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# VerizonEnterprise 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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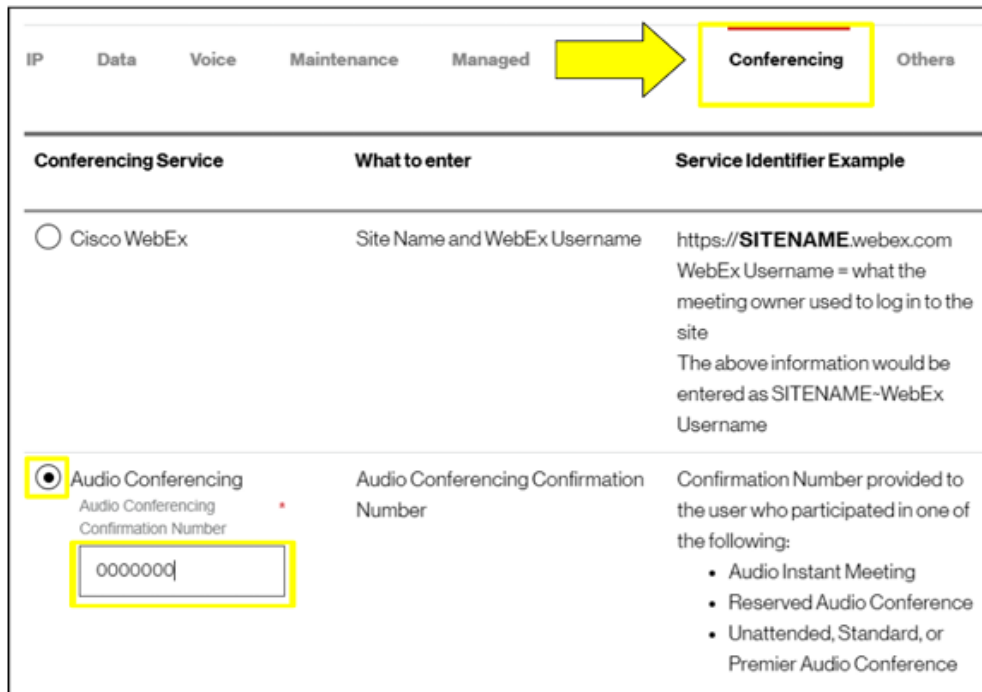
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# Create an Audio Conferencing Quick Ticket

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.

**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.

✓

Ticket created.

We're working on your ticket.

Testing in progress.

Repair in progress.

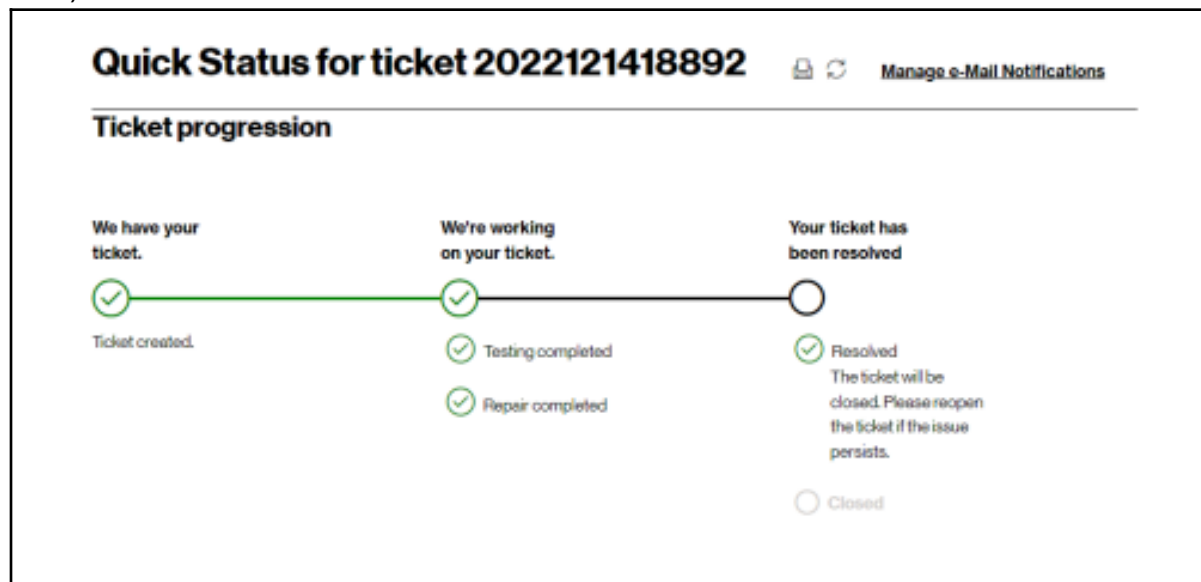
Your ticket has been resolved

Resolved

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**).



## 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