



# Easily manage your AT&T Collaborate™ orders

Administer orders through AT&T Business Center

February 2018



## Overview



Easily manage, make additions to, and customize your AT&T Collaborate orders.



Use self-service features to complete your orders quickly and efficiently.



Add and transfer phone numbers, manage directories, customize bundles and more all in one place.



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Images provided in this presentation are for illustrative purposes only.



## Log in to Business Center

### View your inventory and AT&T Collaborate services through Business Center.

1. Log in to Business Center at <https://www.att.com/ebiz/registration/login>.
2. The Business Center main dashboard appears. Under Network Map, click **All inventory**.
3. You can also click **Collaborate Homepage** in the **Additional Services** widget.

The image displays two screenshots of the AT&T Business Center interface. The left screenshot shows the login page with a '1' in a circle highlighting the login form. The right screenshot shows the main dashboard with a '2' in a circle highlighting the 'All inventory' button and a '3' in a circle highlighting the 'Collaborate Homepage' button in the 'Additional Services' widget.



## Add new telephone number (1 of 3)

Determine where to **add new phone numbers** by finding sites within various locations.

- A location is a single entity, or address. A site is within a location, such as a floor or suite.
  - Next to **Network Inventory** is a number. This represents the number of locations.
1. To add or hide filters, click the **Filters** tab under Network Inventory. The items under the Filters tab represent the number of active **tickets and alarms**.
  2. To add phone numbers to a site, click on the Actions menu on the right and choose **Add service**.

The screenshot shows the AT&T Business Center interface. At the top, there's a navigation bar with 'Business Center', 'Manage', 'Billing', and a 'Go to...' dropdown. Below that, the 'Network Inventory' section is visible, with a circled '(7)' next to the title. A circled '1' highlights the 'Filters' tab. The filters are set to 'On' and include 'AT&T Collaborate'. There are also buttons for 'Save filter', 'AT&T Managed Internet Service', 'Open Tickets', 'Active Alarms', and 'Clear all'. The main content area shows a list of network inventory items, each with a status, address, and an 'Actions' menu. A circled '2' highlights the 'Add service' button in the Actions menu for the first item. The page also has a 'Print inventory' button, an 'Add location' button, and a 'Feedback' button on the right side.



## Add new telephone number (2 of 3)

### Add phone numbers and manage restrictions.

1. On the **Manage Collaborate** page, click **Add Telephone Numbers**.
2. The **Phone Numbers** page appears. Enter the quantity of phones you need on the screen that appears.
3. Use the menu to add Caller ID.
4. Enter call restrictions using the menu. "Allow Collect Calling & 3rd Party Billing" is selected here.
5. Special Requests are optional. You can:
  - Add a vanity number.
  - Add virtual phone numbers.
    - To add a virtual phone number, you will need to identify the calling area. You can search for the calling area by Rate Code or **Address**. Click **Validate** and you will see a green **Verified** button.
6. On the Success message that appears, click **OK**. Or, click **Review Order**.

The screenshot shows the 'Telephone Numbers' interface. At the top, there is a header 'Telephone Numbers' with a link to 'Transfer External Telephone Numbers' and a button 'Add Telephone Numbers' (circled 1). Below this is a modal window titled 'Phone Numbers' with the text 'You can add local phone numbers or virtual phone numbers'. The modal contains several sections: 'How many phone numbers do you need?' with a text input field containing '15' (circled 2); 'Caller ID' with a dropdown menu (circled 3); 'Call Restrictions' with a dropdown menu showing 'Allow Collect Calling & 3rd Party Billing' (circled 4); and 'Special Request' with a text area and checkboxes for 'Add vanity number' and 'Reserve Sequential TN'. A blue button 'Add Virtual Phone Numbers' is located below the 'How many phone numbers' section (circled 5). At the bottom of the modal, there is a 'SUCCESS' message: 'You've added 5 phone numbers' with 'OK' and 'Review order' buttons (circled 6). The modal also has 'Cancel' and 'Save' buttons at the bottom right.

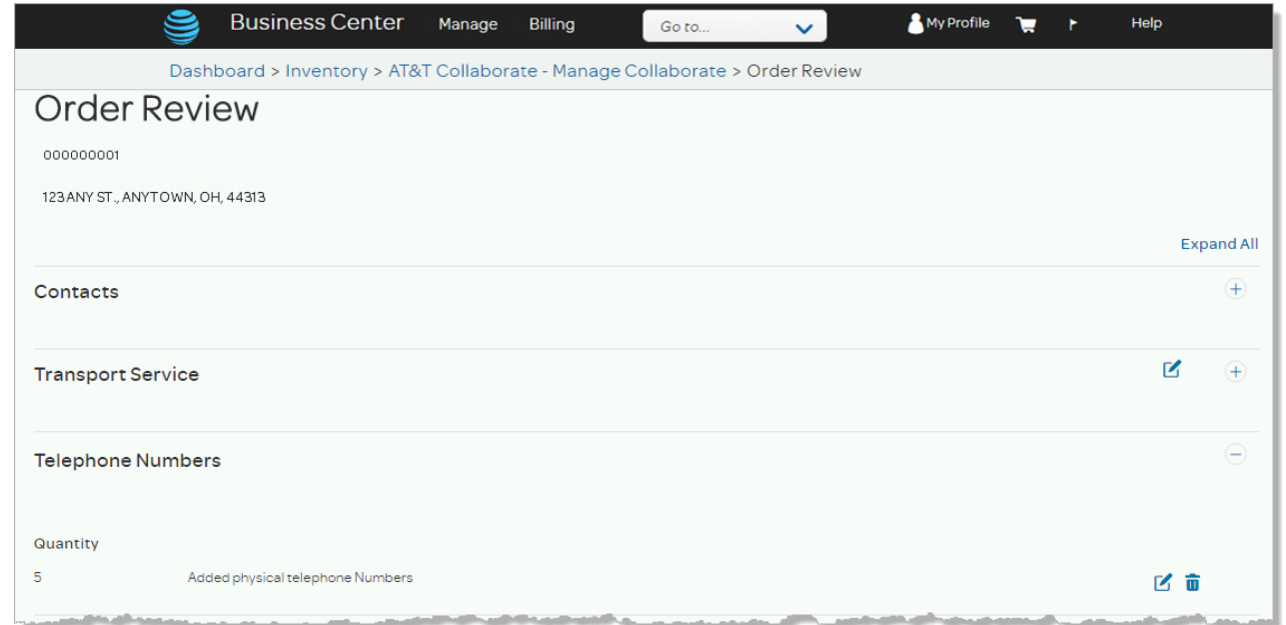


## Add new telephone number (3 of 3)

If you chose to review your order, a page showing a summary of your order appears.

- Ensure your order is correct then click **Confirm** at the bottom of the page.

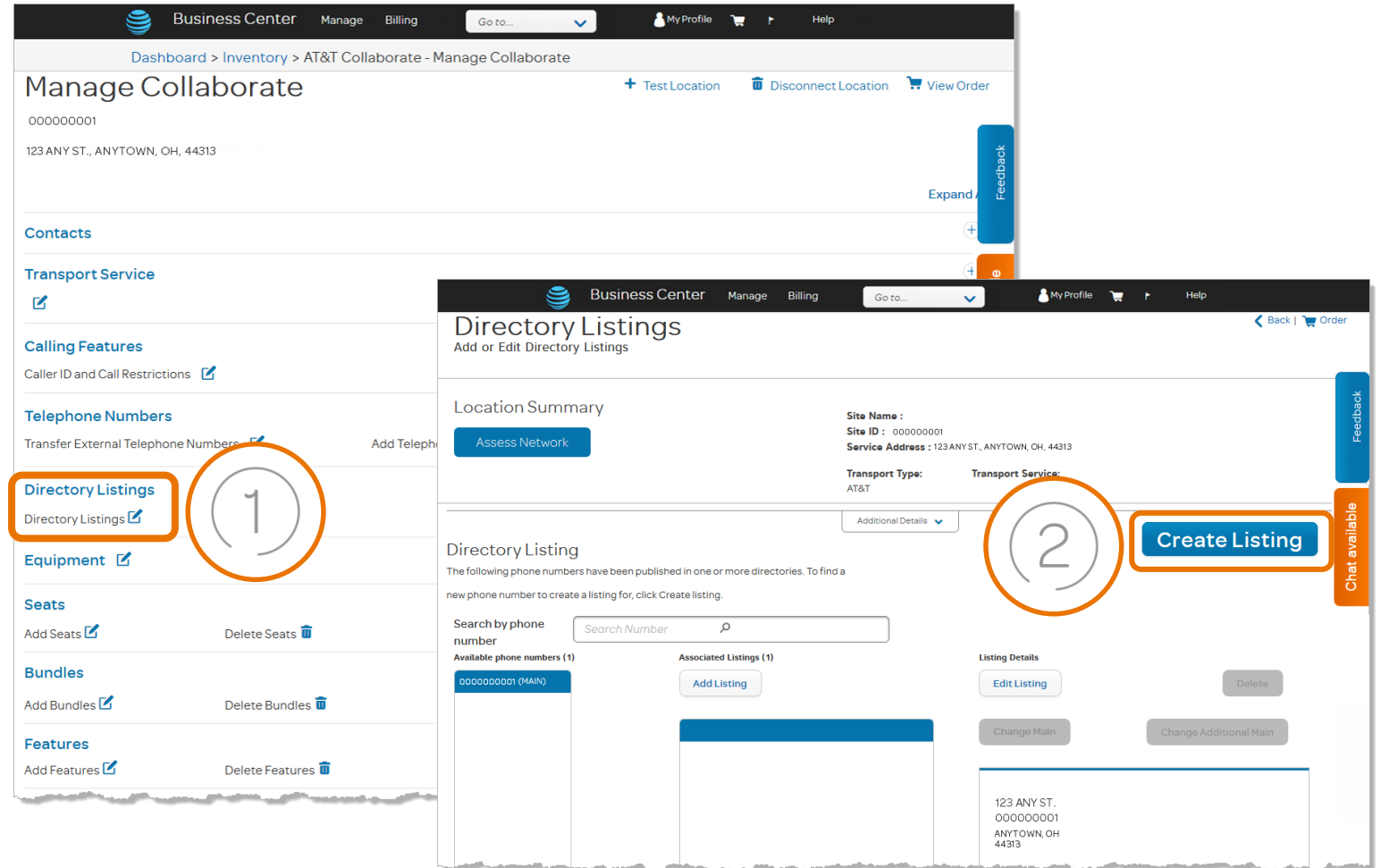
A success message appears confirming your order is placed.



## Manage directory listings (1 of 3)

Easily create orders to manage your directory listings.

1. Return to the **Manage Collaborate** page and click **Directory Listings**.
2. The Directory Listings page appears. Click **Create Listing**.





## Manage directory listings (2 of 3)

Under **New Directory Listing**, enter your company name and the information you want to appear in the directory.

1. All numbers in your inventory are listed.
  - You can search any number without the area code.
  - Enter one telephone number at a time.
  - When typing the telephone number, a quick search will help you locate the number in your inventory. When you enter the area code or any of the consecutive numbers in the telephone number, the menu will show all those numbers.
  - **Note:** The telephone number does not have to be assigned to a seat to be in your inventory.
2. Select the Service Provider. If you need help determining your local service provider, click the ? button next to Service Provider to see a listing by state.
3. From the menus, select the directory type and select the listing option.
4. Click **Save**.

The screenshot shows a 'New Directory Listing' form with the following fields and callouts:

- 1:** Phone number input field containing '330-555-1111'.
- 2:** Service Provider dropdown menu showing 'AT&T' with a help icon (?) next to it.
- 3:** Directory Type dropdown menu showing 'Local' and Listing Option dropdown menu showing 'Additional Main'.
- 4:** Save button.

Other fields include: Publish Code (ALI Code) (empty), Listing Name (Your Sample Co. Inc.), Address (123 ANY ST., ANYTOWN, OH, 44313), City (ANYTOWN), State (OH), Zip Code (44313), Print Directory (White Pages Only), and Category Code (Listed). A 'Validate' button is also present.



## Manage directory listings (3 of 3)

A new page opens showing the directory listing you added.

After you save to your listing, a success message appears confirming your order is placed.

5. Click **OK** on the success message

The screenshot shows a 'New Directory Listing' form with the following fields and values:

- Phone number: 330-555-1111
- Service Provider: AT&T
- Publish Code (ALI Code): (empty)
- Listing Name: Your Sample Co. Inc.
- Address: 123 ANY ST., ANYTOWN, OH, 44313
- City: ANYTOWN
- State: OH
- Directory Type: Local
- Listing Option: Additional Main
- Print Directory: White Pages Only
- Category Code: Listed

A success message overlay is displayed in the bottom right corner, containing a green checkmark icon, the word 'SUCCESS' in green, and the text 'You have added a new directory listing'. The 'OK' button and the number '5' in a circle are highlighted with orange boxes. The 'Save' button is disabled.



## Customize features (1 of 3)

# Use Business Center to customize features on AT&T Collaborate.

AT&T Collaborate provides a catalog view so you can browse and add, delete or edit the **seats**, **bundles**, **features** and **equipment** you want.

1. From the **Manage Collaborate** page, click the edit icon next to **equipment**, **seats**, **bundles** or **features** to make an addition.

Business Center Manage Billing Go to... My Profile Help

Dashboard > Inventory > AT&T Collaborate - Manage Collaborate

### Manage Collaborate

+ Test Location Disconnect Location View Order

00000001  
123 ANY ST., ANYTOWN, OH, 44313

#### Seats

Add Seats Delete Seats

	Assigned	Unassigned
Basic Seat Package	1	1

#### Transport Service

#### Calling Features

Caller ID and Call Restrictions

#### Telephone Numbers

Transfer External Telephone Numbers Add Telephone Numbers Delete Telephone Numbers

#### Directory Listings

Directory Listings

#### Equipment

#### Bundles

Add Bundles Delete Bundles

#### Features

Add Features Delete Features

1

Click the + to expand categories and view the details on the features you already have.



## Customize features (2 of 3)

The catalog view appears.

2. Enter the number of seats to be added then click **Add** on the right menu.
3. Click **OK** on the success message that appears.

The process and flow is the same for bundles, features and equipment.

The screenshot displays the 'Manage Seats' interface in the AT&T Business Center. At the top, there's a navigation bar with 'Business Center', 'Manage', 'Billing', and a search field. The main heading is 'Manage Seats' with a sub-heading 'Add New Seats'. Below this is a 'Location Summary' section containing an 'Assess Network' button and details for Site Name, Site ID, and Service Address. A navigation bar below the summary has tabs for 'Seats', 'Bundles', 'Features', and 'Equipment'. The 'Seats' tab is selected, showing a 'Basic Seat Package' with a 'Total: 2' and a 'Monthly Cost (per unit) \$34.95'. A quantity input field is set to '2', and an 'Add' button is highlighted with an orange box. A large orange circle with the number '2' is overlaid on the quantity field. A vertical 'Feedback' button is on the right side.



## Customize features (3 of 3)

### The Order Review page appears.

1. Review your order and click **Confirm**.
2. A window appears showing the shipping address information. If this is an equipment order, review the shipping address and make edits as necessary. Click **Next**.
3. The list of available dates and times appears. Select a date and time for your installation from the menu and click **Next**.
4. Add custom installation notes if applicable and click **Submit**.

A success message appears confirming your order is placed.

The screenshot displays the AT&T Business Center interface for the 'Order Review' page. The page is titled 'Order Review' and shows order details for '000000001' at '123 ANY ST., ANYTOWN, OH, 44313'. It includes sections for 'Contacts', 'Transport Service', 'Telephone Numbers', 'Seats' (4 Basic Seat Package seats), 'Equipment' (3 units of Equipment001), and 'Shipping Method' (Standard). Four numbered callouts highlight the following steps: 1. The 'Order Review' title and order ID. 2. The 'Shipping Information' window, which prompts for a new shipping address if needed, with a 'Next' button. 3. The 'Select Order Completion Date' window, showing available dates (10/22/2016) and installation details (1 technician, 1 day, start date 10/23/2016), with a 'Next' button. 4. The 'Custom Installation' window, which asks for additional information and notes for technicians, with a 'Submit' button.



## Transfer phone numbers (1 of 5)

# Use AT&T Collaborate to transfer (port) phone numbers to AT&T BTN's

Easily port phone numbers from another service provider to AT&T **Billing Telephone Numbers (BTN's)**.

1. On the **Manage Collaborate** page, under Telephone Numbers click **Transfer External Telephone Numbers**.
2. Enter your BTN's in the window that appears, indicate if it is a full or partial port and click **Save**.
3. A verification message appears. Click **Save**.

Business Center Manage Billing Go to... My Profile Help

Dashboard > Inventory > AT&T Collaborate - Manage Collaborate

### Manage Collaborate

00000001  
123 ANY ST., ANYTOWN, OH, 44313

Feedback

Expand

Chat available

#### Contacts

Transport Service

Calling Features  
Caller ID and Call Restrictions

**Telephone Numbers**  
Transfer External Telephone Numbers Add Telephone Numbers Delete Telephone Numbers

Port Telephone Numbers

Enter Billing Telephone Number (BTN)  
330-555-1111

56

Is this order a full port?  
 Yes  No

Add additional BTN's

Save

Port Telephone Numbers

Enter Billing Telephone Number (BTN)  
330-555-1111

56

Is this order a full port?  
 Yes  No

BTN's will be delayed.

Order Submitted with Un-verified BTN's will be delayed.

Cancel Save

BTN has been Verified.

56

Add additional BTN's

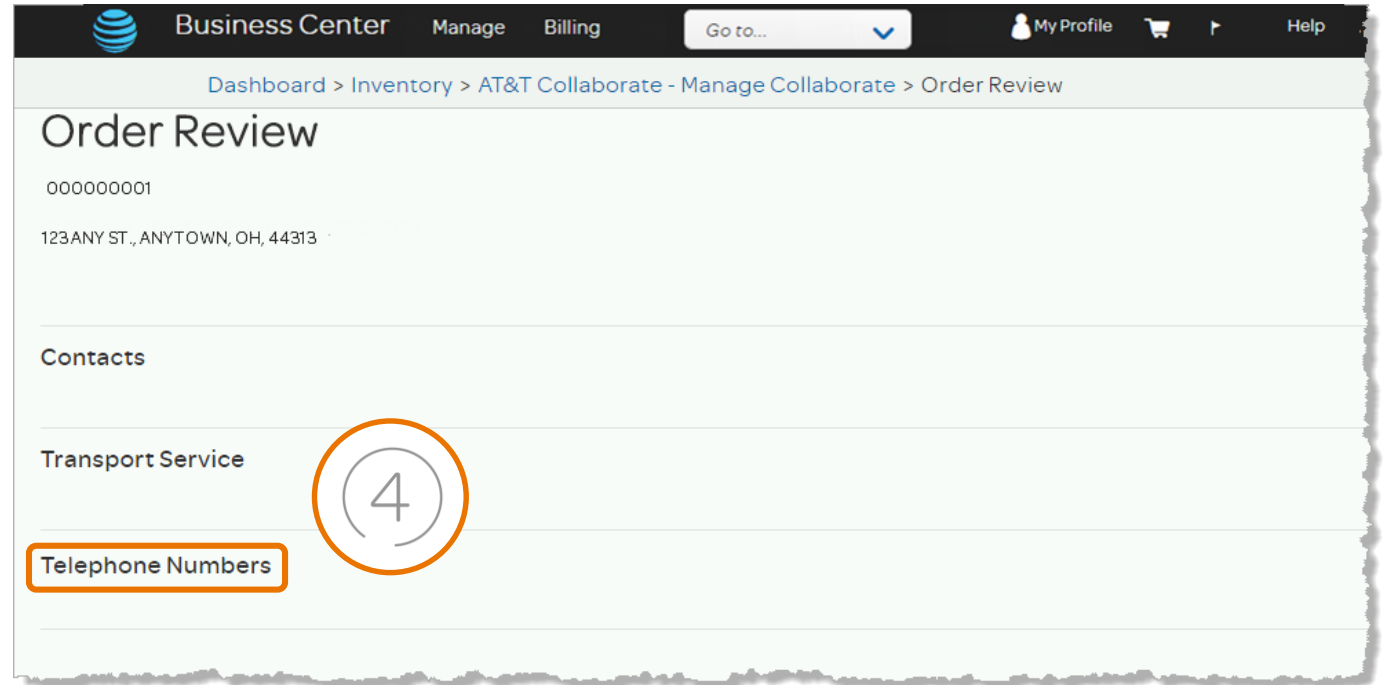
Save

A **full port** will transfer all numbers under that BTN. A **partial port** will transfer the numbers you choose under that BTN.



## Transfer phone numbers (2 of 5)

4. The Order Review page appears. Click **Telephone Numbers** for a summary of your order.



## Transfer phone numbers (3 of 5)

### Review your order.

1. Click **Confirm** on the **Review Order** page. A pop-up window appears.
2. Select from the available delivery dates in the menu then click **Submit**.
3. A confirmation message appears.

The screenshot shows the AT&T Business Center interface. At the top, there is a navigation bar with the AT&T logo, 'Business Center', 'Manage', 'Billing', a search bar, 'My Profile', a shopping cart icon, and 'Help'. The main content area is titled 'Review Order' and includes a 'Phone Number' section with a note: '1BTN is being requested for Porting.' There are two 'Confirm' buttons: one in the top right corner and one at the bottom right. A circular callout '1' is placed over the top 'Confirm' button. A pop-up window titled 'Select Order Completion Date' is overlaid on the page, showing a date selection menu with '10/12/2016' selected and a 'Submit' button. A circular callout '2' is placed over the 'Submit' button. Below the pop-up, a confirmation message box says 'We have received your order. We'll send you an email notification when your order is ready.' with an 'ok' button. A circular callout '3' is placed over the 'ok' button.



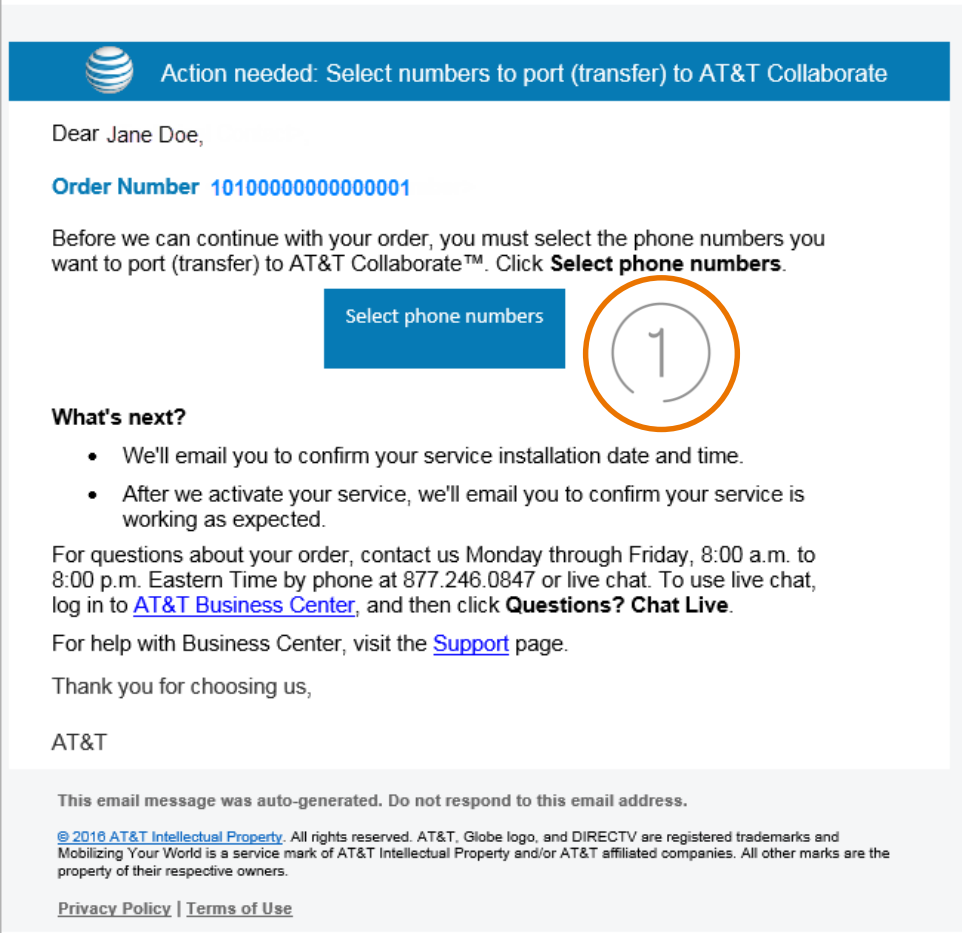


## Transfer phone numbers (4 of 5)

After confirming your order date, you will receive an email with the next steps for partial transfers.

The subject line of the email will read: **Action needed: Select numbers to port (transfer) to AT&T Collaborate.**

1. Click **Select phone numbers.**



The screenshot shows an email interface. At the top, a blue header bar contains the AT&T logo and the text "Action needed: Select numbers to port (transfer) to AT&T Collaborate". Below this, the email is addressed to "Jane Doe" and includes an "Order Number 1010000000000001". The main body of the email instructs the user to "Select the phone numbers you want to port (transfer) to AT&T Collaborate™" and provides a blue button labeled "Select phone numbers". To the right of the button is a circular graphic with the number "1" inside, indicating the first step. Below the button, the "What's next?" section lists two bullet points: "We'll email you to confirm your service installation date and time." and "After we activate your service, we'll email you to confirm your service is working as expected." Further down, contact information is provided for questions, including a phone number (877.246.0847) and a link to "AT&T Business Center" with a "Questions? Chat Live" button. The email concludes with a "Thank you for choosing us," and the AT&T logo. A footer section contains a disclaimer: "This email message was auto-generated. Do not respond to this email address." followed by copyright information: "© 2018 AT&T Intellectual Property. All rights reserved. AT&T, Globe logo, and DIRECTV are registered trademarks and Mobilizing Your World is a service mark of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks are the property of their respective owners." and links for "Privacy Policy" and "Terms of Use".



## Transfer phone numbers (5 of 5)

# The Order Capture Express (OCX) page appears.

On the initial page, you can review your site address and transferred phone number information.

1. Check the box next to the numbers you would like to transfer.
2. Click **Add New BTN** to add another BTN to your order. At this point, you will also get the opportunity to select associated phone numbers.
3. Click **View/Modify** next to a phone number if you want to view or select the number to be transferred to a BTN.
4. If you want to continue adding to your order or return later, click **Save**.
5. Once you are done making edits, click **Confirm and Complete**.

Your previous provider will then process your request and AT&T will set up a new BTN for you.

The screenshot displays the AT&T Order Capture Express (OCX) interface. The top header shows the AT&T logo, the page title 'Order Capture Express [OCX]', and the 'Service Group ID: GroupID\_1'. Below the header is the 'AT&T Technical Questionnaire' section, which includes a 'Site Address' form with fields for 'Address Type: O', 'Street Number Prefix', 'Street Number: 123 ANY ST.', 'Street Number Suffix', and 'Directional'. A red circle labeled '1' highlights the 'Add New BTN' button. Below this is a table of 'Telephone Numbers Information' with columns for 'TELEPHONE NUMBERS START RANGE', 'TELEPHONE NUMBERS END RANGE', and 'NOTES FOR TELEPHONE NUMBER'. A table below this shows a 'List of Telephone Numbers Under 3305551111 - 3305551119' with columns for 'TELEPHONE NUMBERS' and 'NOTES FOR TELEPHONE NUMBER'. A red circle labeled '2' highlights the 'Add New BTN' button, and a red circle labeled '3' highlights the 'View/Modify' button. At the bottom of the interface, there are buttons for 'Clear', 'Save', and 'Confirm and Complete'. A red circle labeled '4' highlights the 'Save' button, and a red circle labeled '5' highlights the 'Confirm and Complete' button.



## Get more information about Business Center

Learn how to use Business Center to help you manage, run, and grow your business.

The image shows two screenshots of the AT&T Business Center interface. The left screenshot shows the 'Help' dropdown menu, and the right screenshot shows the 'Contact us' page. Orange callout boxes provide instructions on how to navigate these features.

**Select **Help** from the top menu.**

**Then enter your search criteria or select a category.**

**Need more help? Click **Contact us**.**

**Click **Chat available** to chat with an AT&T representative. Representatives are available Monday through Friday, 9:00 a.m. to 6:00 p.m. ET.**

**The **Contact us** page provides several ways to reach us, including phone numbers and a **Send message** link.**

**Get service-specific support here.**



