb 2019)

### **Expedite Service Request:**

- Delivery within 3 business days
- Order receipt by 10am PST
- 1,000 SIMs or less
- \$250 expedite fee
- 1 expedite per month, per customer

In an effort to provide a more consistent customer experience, we are setting parameters around our fulfillment processes for SIM orders placed via AT&T Control Center.

# Viewing SIM Orders + Order Billing

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ende									Cycle	End: Sep 18   SST   Help   Log Out 🏾 🦳
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SIM Orders	Orde									
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		-	Jul 26, 2017 12:00 am	ABS Carp	Griffilla and area	00-402-004-02-00 \$2	30	Completed	Jul 31, 2017 05:00 pm (	
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		1263.	Jul 01, 2016 4:00 am	ABS Carp	Gitter Dans SMb	103-033-084-03-03 (0	10	Completed	Jun 30, 2016 05:00 pm	
		1080	Jun 14, 2016 10:40 am	ABS Carp	4F7501-0007	103-103-084-03-02-02	5	Completed	Jun 14, 2016 06:00 pm (	
		472	Jun 07, 2016 8:22 am	ABS Carp	12345676	103-003-064-03-03-85	1	Completed	Jun 06, 2016 05:00 pm	
		1288	May 27, 2016 8:53 am	ABS Corp	60P-1	103-103-084-03-03-81	150	Completed	May 26, 2016 05:00 pm	
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		1982.	May 25, 2016 3:37 am	ABS Carp	96793	00-475-084-02-02-85	1	Completed	May 24, 2016 05:00 pm	
		982.	May 25, 2016 3:36 am	ABS Carp	96765	100-400 (BA-00-0)	2	Completed	May 24, 2016 05:00 pm	
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								Completed	Apr 12, 2016 05:00 pm (	
								Completed	Apr 16, 2017 05:00 pm (	
								pleted	Mar 12, 2017 05:00 pm (	

You can track the progress of the order by looking at the order status column.

Once the order receives the Completed Status, Center Center automatically bills for the order.

Whenever the status of an order changes, Control Center automatically notifies the email address associated with the order.

## **SIM Order Status**

		Cycl	e End: Sep 18   !
Actions 🗸			1-50 / 8
Quantity	Order Status	Target Implementatio	E
1	Cancelled	Jul 23, 2018 05:00 pm (	
8	Cancelled	Jun 25, 2018 05:00 pm	
1	Completed	Oct 23, 2017 05:00 pm (	
1	Completed	Oct 23, 2017 05:00 pm (	
14	Completed	Sep 07, 2017 05:00 pm	
30	Completed	Jul 31, 2017 05:00 pm (	
20	Completed	Aug 24, 2016 05:00 pm	
500	Completed	Feb 12, 2018 08:00 pm (	
200	Completed	Feb 05, 2018 08:00 pm	
50	Completed	Jan 22, 2018 06:00 pm	
5	Completed	Jan 14, 2018 06:00 pm (	
10	Completed	Jun 30, 2016 05:00 pm	
5	Completed	Jun 14, 2016 06:00 pm (	
1	Completed	Jun 06, 2016 05:00 pm	
150	Completed	May 26, 2016 05:00 pm	
5	Completed	May 25, 2016 05:00 pm	
1	Completed	May 24, 2016 05:00 pm	
2	Completed	May 24, 2016 05:00 pm	
1	Completed	May 24, 2016 05:00 pm	
5	Completed	May 23, 2016 05:00 pm	
1340	Completed	May 22, 2016 05:00 pm	
3000	Completed	May 22, 2016 05:00 pm	
100	Completed	May 18, 2016 05:00 pm	
3	Completed	May 06, 2016 08:00 pm	
5	Completed	May 06, 2016 08:00 pm	
3	Completed	May 06, 2016 08:00 pm	
10	Completed	Apr 25, 2016 05:00 pm	
5	Completed	Apr 12, 2016 05:00 pm (	
2	Completed	Apr 16, 2017 05:00 pm (	

New – When you create a new order, Control Center adds a record to the database with a updated status of New. An email is then sent to the address entered in the New SIM Order form.

In Progress – You receive a status of In Progress once the operator has verified your order.

On Hold – Orders receive an On Hold status if the order has incorrect information and/or is awaiting verification.

Ready for Approval – If all the order information is complete and ready to move forward, the order status will be updated to Ready for Approval.

Approved - After viewing the financial standing of your account, the operator finance team makes a decision about whether to approve or deny the order. The order contact person receives an email either way.

Denied - If for any reason your order is denied, Control Center sends an automated email response to the order contact. The email typically contains a note explaining the reason for the denial. If not, an operator representative may follow up with more information.

Completed – Your status will be updated to Completed once the operator fulfills and ships the order. All cost are automatically calculated by Control Center and will appear on your next account invoice. At this point the operator also transfers the new SIMs to your Control Center account. From this point on, the SIMs Can be found on your device list page (Devices > Device List).

Canceled – In order to cancel an order, you must contact the operator directly. You do this by logging a Support Case from your portal. Occasionally you are able to cancel Approved orders. Completed orders cannot be canceled.