

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.

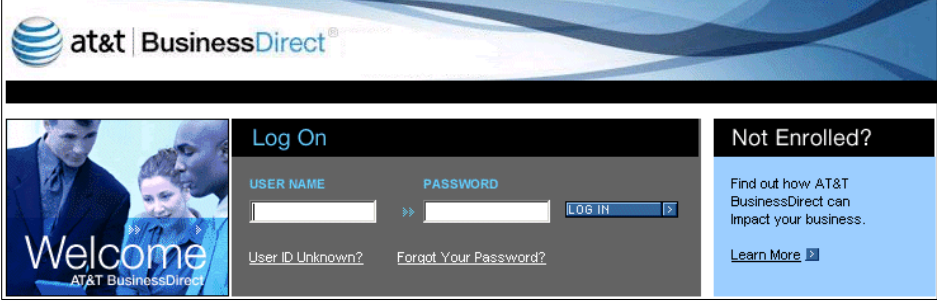
AT&T BusinessDirect User Name

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

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



at&t BusinessDirect

Welcome
AT&T BusinessDirect

Log On

USER NAME PASSWORD

 LOG IN

[User ID Unknown?](#) [Forgot Your Password?](#)

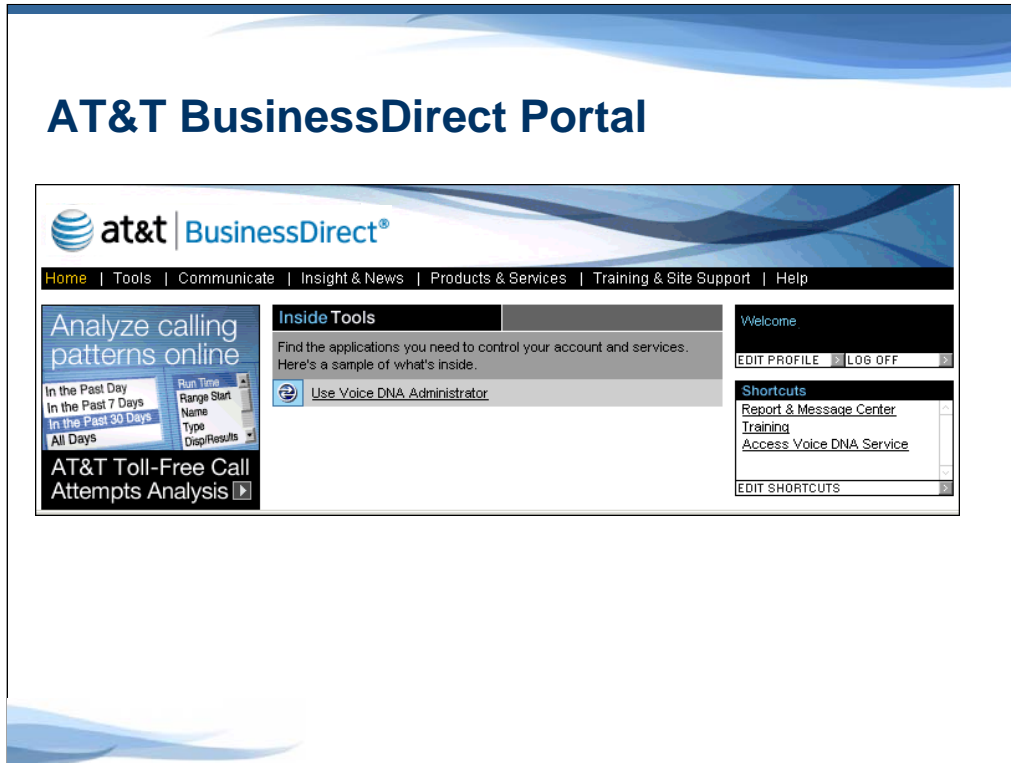
Not Enrolled?

Find out how AT&T BusinessDirect can Impact your business.

[Learn More](#)

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

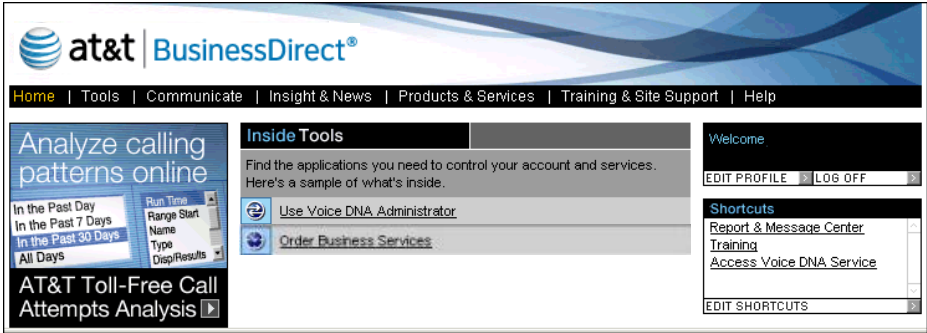
After you log on, you'll see the home page for the AT&T BusinessDirect portal. Click on the link that reads "Use Voice DNA Administrator."

The screenshot displays the 'Administrator Home Page' for 'Company ABC'. At the top, the AT&T BusinessDirect logo is on the left, and 'Company ABC' is on the right. Below the logo, it reads 'AT&T Voice DNASM Administrator'. A navigation bar contains links for 'Home', 'Employees', 'Company Contacts', 'Admin Services', 'Reports', 'Equipment', and 'Support'. On the right of the navigation bar are links for 'AT&T BusinessDirect', 'Write Us', 'Help', and 'Close'. The main content area is titled 'Home' and features several panels: 'Employees' with a search box and links for 'Show all employees', 'Add employee', 'Add FAX', and 'Non-AT&T Voice DNA'; 'Company Contacts' with a search box and links for 'Show all company contacts' and 'Add Company Contact'; 'Admin Services' with a description: 'Create and manage administrative services including company templates, administrators, and groups.'; 'Administrator' with user details: 'Login: johnsmith', 'Tenant ID: Company ABC', 'Main Number: 732-555-0000', and 'Admin Privilege: Office Admin'; and 'Tools' with links for 'Add Employee', 'Add FAX', and 'Add Company Contact'.

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



The screenshot displays the AT&T BusinessDirect website interface. At the top, the AT&T logo and "BusinessDirect" text are visible. Below the logo is a navigation bar with links: Home, Tools, Communicate, Insight & News, Products & Services, Training & Site Support, and Help. The main content area is divided into several sections:

- Analyze calling patterns online:** A section with a blue background and white text, featuring a "Run Tool" button and a table with columns for "Range Start", "Name", "Type", and "Disp/Results". Below this is a "Toll-Free Call Attempts Analysis" link.
- Inside Tools:** A section with a dark background and white text, containing the text "Find the applications you need to control your account and services. Here's a sample of what's inside." and two links: "Use Voice DNA Administrator" and "Order Business Services".
- Welcome:** A section with a dark background and white text, containing the text "Welcome" and two links: "EDIT PROFILE" and "LOG OFF".
- Shortcuts:** A section with a dark background and white text, containing the text "Shortcuts" and three links: "Report & Message Center", "Training", and "Access Voice DNA Service". Below this is an "EDIT SHORTCUTS" link.

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.

