Manage your AT&T accounts and services conveniently online

AT&T BusinessDirect® Portfolio

Point. Click. Submit. Now that’s fast! And that’s what today’s businesses expect – convenience and cost effectiveness at lightning speed. That’s why AT&T has developed the AT&T BusinessDirect® Portfolio, a suite of electronic servicing tools that empower you to work productively and cost-efficiently as you manage your AT&T services and accounts.

The AT&T BusinessDirect Portal

The highly secure AT&T BusinessDirect portal delivers online tools for efficient, effective, convenient eServicing capabilities, 24/7. The productivity-enhancing online tools enable you to reroute network traffic in near-real time, test circuits, report service problems and track them through resolution, place orders and check their status, pay bills electronically, and perform other customer service-related tasks online. AT&T BusinessDirect also includes numerous robust performance-reporting tools that enable you to monitor your network and your AT&T Managed Services in near-real time.

Key tools on the portal

AT&T BusinessDirect Map
AT&T BusinessDirect Map is a first-in-the-industry online tool that shows your network on a map and provides point-and-click network-management capabilities across AT&T services. It delivers hands-on network monitoring and management, inventory management, and trouble reporting. It even provides the status of network alarms, trouble tickets, and service orders proactively.

AT&T network management tools
AT&T network management tools provide hands-on network-management capabilities for specific AT&T services. For example, one tool empowers you to redirect toll-free traffic any time of the day or night – and see your changes take effect in minutes.

AT&T eMaintenance
Another key tool, AT&T eMaintenance, enables you to report service troubles and follow the progress of trouble resolution quickly and easily on the web. AT&T eMaintenance is designed to find your problem quickly, inconvenience you as little as possible, and most importantly, minimize your downtime. When you report a trouble, automated testing begins within seconds to determine where the problem lies.
**AT&T eOrder**
The AT&T eOrder tool is an efficient online tool that enables you to place service orders for voice, data, and IP services quickly and accurately, and track the status of those orders online, expediting not only the ordering process but also order fulfillment itself.\(^1\),\(^2\),\(^3\)

**AT&T Order Status Manager**
The AT&T Order Status Manager provides near-real time status on all your applicable AT&T service orders — across services — regardless of who submitted them. In a clean, intuitive overview format listing multiple orders on a single page, the tool also lists major milestones for each order along with the progress towards meeting each one.

**AT&T BusinessDirect eBill**
AT&T BusinessDirect eBill enables you to view your AT&T invoice details, analyze your billing data with powerful reporting capabilities, make inquiries and request billing adjustments, see your payment history, and pay your bills online — for multiple AT&T services.\(^3\)

**Tools for AT&T Managed Services**

Many business customers rely on AT&T to manage and help secure their networks, host websites, or manage complex telecom solutions. The tools for AT&T Managed Services enable you to monitor AT&T’s performance of those tasks and to meet industry compliance requirements — a critical capability for oversight.

**AT&T Security Center**

AT&T Security Center is a portal to tools and information that help you protect your business from cyberattacks. The portal provides access to subscription-based AT&T Managed Security Services, which monitor your network to help you prevent, detect, and respond to cyberattacks as they occur.

**Premier**

Premier is the customizable online site for business customers to learn about, purchase, monitor, and manage their wireless products and services.

**Electronic bonding opportunities**

**AT&T eBonding** enables your internal systems to interact directly with AT&T systems to automate high-volume customer-service transactions for faster, more accurate ordering, trouble resolution, and inventory updates.

**AT&T eXpress Bonding\(^\text{SM}\)** offers many of the same benefits as eBonding, but instead of customized software development, it uses structured files such as Microsoft® Excel® templates to accept ordering and inventory-management transactions.
Get started today

To conduct your AT&T business with greater efficiency, ask your AT&T Representative about the AT&T BusinessDirect Portfolio today.

Highlights

Benefits

- Manage your AT&T services conveniently and securely, 24x7.
- Save time by placing fewer customer service phone calls and waiting for callbacks.
- Improve productivity by increasing automation and decreasing manual data entry.
- Improve the accuracy of your transactions by reducing or eliminating data entry errors.
- Gain a competitive advantage by offering superior service to your customers.

Features

- Make informed, cost-saving decisions by relying on critical AT&T network performance data.
- Improve your network efficiency.
- Resolve service problems more quickly.
- Accelerate order fulfillment through more accurate ordering transactions.
- Minimize billing discrepancies by improving the accuracy of your transactions.

1 Not all capabilities are available for all services. See att.com/businessdirect for more information. 2 Your initial order for service cannot be placed online. To place an initial order for service, please contact your AT&T Representative. 3 The list of services supported by this tool is growing so that it becomes even more valuable to you over time.