
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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Quick Start

1. Enter Service ID (AUDIO CONFERENCING CONFIRMATION NUMBER)
2. Follow the prompts to provide you ticket information

enterpriseportal.verizon.com/public/index.html#/repairsqf/tickets/create

verizon

Quick Ticket

Identify Service | Verify Service | Enter Ticket Information

Enter your Verizon Service ID below.
For Wireless products and services, dial 1.800.922.0204. For Conferencing, dial 1.800.475.5000. Outside the US, [click here](#).
[Need help finding your Verizon Service ID?](#)

Service ID * State (Required only for Verizon access circuits)

Finding your Service ID

If you need help, please select **Need help finding your Verizon Service ID?**

- Once the side-menu appears, please select **Conferencing > Audio Conferencing > See Service Identifier Example**

IP	Data	Voice	Maintenance	Managed	Conferencing	Others
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Conferencing Service	What to enter	Service Identifier Example
<input type="radio"/> Cisco WebEx	Site Name and WebEx Username	https:// SITENAME .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">• Audio Instant Meeting• Reserved Audio Conference• Unattended, Standard, or Premier Audio Conference

Create Audio Conferencing Quick Ticket

1. Enter Service ID (AUDIO CONFERENCING CONFIRMATION NUMBER)
2. After your service ID has been validated, follow the steps below:
 - a. **Verify Service**
 - i. Enter Company Name, Service Location (auto-populated), Street Address, City, State, Postal Code
 - b. **Contact Information**
 - i. Enter First Name, Last Name, Contact Number, E-mail address, Country (auto-populated)
 - c. **Site Information**
 - i. Select 'Yes' or 'No' if you are a Site Administrator.
 - ii. If you selected 'Yes', then enter Contact Name, Contact Number, Country (auto-populated)
 - d. **Ticket Details**
 - i. Select Date, What type of Issue are you experiencing, Time, Time zone, Issue description, What was dialed on the phone, What type of phone line (wired or wireless) was used, What is the phone number of the device that was used, In what city/state or city/country was the connection device located, Audio Passcode, Is this issue intermittent (if applicable)
 - e. **Submit**
3. If your service ID was **NOT validated**, please enter a valid Audio Conferencing Confirmation Number to continue

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: 292****	Service Type: AUDIO/NET	Issue Type: Bouncing
Created on: 12-14-2022 15:25:01 GMT	Last updated: 12-14-2022 15:27:15 GMT	



Activity log

 [Show Filter](#)

Entry #8

Add Comment

December 14 2022 15:25:16 GMT

Was this status helpful?  

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.

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 *

Add Attachment

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

Comment *

File

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 *

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 *

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 *

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 possible

Entered By



First Name * Last Name * Email *

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  Repair completed	 Resolved The ticket will be 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 possible

Entered By

First Name *

Last Name *

Email *

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

Release for Invasive Testing? Yes, as soon as possible Yes, starting at this time

Comment

Entered By

* First Name * Last Name User ID

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 *

Contact Us

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