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.

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
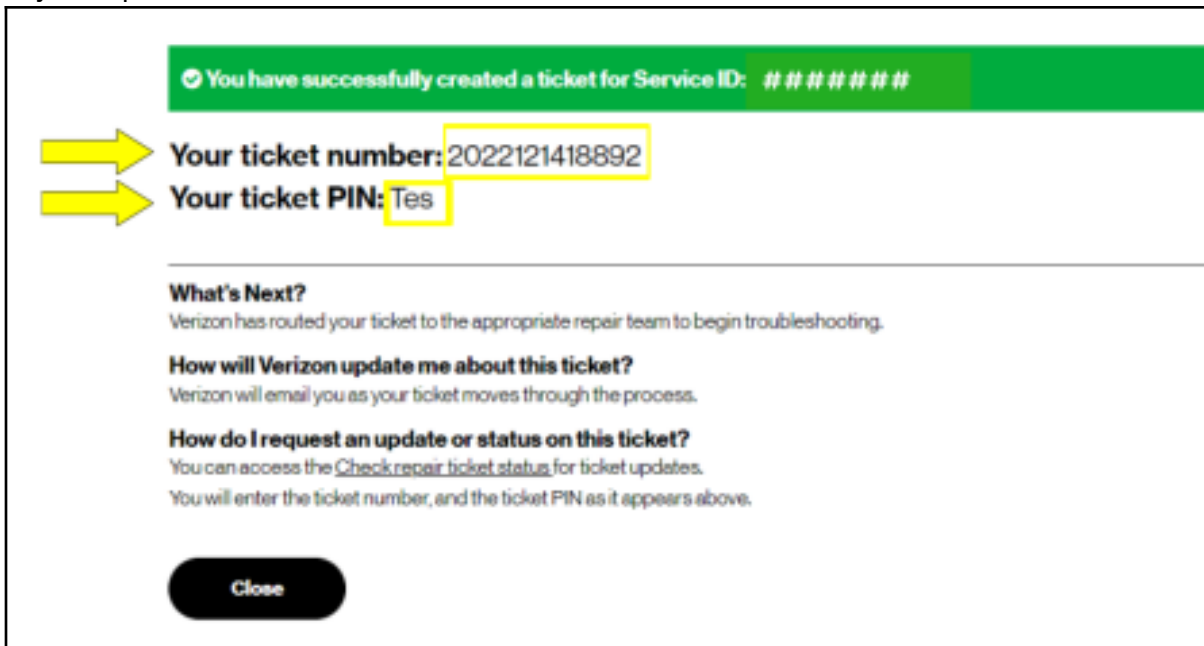

- Follow instructions to complete, selecting Continue or Next at the bottom of each form.
- If your service ID was <u>NOT</u> validated, please provide a valid confirmation number
- On the Issue tab, under Ticket Details
    - Customer ticket number refers to an internal company ticket. Leave blank if 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 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.

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

Ticket progression

We have your ticket.

Ticket created.
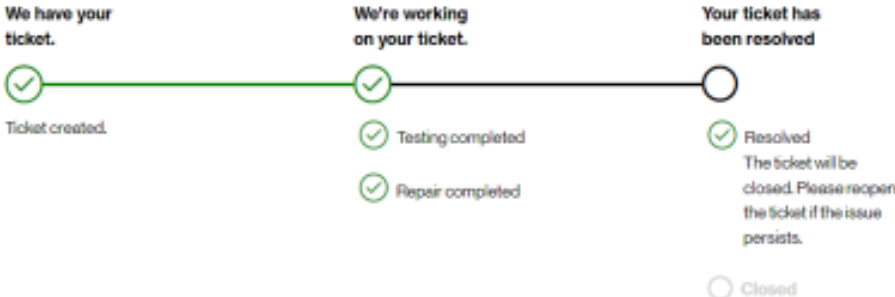
We're working on your ticket.

✓ Testing completed

✓ Repair completed

Your ticket has been resolved

✓ Resolved
The ticket will be closed. Please reopen the ticket if the issue persists.

○ Closed

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

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