

# New Functionality Available in Express Ticketing

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## Express Ticketing is now Mobile Optimized

AT&T has rolled out a **Beta Test** of our new **mobile optimized** Express Ticketing interface. With a streamlined flow to complete tasks faster, you can create and check ticket status on the go with the new, easy to use, functionality. Simply click on the **Beta** button at the top of Express Ticketing to get started.

## Enterprise Virtual Assistant Support: Chat

AT&T's Enterprise Virtual Assistant within Express Ticketing is now available to help you quickly respond to questions about your ticket. The Virtual Assistant can help expedite your resolution. Clicking on the "Request Chat" button on your Ticket Summary screen will allow you to provide our AI Chatbot with:

- Power Verification - Provide confirmation that equipment is powered on and properly connected
- Test Authorization - Provide authorization to initiate testing
- Dispatch Authorization - Provide authorization to initiate a dispatch
- Verify Repair - Provide confirmation that service has been restored

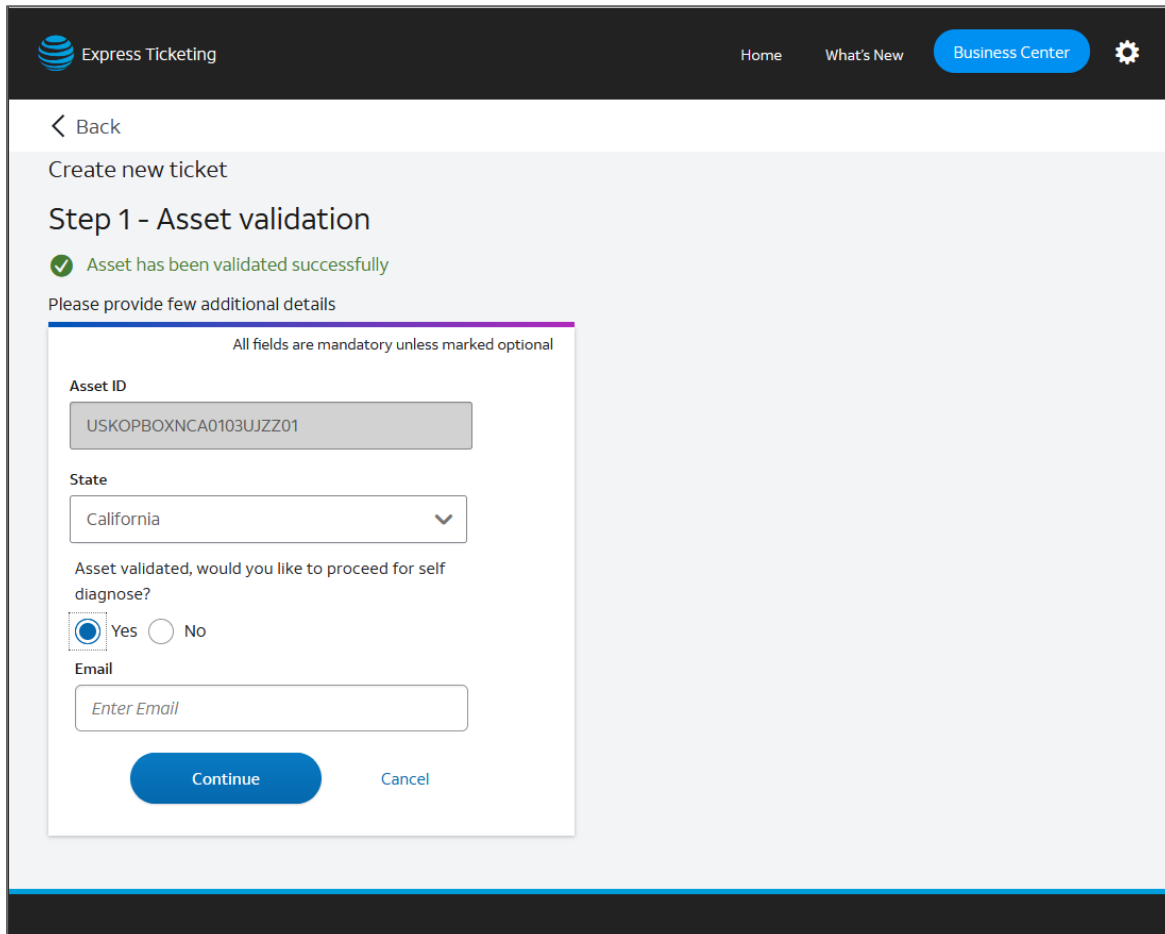
Example View 1: Express Ticketing ticket status page with the chat button

## Self Diagnose Your Service In Express Ticketing

Customers can perform a self diagnosis on most services within Express Ticketing prior to opening a ticket. This feature will complete a fast Health Check on your services and provide an automated verification of the service status.

- To get started with your self diagnosis, follow the standard process for creating a Trouble Ticket.

- Once you Validate your asset, you will be asked if you want to proceed with a self diagnosis. Click **Yes**, and enter your email before clicking the **Continue** button.
- **Note:** Starting a self diagnosis will not interrupt the ticket creation process. You can continue to create a ticket while the diagnosis is being performed. Once complete, you will be presented with a status popup confirming an issue, or stating that no issue was found. You will also be emailed the results of the Diagnosis.



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Create new ticket

### Step 1 - Asset validation

✔ Asset has been validated successfully

Please provide few additional details

All fields are mandatory unless marked optional

Asset ID  
USKOPBOXNCA0103UJZZ01

State  
California

Asset validated, would you like to proceed for self diagnose?  
 Yes  No

Email  
Enter Email

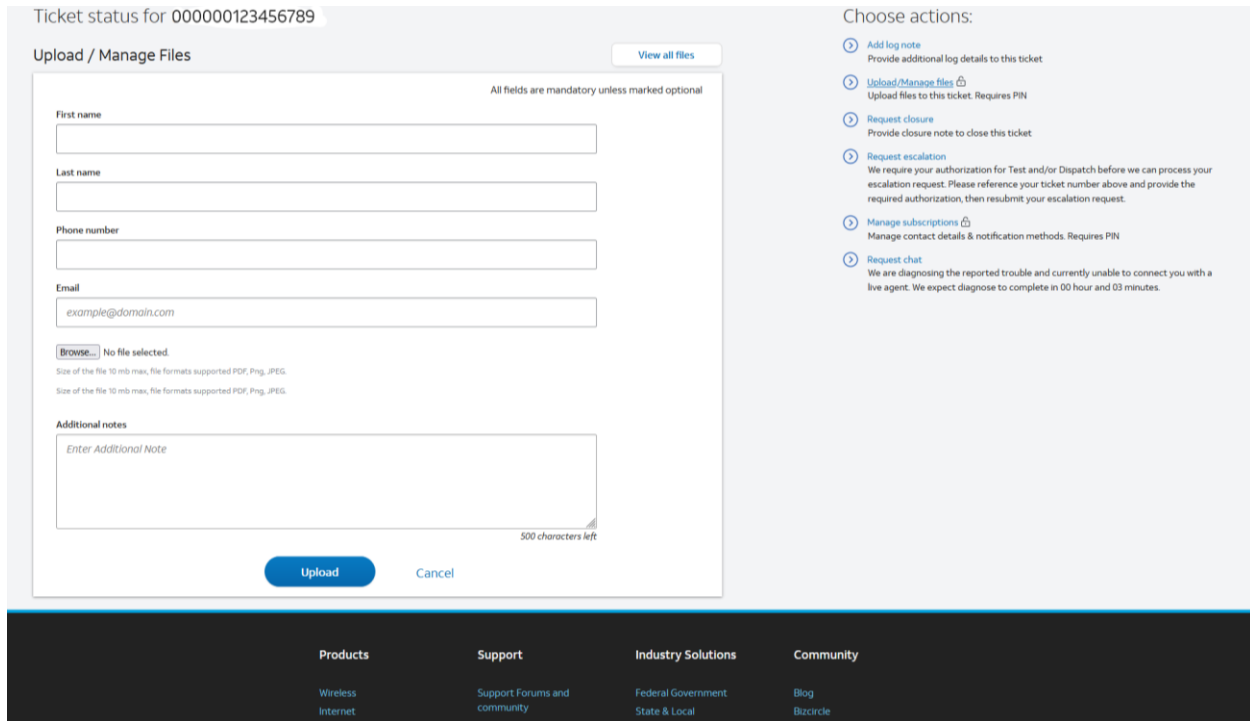
Continue Cancel

Example View 2: Diagnose your Service

## Upload Files To Your Ticket

You can share relevant documents and attachments for your ticket instantly within the Check Status screen. Simply check the status of your ticket using the PIN that was

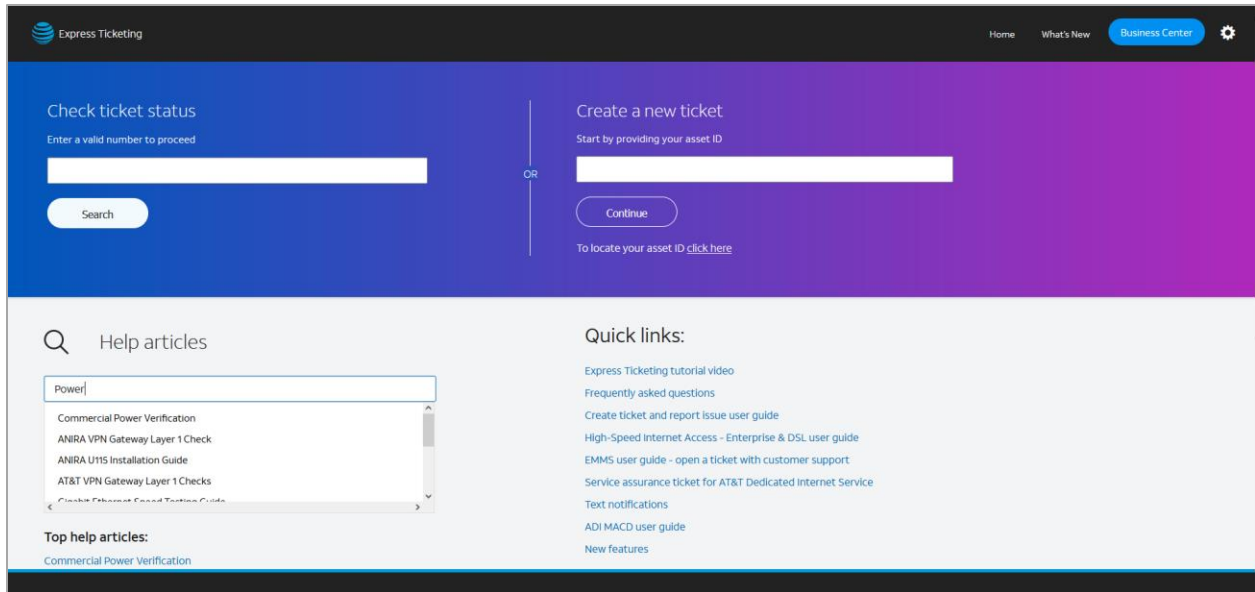
provided to you. Once on the Ticket Status report, click on the **Manage Files** icon at the top of the screen.



Example View 3 Screenshot of the Ticket Status with PIN screen

## Integrated Knowledge Base for Self-Service

Find solutions and answers to service problems faster than ever! You can now search for Knowledge Base articles from the home page banner, as well as throughout the ticket submission process. Additionally, Self-Service articles may be suggested to you based on key words entered while filling in the Report Description & Report Type fields in the ticket creation process.



Example View 4: Screenshot: Landing page search box