

AT&T Business Mobility Resources

The Mobility Business Support allows our business mobility customers access to all our self service options that are available. Our support options include:

- [Premier Online Portal](#)
 - Premier Support provides answers to your business questions, from billing to upgrades. If your wireless services are billed to your company, or, if you manage wireless services for your company, Premier Support is designed just for you.
- [MyATT Online Portal](#)
 - If you receive a discount on your AT&T wireless equipment or monthly service through your company or organization, myATT Support can help you learn to use your device, and answer your questions about billing, rate plans and much more. Additionally, you can access your other AT&T accounts including U-verse.
- Phone & Device Learning Center
- Social Media Resources
 - Our [Business Community](#) for business customers to Discuss, Learn, Share and Participate. Integrated with Forums, Self Service tools and How to Video Index
 - [AT&T Business YouTube Channel](#) with How to Video Content
 - Follow our [Business Care Twitter](#) account to get daily updated Customer Care tweets!
- [Online Chat Support](#)
 - You can get answers to questions about devices, services, offers and features. You will be asked to enter your wireless number so that we can route you to the proper representative.
 - Get technical chat support while [roaming internationally](#).

Business Customer Resources

AT&T BusinessDirect Portal: Trouble Ticketing

During disasters such as a hurricane, remember that you can use [AT&T BusinessDirect](#) to report and track troubles. All services are included — Voice circuits, Data circuits and telephone numbers, including Toll-Free numbers. Check alarms, launch circuit tests and view the results in near real-time, as well as view your circuit inventory and Toll-Free number inventory.

- Ticket creation takes only one to two minutes, versus approximately ten minutes via phone
- Automatically refer troubles to the appropriate access provider
- View your circuit inventory online
- View your Toll-Free number inventory online
- Reroute Toll-Free calls during emergencies
- Perform various network maintenance tasks for some services utilizing [features designed for mobile devices](#) (<http://mobile.businessdirect.att.com>)

AT&T BusinessDirect Portal: Network Management

[AT&T BusinessDirect Network Management](#) Tools provide hands-on network management capabilities for specific AT&T Services. They empower customers to respond effectively in real time to changing business conditions -- such as a sudden need to implement a disaster recovery plan -- and to optimize utilization of their telecom services to maximize return on investment.

Features and Benefits

React to network traffic changes in real time. Activate pre-planned disaster recovery routing. Administer DNS changes.

- Minimize service disruptions
- Improve networking performance
- Gain hands-on control of routing plans for toll-free services
- Adjust traffic flows to accommodate staffing levels and hours of operation
- Minimize lost calls during bursts in call volumes
- Recover from unplanned outages by rerouting traffic
- Increase call completions, potentially resulting in greater revenue opportunities
- Eliminate the need to call AT&T for each routing change
- Manage multiple call centers more easily and efficiently