Verizon Enterprise Center

Audio Conferencing Quick Ticket

The Verizon Enterprise Center Audio Conferencing Quick Ticket allows you to create and monitor repair tickets through an easy-to-use online interface. Manage your service anytime, anywhere using quick tasks without logging in.

Table of contents

Create an Audio Conferencing Quick Ticket

Go to [Verizon Enterprise Center Webex Quick Ticket](#) and follow the prompts to provide required ticket information (required fields indicated with *). Include as much information as possible, including screenshots, to better assist ticket resolution.

General Inquiry

For general questions, select "General Inquiry" to create a ticket quickly and easily.

To schedule a conference reservation, please refer to the [Conferencing Reservation Form](#). This form can also be found within the VEC, as shown below.

Trouble Ticket

It is recommended to read the notes below before starting the ticket.

- If you are using the **Need help finding your Verizon Service ID** link, once the side menu appears, please select Conferencing > Audio Conferencing> then enter the confirmation number of which you are inquiring

- Follow instructions to complete, selecting Continue or Next at the bottom of each form.
- If your service ID was <u>NOT</u> validated, please provide a valid confirmation number
- On the Issue tab, under Ticket Details
    - Customer ticket number refers to an internal company ticket. Leave blank if you do not have one.
    - Enter the date and time the issue occurred.
    - Enter N/A for any in any field that is not applicable or unknown.
    - The passcode field must be eight digits. Add any digit to the end and put a note in the Issue Description field, noting what your passcode was.
- After completing each section, submit the form.

Monitoring an Audio Conferencing Quick Ticket

After submitting your repair ticket, you can manage, monitor, and check the status of your case by visiting Check Status of a Repair Ticket. **Use the ticket number and the ticket PIN** to check the status of a repair ticket.

Once the repair ticket has been created, Verizon will provide frequent updates by email on the status and progress of your repair ticket.
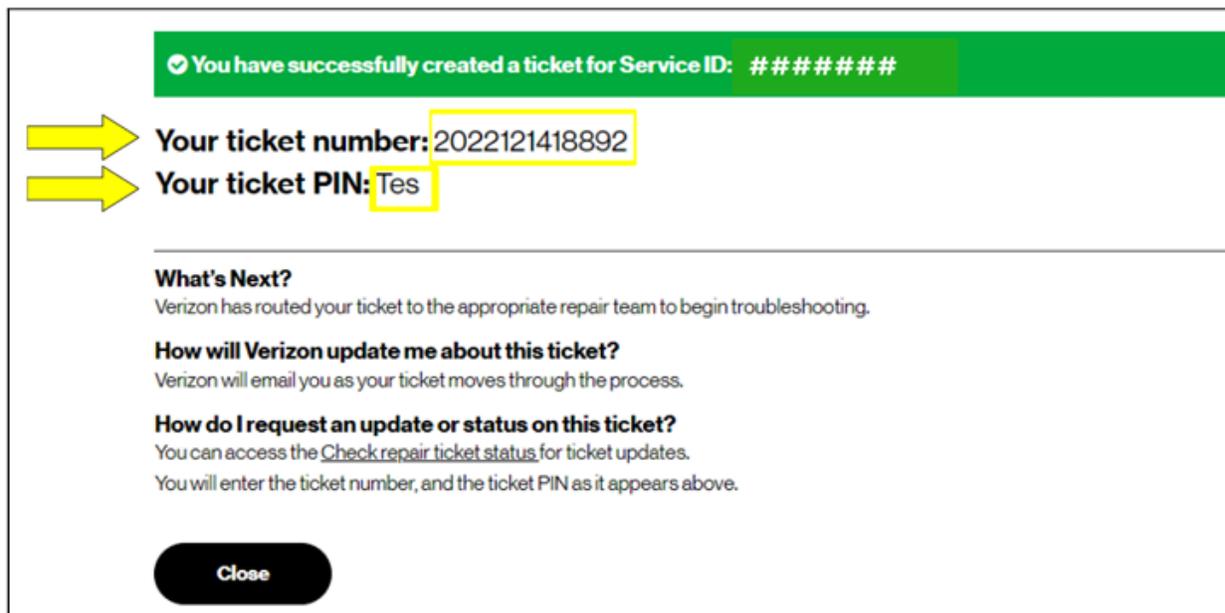
> ✓ You have successfully created a ticket for Service ID: #######
>
> Your ticket number: 2022121418892
> Your ticket PIN: Tes
>
> **What's Next?**
> Verizon has routed your ticket to the appropriate repair team to begin troubleshooting.
>
> **How will Verizon update me about this ticket?**
> Verizon will email you as your ticket moves through the process.
>
> **How do I request an update or status on this ticket?**
> You can access the Check repair ticket status for ticket updates.
> You will enter the ticket number, and the ticket PIN as it appears above.
>
> Close

View Ticket progress timeline

Quick Status for ticket 2022121418892 🖨 ↻   **Manage e-Mail Notifications**

Ticket progression

We have your
ticket.

We're working
on your ticket.

Your ticket has
been resolved

✓ ————————————————— ◯ —————————— ◯

Ticket created.

◯ **Testing in progress.**

◯ Resolved

◯ Repair in progress.

◯ Closed

View Summary & Activity log for reference of important case details

Summary

On 2022-12-14 at 03:25 GMT, incident ticket 2022121418892 was created by Test Test for your service.
Your ticket is logged with symptom description 'bouncing' as priority 3 and is assigned to the Verizon Service Assurance team.
Verizon is conducting an initial validation and analysis of the incident and service.

Service ID: **Service Type:**   **Issue Type:**
292****   AUDIO/NET   Bouncing

Created on: **Last updated:**
12-14-2022 15:25:01 GMT   12-14-2022 15:27:15 GMT

Activity log ↕   Search 🔍   Show Filter

Entry #8
Add Comment   Was this status helpful? 👎 👍
December 14 2022 15:25:16 GMT

Ticket Status: OPEN
****

Did you know it's easier and faster to create tickets via our Verizon Enterprise Center (VEC) portal?
You can register by following these steps: https://www.verizon.com/business/support/vec/onlinehelp/guidesandtutorials/access/register/verizon-enterprise-center.html
VEC users will be able to use the VEC APP, obtain more detailed repair progress updates and view technical logs from our technicians.
****

verizon
business

Audio Conferencing Quick Ticket Actions

Request a Progress Update
- Enter your First/Last Name and Email
- Once submitted you will be redirected to the Ticket Progression Page

First Name *

Last Name *

Email *

Submit   Cancel

Add Attachment
- Enter Comment, File, First/Last Name, and Email
- Once submitted you will be redirected to the Ticket Progression Page

Comment *

File

Browse

Maximum upload file size:20MB. The file types supported are DOC, DOCx, PDF, TXT, XLS, XLSx, CSV, PNG, JPG, JPEG, PCAP and ZIP.

Entered By

First Name *

Last Name *

Email *

verizon business

Request Escalation

BEST PRACTICES before escalating through the Verizon Enterprise Center
- To escalate your repair ticket please contact us at one of the numbers below
- Please have your ticket number and details of the incident being reported ready so we can assist you immediately

Please select option2/option 1 for Audio Conferencing support	
US	1-800-475-5000 1-415-228-5035
Europe, Middle East & Africa	44-20-7950-9950
Australia	1800-505-020
Hong Kong	852-2802-5100
Japan	81-3-6868-2809
Singapore	65-6883-9144

How to escalate using Audio Conferencing Quick Ticket
- Select Reason for Escalation, Comment, First/Last Name, and Email
- Once submitted you will be redirected to the Ticket Progression Page

Reason *

Comment *

Entered By

First Name *   Last Name *   Email *

Submit   Cancel

verizon business

Add Comment
- Enter a Comment, Your First/Last Name, and Email
- Once submitted you will be redirected to the Ticket Progression Page

Comment *

Entered By

First Name *   Last Name *   Email *

Submit   **Cancel**

Resolving an Audio Conferencing Quick Ticket

Resolved cases will appear as follows.
If an issue reoccurs, the case can be reopened **within 10 days** for further investigation. **Note: unrelated issues will require a new case**.

Quick Status for ticket 2022121418892   🖨 ↻   **Manage e-Mail Notifications**

Ticket progression

We have your ticket.   **We're working on your ticket.**   **Your ticket has been resolved**

✓ ────── ✓ ────── ○

Ticket created.

✓ Testing completed   ✓ Resolved
The ticket will be
✓ Repair completed   closed. Please reopen
the ticket if the issue
persists.
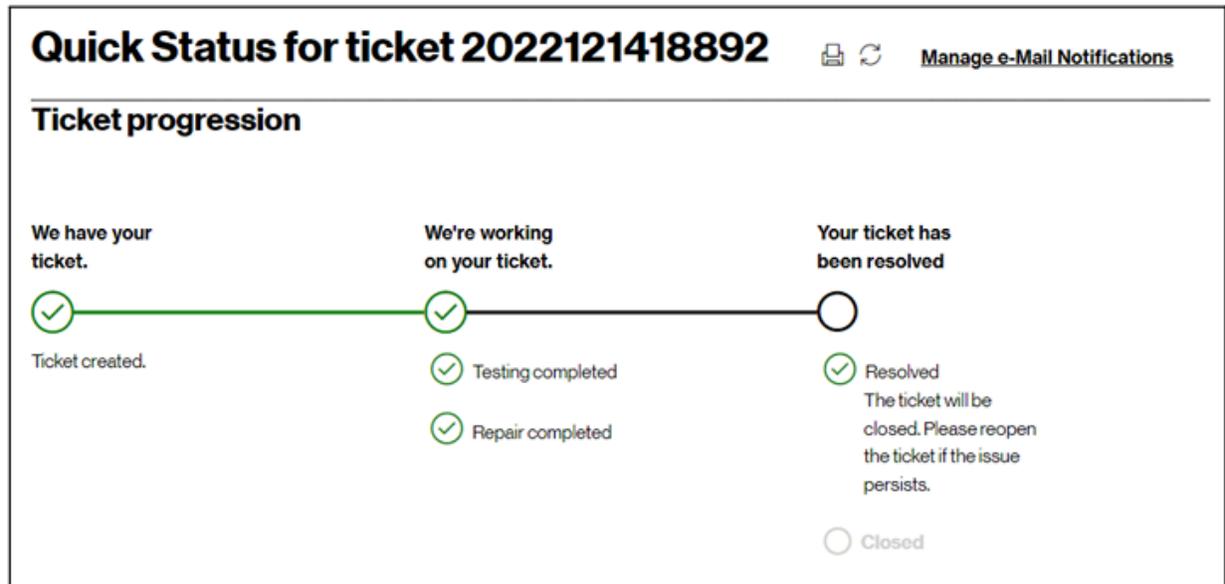
○ Closed

Please choose from the following actions if a case is resolved and monitoring is requested before closing or an issue reappears.

Actions

Confirm Repair or Request Close

Request Re-Open

Add Comment

Confirm Repair or Request Close
- Select a Reason for Closure, Monitoring preference, First/Last Name, and Email
- Once submitted you will be redirected to the Ticket Progression Page

Reason *

◯ Monitor Before Closing
◯ Close as soon as posible

Entered By

First Name *   Last Name *   Email *

Submit   Cancel

Request Re-Open
Before requesting to re-open your ticket please reply to the case thread or contact us by phone.
- Select a reason for reopening this request, Testing preference, Comment, First/Last Name
- Once submitted you will be redirected to the Ticket Progression Page

Reason

The issue still exists   ⌄

Release for Intrusive Testing? ⦿ Yes, as soon as posible   ◯ Yes, starting at this time

Comment

This is a test

Entered By

* First Name   * Last Name   User ID

Test   Test

Submit   Cancel

Add Comment
- Enter a Comment, Your First/Last Name, and Email
- Once submitted you will be redirected to the Ticket Progression Page

Comment *

Entered By

First Name *   Last Name *   Email *

Submit   Cancel

Contact Us

BEST PRACTICES before escalating through the Verizon Enterprise Center
- To escalate your repair ticket please contact us at one of the numbers below
- Please have your ticket number and details of the incident being reported ready so we can assist you immediately

Please select option2/option 1 for Audio Conferencing support	
US	1-800-475-5000 1-415-228-5035
Europe, Middle East & Africa	44-20-7950-9950
Australia	1800-505-020
Hong Kong	852-2802-5100
Japan	81-3-6868-2809
Singapore	65-6883-9144

verizon
business