

Premier enhancements December 2018

Release Notes

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Usage Alerts – more information at your fingertips on Premier Online Care

From the new Usage Alerts page, enterprise company administrators can quickly see the reasons for the alerts.

On the Premier homepage, in the Alerts tile on the right side of the page, click the **Alerts** link (not shown).

This opens a new Usage Alerts page where you can find more information about your alerts, including:

- Reasons for the alerts
- Wireless numbers or Group IDs
- Wireless user names
- Bill cycle end dates
- Billing account numbers

In addition, company administrators can change the status of their alerts to **Resolved** to easily find the alerts they still need to address.

The new Usage Alerts page shows alerts from the past 30 days. Company administrators can also see usage alerts from the past 90 days for a specific wireless number. Simply click the wireless number on the Usage Alerts page. This opens a new tab showing the View Account Information page where the alerts history can be found (not shown).

Easily mark your alerts as resolved.

The screenshot displays the 'Usage Alerts' section of the Premier Online Care interface. At the top, there are navigation tabs: SHOP, MANAGE, BILLING, and SUPPORT. Below these are sub-tabs: Account Management, Plans & Features, Transaction History, Reports, Settings, and Profiles & Permissions. A search bar is present with fields for 'I want to:', 'Lookup type:', and 'Search for:', along with a 'Go' button. To the right, account information is displayed: Foundation account: FANsample1, Billing account: 111111112, and Wireless number: 330.555.1112.

The main heading is 'Usage Alerts'. Below it, a message states: 'The following alerts were sent to wireless users over the last 30 days. To change the status of alerts, select the alerts, and then click **Mark as Resolved** or **Mark as Unresolved**.'

A summary line indicates '17 unresolved alerts of 44'. Below this, there are two tabs: 'Unresolved' (selected) and 'Resolved'. A 'Mark as Resolved' button is highlighted with a callout box that says 'Easily mark your alerts as resolved.' The button has a tooltip that says 'Mark as resolved.' Next to it is a 'Reset Filters' button. To the right, there is a 'Show rows:' dropdown set to '10', '17 results', 'Page 1 of 2', and '< 1 2 >' navigation links, followed by an 'Export results' button.

The table below lists the alerts:

Select	Sent	Wireless Number/Group ID	Wireless User	Message	Bill Cycle End Date	Billing Account Number
<input checked="" type="checkbox"/>	09/19/2018	330.555.1112	DOE, JANE	\$100 in text messaging, overage \$.10/message	09/27/2018	111111112
<input checked="" type="checkbox"/>	09/19/2018	330.555.1111	DOE, JOHN	\$50 in text messaging, overage \$.10/message	09/27/2018	111111112
<input type="checkbox"/>	09/19/2018	330.555.1113	DOE, JOHN	\$100 in text messaging, overage \$.10/message	09/27/2018	111111112
<input checked="" type="checkbox"/>	09/19/2018	330.555.1112	DOE, JANE	\$20 in text messaging, overage \$.10/message	09/27/2018	111111112

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