

# 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.

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# 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 and Reservations

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.

### Quick Ticket

Service    **Issue**    Contact

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Is this a general question? \*

Yes     No

For conference reservations, please click [here](#)

General Inquiry \*

Please attach any files or screen shots that should go with this ticket.  
A maximum of 10 files with total file size for all 10 files of 20MB is allowed. The file types supported are DOC, DOCx, PDF, TXT, XLS, XLSx, CSV, PNG, JPG, JPEG, PCAP and ZIP.

**Browse files**

## 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

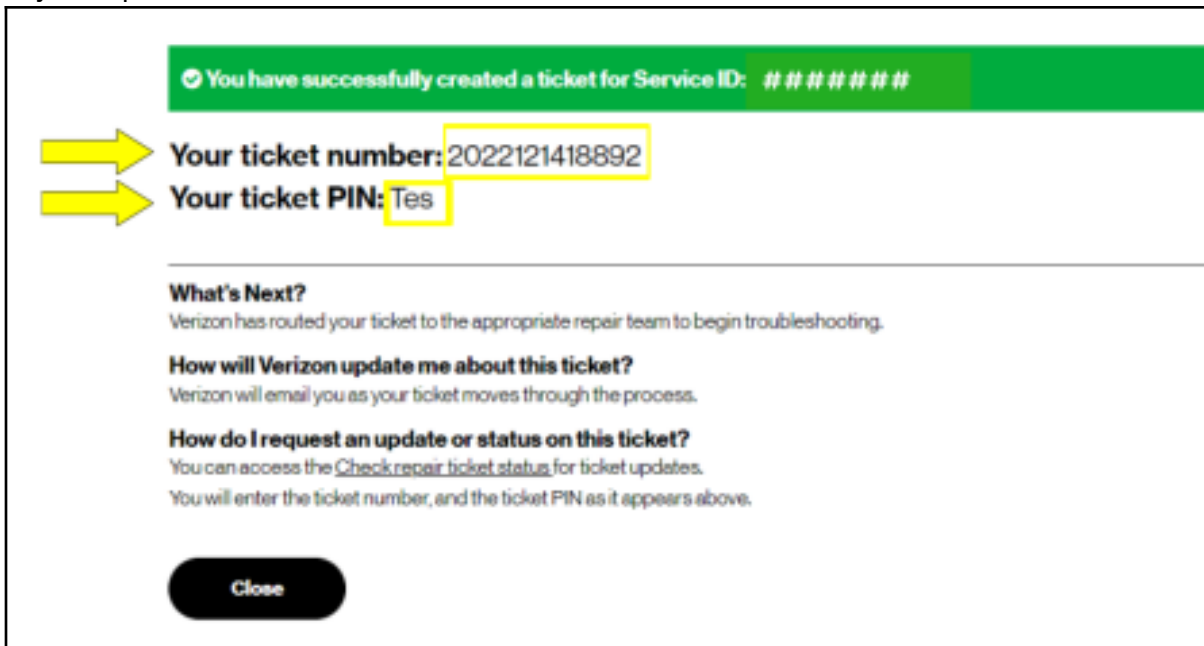
Conferencing Service	What to enter	Service Identifier Example
<input type="radio"/> Cisco WebEx	Site Name and WebEx Username	https:// <b>SITENAME</b> .webex.com WebEx Username = what the meeting owner used to log in to the site The above information would be entered as SITENAME-WebEx Username
<input checked="" type="radio"/> Audio Conferencing Audio Conferencing Confirmation Number	Audio Conferencing Confirmation Number	Confirmation Number provided to the user who participated in one of the following: <ul style="list-style-type: none"><li>• Audio Instant Meeting</li><li>• Reserved Audio Conference</li><li>• Unattended, Standard, or Premier Audio Conference</li></ul>

- Follow instructions to complete, selecting Continue or Next at the bottom of each form.
- If your service ID was **NOT** 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 QuickTicket

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

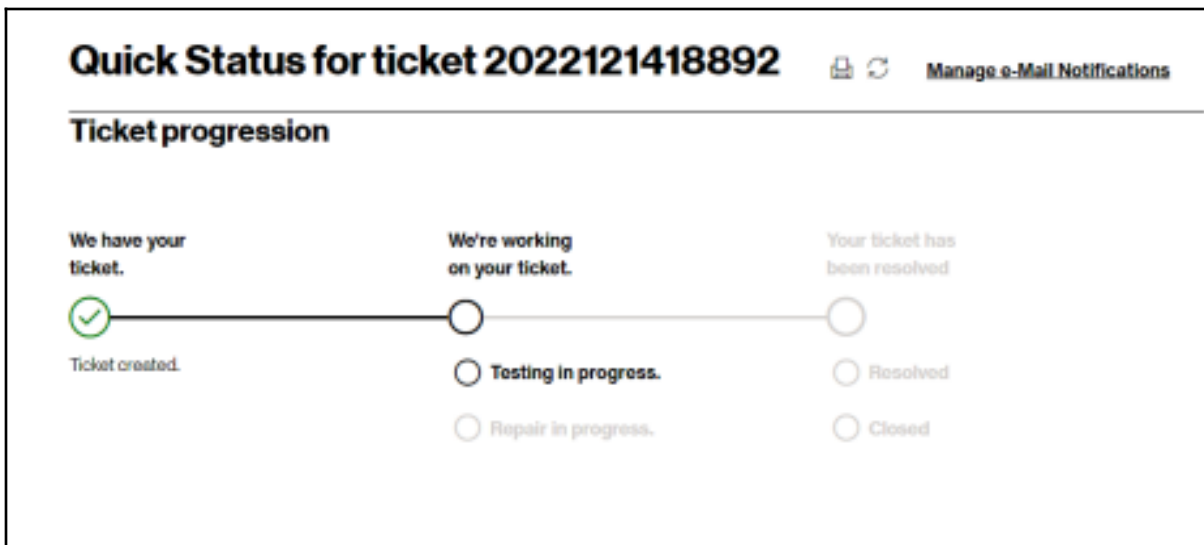
**Your ticket PIN:** Tes



**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**



**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

# Resolving an Audio Conferencing Quick Ticket

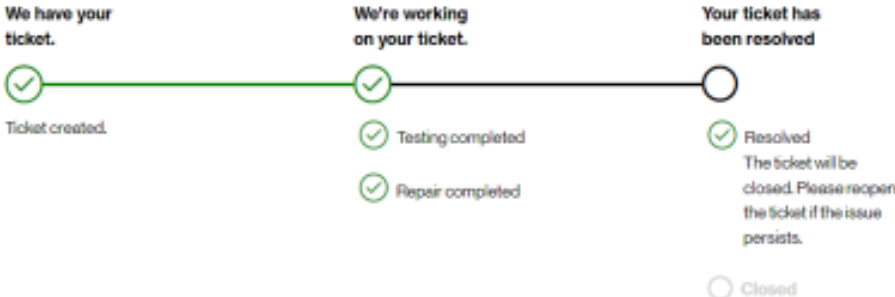
Resolved cases will appear as follows. If an issue reoccurs, the case can be reopened **within 10 days** for further investigation (**ATTN: Issues that are determined to be unrelated will require a new case**).

## Quick Status for ticket 2022121418892

  [Manage e-Mail Notifications](#)

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### Ticket progression



The diagram shows a horizontal timeline with three main stages: 'We have your ticket.', 'We're working on your ticket.', and 'Your ticket has been resolved'. The first stage is marked with a green checkmark and a green line. The second stage is marked with a green checkmark and a black line. The third stage is marked with a grey circle and a grey line. Below each stage are specific actions and their status.

Stage	Actions	Status
We have your ticket.	Ticket created.	Completed (Green checkmark)
We're working on your ticket.	Testing completed	Completed (Green checkmark)
	Repair completed	Completed (Green checkmark)
Your ticket has been resolved	Resolved	Completed (Green checkmark)
	The ticket will be closed. Please reopen the ticket if the issue persists.	Completed (Green checkmark)
	Closed	Pending (Grey circle)

# 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