

User Resources & Escalation Info

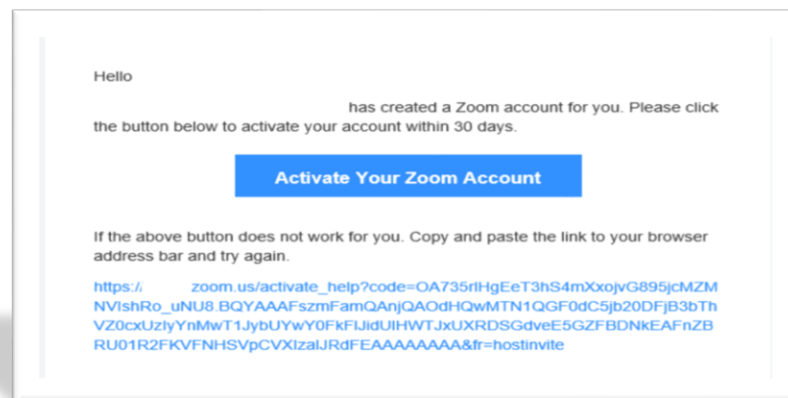
This document contains essential reference data to assist AT&T Conferencing with Zoom end-users with service activation and identification of sources for Zoom information and training.

In addition, this document lists support resources to report issues with the service and the required information to successfully report an issue.

User Resources

Zoom Account Activation Email

Sent to registered end-user email address during initial account registration and contains an embedded link for end-user to activate their Zoom account



Zoom End-User Training Opportunities

Zoom Resources: <https://support.zoom.us>

Zoom provides an extensive Help Center, where users can quickly research answers to their questions, take advantage of one-minute training videos, or register for supplemental live training.

AT&T Resources: <https://attwebtrain.123attend.com>

AT&T offers complimentary online, instructor-led training classes for customers who purchase AT&T Conferencing with Zoom. The training modules include basic, how-to instructions on using the service.

Zoom Conferencing Operational Status

Zoom Service Status: <https://status.zoom.us>

Subscribe to updates to receive email notifications whenever Zoom creates, updates or resolves an incident

End-User Support & Escalation Info

Information required may vary based on the conferencing solution(s) each customer has and is using. The information below represents the process to report an issue, the escalation paths available and the minimum data set (MDS) required to open a ticket with AT&T Customer Care.

AT&T Customer Care agents are available 24 x 7 x 365

Please call the dedicated AT&T Conferencing with Zoom Help Desk to triage the issue and get the required level of support engaged

800-345-0857 or **816-523-9811**

- Your Help Desk and/or end-users may contact AT&T directly
- If your end-users experience an issue while using the phone (inbound via Phone Call or outbound via Call Me), they may also dial ***0** (star zero) to reach a live AT&T Specialist
 - Not supported when using Zoom's embedded Computer Audio option
- If the Support agent identify the issue to be related to Zoom, they will conference-in Zoom Support Engineer to assist with the troubleshooting and resolution of the issue
 - Take note of the Zoom support case number
- If, while on the call, you like to escalate - please ask to speak to the Shift Manager
- Your AT&T Account Manager or AT&T Service Manager will be your primary point of contact if/when a further support escalation is desired
 - Please make sure to have the agent name and the Zoom support case number when escalating an issue

Minimum Data Set Required to Report an Issue

Basic Info for both **Audio AND Web Conferencing Issues**

- Company/Customer Name
- Impacted User Contact Name, Phone Number & Email Address
- Meeting Host
- Meeting Date & Time (including time zone)
- Meeting Bridge Number
- Meeting Access Code
- Detailed Description of Reported Issue
 - Provide as many details as possible on the nature of the issue
 - The more details we have, the better we are equipped to effectively replicate, isolate, and troubleshoot

Additional Info Required to Begin an Investigation of **Audio-related Issues**

- Number Dialed From
 - Landline or Mobile?
- Number Dialed To
- Used Call Me? Yes/No
- Did the trouble occur right after dialing the number (did not reach the initial prompt) or after?
- Did the trouble occur while in the meeting or right after entering the meeting number?
- Was there an error message? If so what was the message.
- When did this trouble first occur?
- How often would this trouble occur? (always, intermittent, only happened once.)
- What is the scope of the trouble experienced? (everyone, one person, a certain group of people)
- Can you provide sample numbers of participants experiencing trouble? (nice to have)

Additional Info Required to Begin an Investigation of **Web-related Issues**

- Zoom Meeting Number
- Zoom Meeting URL
- Zoom Meeting Link (from invitation)
- Did this issue occur before or during a meeting?
- Was there an error message? If so, what was the error?
- Did this trouble occur while scheduling?
- Did the trouble involve the Zoom Client or a Zoom Plug-in?
- What is the operating system and browser used?
- What were the symptoms that the impacted user experienced?