

AT&T Business Support: Simplifying how you manage your business



66% of customers obtained their ticket status in the interactive voice response (IVR) without talking to a person.

We want to make it easy for you to get the level of support you need. In addition, for many solutions, you can easily make simple changes on your own.

Get work done faster in the IVR

You no longer have to sit on hold. Our Interactive Voice Response (IVR) system greets you when you call our 1-800 number for support. You can now:

- Create a ticket
- Retrieve 24/7 ticket status
- Schedule a call back at a day and time that is convenient for you

Meet the AT&T Enterprise Virtual Assistant (EVA)

EVA makes it easier to get the answers you need by meeting you along your journey with the help of machine learning. No need to make a phone call or wait for an agent. Available in all customer portals, simply ask a question to receive real-time status updates for maintenance tickets, including:

- Up-to-the minute incident status
- Real-time dispatch status of your technician's current location and estimated time of arrival*
- Analytics for repair time estimates*
- Outage details if associated with major incident/fiber cut*
- Outstanding request for authorization or validation requests for access and ticket*

Access self-service tools below



[Business Center](#)

- One stop shop for most wireline accounts



[Premier](#)

- Manage your Wireless account and orders



[Express Ticketing](#)

- Create tickets without the need to log in



[Learn more about EVA](#)

*When applicable.

Onboarding guides

Watch simple step-by-step videos to make installation and onboarding easier for our most-requested products. You'll learn what to expect during installation and how to find support anytime you need it.

- [AT&T Dedicated Internet](#)
- [AT&T Virtual Private Networks](#)
- [Troubleshooting Site Power Issues](#)

New self-service options are available

Self-test your service: Wondering if you have a potential outage? You can now perform a self-test on most services before opening a trouble ticket. [Watch to learn more.](#)

Self-help articles: Get answers to frequently asked questions from the library of knowledge articles within our digital tools. You'll find answers to common issues without the need to call us. We make it even easier by providing suggested articles throughout the ticket creation process.

Express Ticketing communications: Upload relevant documents and attachments to your ticket for faster service. Simply check the status of your ticket at any time. Then, use the PIN we provide you and click the "Manage Files" icon at top of your screen.

We're here for you. Our goal is to keep you up and running. If a problem does arise, we empower you with self-service tools and articles to troubleshoot the issue. You can make decisions that impact your business...without having to call or wait on an agent.

78% of customers that used the self test function didn't need to create a ticket.

New support and training options

Are you new to your job? Maybe you're interested in learning how to manage your products or train your new employees. Our suite of tools and support are designed so you can choose what best fits your needs.

AT&T Business Center

[Video Training Center](#)
[Instructor-led classes](#)
[Written guides](#)

Premier

[Video Training Center](#)
[Instructor-led classes](#)
[Written guides](#)

Express Ticketing

[Written guides](#)
[Video guides](#)

Additional Support Resources



AT&T Business YouTube

Support videos covering many of our products and services.



Community Forums

Find answers to common questions or ask your own questions.



Service Management Portal

Access product and portal support websites all in one place.