AT&T Voice DNA Administrator Training

Logging On to AT&T BusinessDirect

This module shows the steps for logging on to AT&T BusinessDirect and accessing the Administrator tool.

Some features described in this training may not be currently available. Please contact your AT&T account representative for complete information on feature availability.

AT&T BusinessDirect User Name

- AT&T provides one administrator username and password.
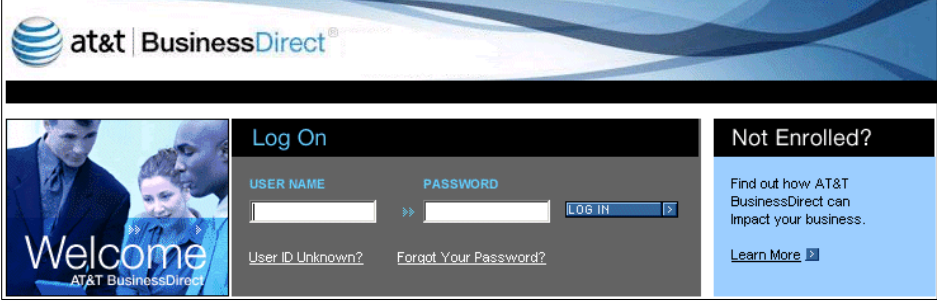- Company administrator can create users and additional administrators.

AT&T BusinessDirect User Name

As an AT&T Voice DNA company administrator, you will use the AT&T Voice DNA Administrator tool to set up and manage the service for your company. To access the tool, you must first log on to the AT&T BusinessDirect portal. To log on, you'll need the URL provided with your AT&T Voice DNA Welcome Letter, as well as the AT&T BusinessDirect username and password provided in the letter.

When your company is provisioned for AT&T Voice DNA, AT&T creates an AT&T BusinessDirect user profile for one company administrator. You can create user profiles for employees and other company administrators, as described in another training module and in the Administrator Guide.

Logging On

To log on, go to the URL provided in your AT&T Voice DNA Welcome Letter, and enter the AT&T BusinessDirect username and password provided in the letter. Then click Log In.
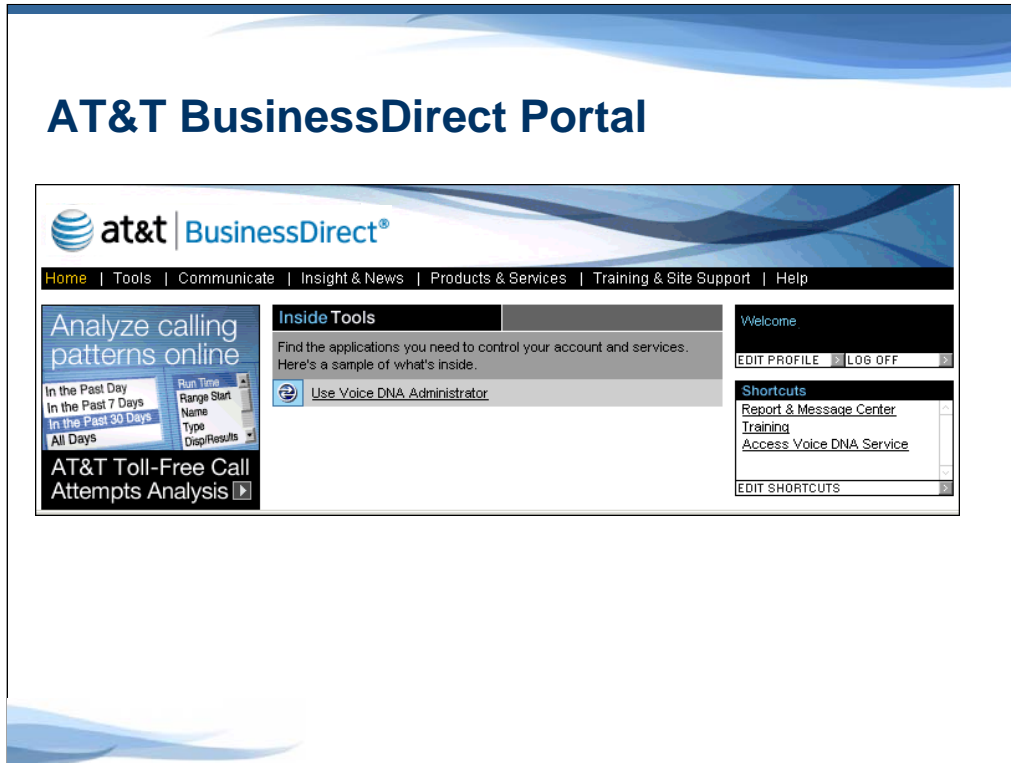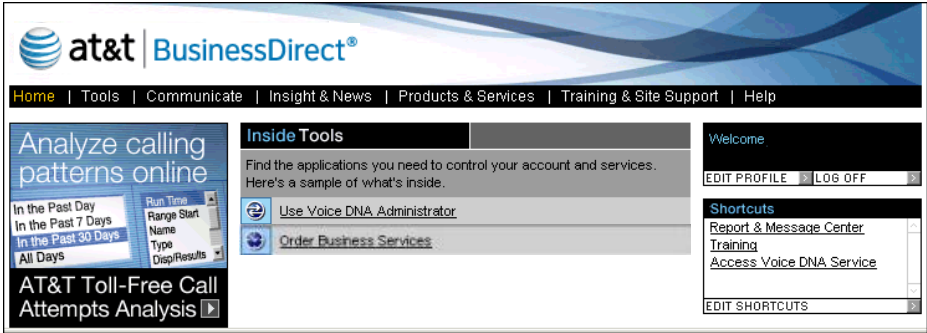
AT&T BusinessDirect Portal

After you log on, you'll see the home page for the AT&T BusinessDirect portal.
Click on the link that reads "Use Voice DNA Administrator."

Administrator Home Page

The AT&T Voice DNA Administrator home page will appear. The Administrator home page is your starting point for all AT&T Voice DNA administrative tasks. For quick access to the Administrator tools, you can use your browser to bookmark this page.

Other AT&T BusinessDirect Tools

Other AT&T BusinessDirect Tools may be available from your AT&T BusinessDirect home page. For example, you can use the "Order Business Services" tool to make changes to your AT&T Voice DNA service. Information on using the Order Business Services tool to change your AT&T Voice DNA service is available from the Implementation Planner web site.

Conclusion

This concludes the tutorial. Some features described in this tutorial may not be currently available. Please contact your AT&T account representative for complete information on feature availability.

Related Topics

- Setting Up and Managing Employees, Phones and Features:
  - Adding an Employee: User Profile
- Important Safety Information: Managing Emergency Call Support

Other Resources

From the AT&T Voice DNA Administrator Help menu:
- Administrator Guide
- Administrator Online Help
- Administrator Quick Help

From the AT&T Voice DNA Implementation Planner web site (http://corp.att.com/dna/support)**:**
- Placing orders for AT&T Voice DNA service additions or changes.