



CALNET: AT&T Trouble Ticket Reporting Tool (TTRT): Administrator guide

Version 1.0



What is AT&T Trouble Ticket Reporting Tool?

The Trouble Ticket Reporting Tool (TTRT) is a cloud-based application on the ServiceNow platform which provides 24x7x365 online access to customer trouble tickets. Customers can view, create, and update their tickets in near real-time. To access TTRT, users first log into Business Center.

What is AT&T Business Center®?

AT&T Business Center® is a single unified web-based portal used to access support applications for AT&T Services. It provides easy access to tools and information to enable registered users to manage their agency's network infrastructure more efficiently.

Accessing AT&T Business Center

AT&T Business Center can be accessed using the following link using Internet Explorer, Firefox, Chrome or Safari: <https://businesscenter.att.com>

To have an account created, contact the agency's administrator. If no administrator exists, contact an AT&T Account Manager.

When an account is created, a password is provided via email. If either the email address or password is forgotten, click the corresponding link beneath the login fields and the requested information will be emailed to the user.

Log in to Business Center

Email address
calnettraining@att.com

Password
••••••••

Remember me

Log in

[Forgot your email address or password?](#)

Enter the user's email address and password and select **Log in**.



AT&T Business Center dashboard

The screenshot shows the AT&T Business Center dashboard. At the top, there is a dark navigation bar with the 'Business Center' logo and a 'Manage' button (1). To the right of the navigation bar are icons for 'Portals' (2), 'Messages' (3), 'Profile' (4), and 'Help' (5). Below the navigation bar, the 'CALNET' logo is displayed (6). To the right of the logo is a search bar with the text 'Looking for something? Get guided help.' and a 'Manage boards' dropdown menu (7). The main dashboard area contains several widgets: 'BusinessDirect® Tools' (8) with a message indicating no tools are available; 'Other Tools' with a 'Trouble Ticket Reporting Tool' link; 'AT&T Global IP Network' showing current network performance metrics; 'BusinessDirect® Resources' with links to Products & Services, Technical Guides, Learning Center, FAQs, and Contact Us; and 'Qualification' for 'AT&T Switched Ethernet Service' with a 'Check availability' button. A 'Chat live' icon (9) is located in the bottom right corner.

The AT&T Business Center home dashboard displays registered applications and access to the AT&T Business Center Chat Live feature.

AT&T Business Center dashboard at a glance

1. Manage: View the company profile.
2. Portals: Search and / or access different Business Center portals.
3. Messages: View system notifications and access notification settings.
4. Profile: Switch to another active profile.
5. Help: Access the help categories.
6. Board name: Display the name of the active Business Center portal.
7. Guided help: Provide guided help to various topics.
8. Manage boards: Add or remove widgets from the main dashboard.
9. Chat icon: Access the “Chat live” support.



Untitled Board

Edit board name

Board names must be different from your other boards and no more than 36 characters.

Board names can contain the following special characters:

!@#\$%^*?=_{}[] ,.:|

Board name

Characters remaining: 30

[Cancel](#) **Save**

Optional: Board name default is set to Untitled Board; however, users may select the Edit icon and modify the board name and click **Save**.



Trouble Ticket Reporting Tool

Click on the Trouble Ticket Reporting Tool link to access the Trouble Ticket Reporting Tool homepage.

CALNET

The screenshot shows the CALNET interface with three main tool categories:

- BusinessDirect® Tools:** Contains an information icon and a message: "There are no AT&T BusinessDirect tools available. Try again later or for help, click Chat Live."
- Other Tools:** Contains a wrench icon, the text "CALNET", and an upward arrow. The "Trouble Ticket Reporting Tool" link is highlighted with a red box.
- AT&T Global IP Network:** Contains a world map and "Current Network Performance" metrics:
 - Backbone delay: 35ms
 - Backbone loss: 0.10%
 - Average modem connection success: 99.9%
 - *Information updated every 15 minutes

Trouble Ticket Reporting Tool homepage

Note: Users will have access to view all agency associated tickets.



1. CALNET logo.
2. Return to Business Center: Returns to main dashboard.
3. Knowledge Base: Provides documentation for reference and help topics.
4. Ticket Dashboard: Return to *View all tickets* dashboard.
5. Username: Displays the name of the logged-in user.



The View all Tickets page displays all tickets for an agency and enables users to access ticket details and search for specific tickets by a variety of ticket attributes.

View all tickets

[Create ticket](#)

Actions ▼ < First < Previous Page 1 of 1 Next > Last >

Search Status	Search Ticket #	Search Customer Code	Search Customer Name	Search Service Type	Search Service ID	Search Ticket Open Date	Search Restore Date	Search Ticket Closed Date	Search Outage Duration (HH:MM:SS)	Search SCC Minutes	Search Unavailable Time
Open/Active	WPSN0000000	00000	DEPARTMENT OF TRAINING	Serial	43HCQ20000000000PT	12/01/2020 20:10:00				0	
AT&T Closed	WPSN0000000	00000	DEPARTMENT OF TRAINING	POTS	43HCQ20000000000PT	12/01/2020 20:10:00				0	
Open/Deferred	WPSN0000000	00000	DEPARTMENT OF TRAINING	Serial	18HCQ20000000000PT	12/01/2020 20:10:00				0	
Open/Cleared	WPSN0000000	00000	DEPARTMENT OF TRAINING	Serial	18HCQ20000000000PT	12/01/2020 20:10:00				0	

Notes:

Default display is set to display 100 tickets per page. Users can change the setting to 200 or 300 tickets per page.

Users can access the complete trouble ticket historical data for 13 months after the trouble ticket has been closed.

Tickets can be sorted alphabetically by clicking the column headings with two arrows

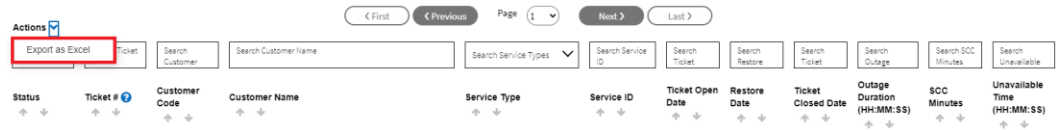
Search Status	Search Ticket #	Search Customer Code	Search Customer Name	Search Service Type	Search Service ID	Search Ticket Open Date	Search Restore Date	Search Ticket Closed Date	Search Outage Duration (HH:MM:SS)	Search SCC Minutes	Search Unavailable Time (HH:MM:SS)
<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>

Tickets can be filtered using the inline filtering boxes below each column heading by:

- Status
- Ticket #
- Customer Code
- Customer Name
- Service Type
- Service ID
- Ticket Open Date
- Restore Date
- Ticket Closed Date
- Outage Duration
- SCC Minutes
- Unavailable Time



Users can export a list of all tickets or searched-on tickets (up to 13 months) in Excel format by clicking on the Actions drop down box and selecting Export as Excel.



TTRT View Screen

To view a ticket, click on the ticket number.

Open/Active	0D0900042	DEPARTMENT OF CALIFORNIA	Unknown	DHEC349453ATI	12/09/2020 06:49:09
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The details on the View Ticket Screen are divided into five sections:

- Ticket Summary
- Service Information
- Additional Information
- Restoral Activity Performed
- Stop Clock Condition (SCC)



Ticket Summary

View ticket W0000000000

Ticket Summary

Ticket #

W0000000000

Ticket Open Date

12/09/2020 16:02:00

Status

Open/Deferred

Ticket Closed Date

Service ID

46VMDA000000000PT

Restore Date

Outage Cause

Outage Duration (HH:MM:SS)

SCC Minutes

0

- Ticket #
- Status
- Service ID
- Outage Cause
- SCC Minutes
- Ticket Open Date and Time
- Ticket Closed Date and Time
- Restore Date
- Outage Duration (HH:MM:SS)



Service Information

Service Information

Service Type

Serial

Service City

Service Address 1

Service State

Service Address 2

Service Zip Code

- Service Type
- Service Address 1
- Service Address 2
- Service City
- Service State
- Service Zip Code

Additional Information

Additional Information

Reported Trouble

Account Information

Customer Contact

Customer Name

ELEMENTARY SCHOOL DISTRICT

Customer Contact Info

Customer Code

00009

- Reported Trouble
- Customer Contact
- Customer Contact Info
- Customer Name
- Customer Code



Restoral Activity Performed

Restoral Activity Performed

Date/Time ↑ ↓	User Name ↑ ↓	Comments ↑ ↓
01/19/2021 11:22:57	AT&T	NDT, OK TO TEST, LCON: ED

- Date/Time
- User Name
- Comments

Stop Clock Condition (SCC)

Stop Clock Condition (SCC)

No records in Stop Clock Condition

SCC ↑ ↓	Start Time ↑ ↓	End Time ↑ ↓	SCC Minutes ↑ ↓
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[Back](#)

- SCC
- Start Time
- End Time
- SCC Minutes



Creating a ticket

To create a new trouble ticket, select **Create ticket**.

View all tickets

Create ticket

Actions ▾

< First

< Previous

Page 1 ▾

Next >

Last >

The Create Ticket page is displayed.

Create Ticket

You can open tickets only for assets that were purchased through the CALNET contract.

Does the equipment have power?

Your equipment must have power in order to create a ticket. Check your equipment to make sure you have power. If you can't access your equipment to check the power, then select **Unsure**.

Asset Type

Service ID

Enter the complete Circuit ID / 10-digit phone number

[Service ID Examples](#)

Back

Continue

Complete the required information:

- Does the equipment have power?
- Asset Type
- Service ID

Select **Continue**.



* Severity <input type="text" value="Select"/>	* Trouble Type Code <input type="text" value="Select"/>
* Reported Trouble <input type="text" value="Enter a description of the issue"/>	Offered Estimated Time <input type="text" value="Select"/>

Enter the following required information in the provided boxes:

- Severity
- Reported Trouble
- Trouble Type Code
- Offered Estimated Time

Reported By	
* First Name <input type="text" value="Calnet"/>	* Phone <input type="text" value="555-555-1234"/>
* Last Name <input type="text" value="User"/>	
* Contact Hours From: (Provide the available contact hours in 24 hr. local time) <input type="text" value="HH:MM local time"/>	* Contact Hours To: (Provide the available contact hours in 24 hr. local time) <input type="text" value="HH:MM local time"/>

- First Name
- Last Name
- Contact Hours From:
- Phone
- Contact Hours To:

Reported By information will be pre-populated with the name and phone number of the individual creating the ticket.

Enter Contact Hours in a 24-hour format (HH:MM). Example: 5pm is entered as 17:00.



Contact Information

Name**Phone Number*****Email**

- Name
- Email
- Phone Number

Contact Information will be pre-populated with the name, phone number and email address of the individual creating the ticket. If the local contact information is different from the submitter, enter that contact's information.

Please select all that apply

By providing your phone number, you agree to be contacted about your AT&T services during the lifecycle of your trouble ticket. Standard text message rates and other wireless charges may apply.

- Notify me by text when ticket status changes (optional)**
- Notify me by e-mail when ticket status changes (optional)**

Indicate how the user would like to be notified with ticket updates. Users can choose text, email, or both by selecting the appropriate check box.



Account Information

Customer Code

0123

Customer Name

CALIFORNIA

* Location Contact Name

First and last name

* Location Contact Phone

Phone number

Service Information

Service Type

Unknown

* Service Address 1

Service address

* Service State

Select

Service Address 2 (optional)

* Service Zip Code

Service zip code

* Service City

Service city

* Authorize Dispatch

Select

- Location Contact Name
- Location Contact Phone
- Service Address 1
- Service Address 2 (optional)
- Service City
- Service State
- Service Zip Code
- Authorize Dispatch

Account Information and Service Information will be pre-populated based on the individual creating the ticket. If the location requiring service is different than the populated field, enter the correct information. User must select if dispatch is authorized.

* Location Access Hours

Select

Authorization

* Authorize Test

Select

Back

Submit

- Location Access Hours
- Authorize Test

Enter the required information and select **Submit**. The ticket will be created and accessible on the View all Tickets screen.



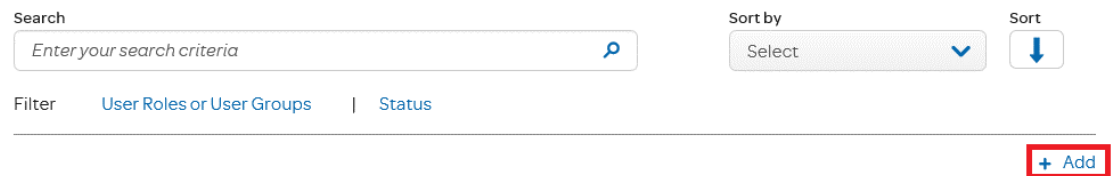
Creating a new user



Select the Profile icon from the top menu bar of the Business Center dashboard.



Select the Users tab.



Administrators can search for existing users by entering the information in the provided field or sort current users using the *Sort by* dropdown menu.

To add a new user, select the **Add** link and then select *New user*.

Create user

User information

First name

CALNET

Last name

User

Email

calnetuser@att.com

Confirm email

calnetuser@att.com

Enter new user information in the provided fields.



Roles and permissions

Do you want this user to create and manage other users?

Yes No

Select one or more user groups to associate with this user.

Business center user groups

You can select one or more user groups in this category to assign permissions for Business Center.

- Full Business Center access
Full Dashboard Access
- Business Center access by function
Functional Access
 - Accounting and billing
Account and Billing Manager
 - Networking
Network Manager
 - Ordering and ticketing
Order and Ticketing Manager
 - Reporting
Reporting Manager
- Limited Business Center access
Basic Dashboard Access

Select the Roles and permissions criteria and select **Save**.

Checking status of users

To verify a user has been created and if that user has logged in and registered their account, the Status column will indicate *Active* or *Pending*.

First name	Last name	Status	Email	User roles
CALNET	Training	● Active	calnettraining@att.com	Standard User
CALNET	User	● Active	calnettraining@att.com	Company Administrator
CALNET	User	● Pending	calnettraining@att.com	Company Administrator



Training

For questions not covered in this user guide, or to request live training on AT&T Trouble Ticket Reporting Tool (TTRT), please visit the [AT&T CALNET Training website](#) or email CalnetTraining@att.com.