# APPENDIX R





#### AT&T BusinessDirect® Application Roadmap

Appendix R provides the Government with a high-level view of all of the applications accessible by the Government in our single, secure online portal, AT&T **Business**Direct. As illustrated in the roadmap, GSA and the Customer Agencies have comprehensive easy-to use Management and Operations support at their fingertips 24X7.

## **N**ETWORX

#### UNIVERSAL

SOLICITATION TQC-JTB-05-0001



#### Leverage

existing information to guide informed decision-making.

# Performance Reporting • View and Obtain

- Performance Data
  -View GSA
- Performance Data
   View Agency
- Performance Data
- View Program

  Management Reports

### Ordering & Status

- Order Business Services
- -eOrder
- Track Order Status
- -Get Price Quote
- View and Obtain Transition Data
- -View Transition Notices
- -View Transition Reports
- View and Analyze Inventory and Notices
- Current Inventory
- -Inventory History
- -Inventory Inquiry
- Monthly Snapshots
- Notices
- Preferences
- -Reports

Benefit from more accurate transactions for peak efficiency and faster service fulfillment for peak performance.



Respond
effectively in
real-time to changing
conditions and optimize
usage of AT&T services

to maximize return

on investment.

Network Management
• View Business Direct Map

User Admin

Networx Express

Run
operations
more effectively and
dedicate resources to
mission-critical
operations.

Keep network up and running smoothly to deliver core services and focus on mission-critical endeavors.

#### Trouble Ticketing

- Report and Track Trouble
- Submit Trouble Ticket
- Check Status of Existing Trouble Ticket
- Pull Trouble Ticket Reports
- View Service-Affecting Events
- Managed Services Report Trouble

Account & Billing

- View and Analyze Government Bills
- View Government Bill
- Resolve Bill Inquiry
   Hierarchy Manager
- Get Price Quote
- Card Account Management

Save time
and benefit from
more convenient
and accurate
transactions for peak
productivity.

AT&T Proprietary Page R-2 of 2
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