

**Ticket Reporting Format for Trouble Tickets**

 **Required Ticket Information**

**DATE OF ISSUE:**

**TIME OF ISSUE:**

**AGENCY:**

**LOCATION:**

**PLATFORM (ENHANCED OR BASIC):**

**USERS AFFECTED:**

**ORIGINATING DID:**

**TERMINATING DID:**

**AGENT NUMBER:**

**TIME of Call Placed to CCA Server:**

**CCA Server Caller ID:**

**BRIEF DESCRIPTION OF ISSUE:**

**\*\*\*\*PLEASE PROVIDE SAMPLE PACKET CAPTURES / LOGS THAT PERTAIN TO ISSUE\*\*\*\*\***

**Process to open a trouble ticket with AT&T Skype for Business services.**

\*\*Trouble tickets can only be opened by predefined authorized users for each Agency

1. **Process to open tickets via the ticketing web portal**
	1. Open the ATT ticketing web portal assigned for your agency
2. DOT - <https://sow-dot.attucs.com>
3. Ethics - <https://sow-ethics.attucs.com>
4. DOA - <https://sow-doa.attucs.com>
5. ETF - <https://sow-etf.attucs.com>
6. DHS - <https://sow-dhs.attucs.com>
7. DOR - <https://sow-dor.attucs.com>
8. Elections - <https://sow-elections.attucs.com>
9. DWD - [https://sow-dwd.attucs.com](https://secure-web.cisco.com/1993sG_xwwLXRJk576oQIS2o9GmP81bfcF0urGb_Zx6P7ivmYYTwIwPavPzJHw7urhuETnIc-4nQSkjOnI5QEf4wu_BiaKXm_ex2rgTKUNIS5Ms9XsldtwnTAZ0suO2dCEYPhVQHtoGtoiDo5r5aChmKPLb5P-zQCGGpfCuEoLoql6X47lzRzeMJ3LfwyXqZ9d6h3ZO-vAMS-INpeQfur4R1_nNXH2mBhSmdVdr_eXF4skfBFX1LrBNdnJ1anl_Hh/https%3A//urldefense.proofpoint.com/v2/url%3Fu%3Dhttps-3A__sow-2Ddwd.attucs.com_%26d%3DDwMFAg%26c%3DLFYZ-o9_HUMeMTSQicvjIg%26r%3DzUJqP9syzuRIvONXONb8kg%26m%3Dw2_UJC7qp3Z5EluTniGYmDEoXJNJiGIioHnsumExfvo%26s%3DSnMyyWzSrcweNZ34f8RaIl_vapPCSN5KlHA6xN988ZA%26e%3D)
10. DFI - [https://sow-dfi.attucs.com](https://secure-web.cisco.com/1gnJXoi9MIlaHRaH6vPB65ui-sDXLiuHWztoVfP100dhY_AAnntxtSzR5R5EIMS6F-xIE9jczcHs1Jg4p3f6zjVF8jSR7V6Jsyr7s0DfnxI3kXDdzd0yUTWHTuK_eWNKZrL1cXv00mNqzCJzKLQU2U-sx174jxJ89hbMAks49CKaS0jflxnVzqVvft1Cp_UL7aZZAY2MqnNwdExw4SA4aUCFJuYIJlB7yKGkLpq4hxVJ4shE1bGS_6ge5kdUsf9cV/https%3A//urldefense.proofpoint.com/v2/url%3Fu%3Dhttps-3A__sow-2Ddfi.attucs.com_%26d%3DDwMFAg%26c%3DLFYZ-o9_HUMeMTSQicvjIg%26r%3DzUJqP9syzuRIvONXONb8kg%26m%3Dw2_UJC7qp3Z5EluTniGYmDEoXJNJiGIioHnsumExfvo%26s%3DAWlyYeVpo8VYp0Ygeqd-YxelDhEba706pLPxNXpF2lg%26e%3D)
11. DHA - [https://sow-dha.attucs.com](https://secure-web.cisco.com/1i1JOr-W6Pcao4vlvUVKhXv9HUHcDVYEFdelOUk5a20YGVlVvOta5WudGYdGXpromHumMLcB2CHv40U23P-3OzSKoCJf2HVeqU0W6TehPG0E0p1cCGwImvLk2fcIgoJ-PF6JntqsUD16EhllrtmvRDUn760QTGajEaRJxGDJz7-Zyp8MJPHHpsSUWbhMMa2AlXpCLDv617ji_zf2sTyFxSD9RlJrOeeptqLvfi7NL-WphXFBZNfoEA339fm4UuL8N/https%3A//sow-dha.attucs.com/)
12. HEAB - [https://sow-heab.attucs.com](https://secure-web.cisco.com/1xo60wAnSVy-qL7cdyDZJt3giNdDczPhc6vW-fmAbooM_VreWHTGGd1AdKnBb5fulCvX_JUy4cZpTRJSksis6q9jzYOEzfX5fXNTsm6nrmpelvZ3qAKzQ-_-9F4IDCXvbJgwxasptixldMxsOVwF3H7tA0u-EtN2Afb-wtcs3DYTD-Ay6Tklnj6tjJOZ62kBSBDgCMfTpDXjCPmZRfEUKmMlm3kChbbTsh5wVEmSf51tRPEhWoHu_tXj8az-tvJD9/https%3A//urldefense.proofpoint.com/v2/url%3Fu%3Dhttps-3A__sow-2Dheab.attucs.com_%26d%3DDwMFAg%26c%3DLFYZ-o9_HUMeMTSQicvjIg%26r%3DzUJqP9syzuRIvONXONb8kg%26m%3Dw2_UJC7qp3Z5EluTniGYmDEoXJNJiGIioHnsumExfvo%26s%3DBvUIyNbBHea5otZC6AfESEU71OqhA3G3NV0xJkztgqk%26e%3D)
13. DSPS - [https://sow-dsps.attucs.com](https://secure-web.cisco.com/1FGkovjuBPjb1KfprM1V-GlH8VNM3O3RIIxm2TOz7JvikpUX-2s0PTnt_i5mR9uGx6MC4tYYrt2vScheq5IQ6E-iOhfOMFpMcOnEb-gMpNdy5pSV31m8d7EaRCEZk3t8QPjmvK-H75iV3sybEQn5Klf2L7dvd-ev953cBN9bpTlYxRpXvY-FWHflYk6ImkgUN6yBhb2G8eowovtleTTEwm_0kqh0t6_rr1t3L-wD7k3kVI-fzfDBLMbnASM5gB3cX/https%3A//sow-dsps.attucs.com/)
14. SFP - [https://sow-sfp.attucs.com](https://secure-web.cisco.com/1kFKcuoUASsazYTqU2FFfw5xTw5aCx1CWv1ZY0b4Q4hUAtOB2UcMsEXBIHLYyYBJYEzyj6G-gsOqLfOlVkqlcXcmjn1RZZXGWz3tnG2lM-7wPxjcEG7TQgx_WJnQ6Ygh_nW8dbXy044wBtyjzdZfnT04MRi7Nn2-4NebIUeDeBAH2_ZeuxMpdLvhDdMgQd_dITOKRCspIyJ-iLBB34idnIk-yurju2Dqz-gnNIYh13IlNL_NmnolId1NmGE77udcX/https%3A//urldefense.proofpoint.com/v2/url%3Fu%3Dhttps-3A__sow-2Dsfp.attucs.com_%26d%3DDwMFAg%26c%3DLFYZ-o9_HUMeMTSQicvjIg%26r%3DzUJqP9syzuRIvONXONb8kg%26m%3Dw2_UJC7qp3Z5EluTniGYmDEoXJNJiGIioHnsumExfvo%26s%3D0bsr2RGGLzc_dFt_30uO3U3m07SesXxheK79KCrezeY%26e%3D)
15. OPD - [https://sow-opd.attucs.com](https://secure-web.cisco.com/14xdS15CkNz3xtzOoVvK5CNs5HUHe-h4eM7dc4agHCzQ2nKFoPzG1H_by7bv5LbvJ1PBscJuq2mXACv-STpB5uuPMHjFupLZcdpkrD9_KLK2YciagGC5rjQtDeEfSD0LGpfy6QIYtJtthSBLNc-PZVVGHJXukIbSwDUl3LFvgRkUemWjOhyWhv7xgsWc6BpCl27nYeFHNWa254rvrA7L0KYwplIUfw0XKPJA-5RSias0H7Wm5lJEYhZXNPzZifeeJ/https%3A//sow-opd.attucs.com/)
	1. Select the Ticket tab from the main menu



* 1. From the ticket screen select the “Create Ticket” button near the top right



* 1. Complete the ticket form with your contact information and the required ticket information defined at the beginning of this document.
	2. Click the submit ticket button at the bottom of the form.
1. **Process to open tickets via email**
	1. Send an email with the required ticket information as described above to wisconsin@attucs.com.
2. **Process for critical/major service impacts or outages**
	1. For faster service for critical events call ATT UC Support at 844-423-1130
	2. This will ensure faster service for these events
	3. Have the required ticket information ready to provide the ATT UC support.
	4. Be sure to specify you want this as a Sev1 or Sev2 incident ticket.
	5. \*\*Make sure you also open a ticket with ESD so they can assist with the resolution process and create an enterprise event to alert for notification and communications support.
		1. Contact ESD by phone at (608) 264-9383 or by email at ESDhelp@wisconsin.gov.
		2. It’s always better to call if you have an outage.