Verizon Enterprise Center

Webex Quick Ticket

The [Verizon Enterprise Center Webex 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 Webex Quick Ticket Steps

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.

Quick Ticket

Service · **Issue** · Contact

Is this a general question? *
⦿ Yes   ○ No

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 > Webex Meetings> then refer to the Service Identifier field
- The **~** (tilde) symbol is required when entering SITENAME~USERNAME.
- Do not use *https://* or webex.com in the service ID field..
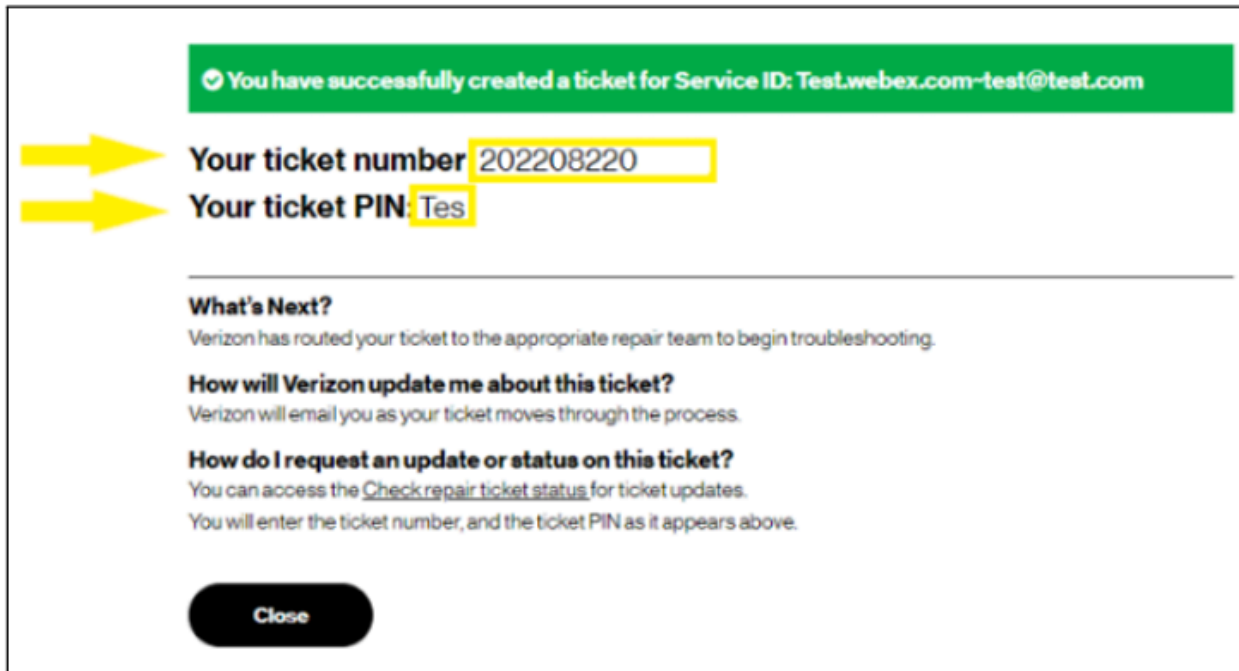   - Example: If your site URL is SiteName.webex.com, your Service ID is SiteName~username@test.com

IP	Data	Voice	Maintenance	Managed	MSS Cloud	**Conferencing**	Others

Conferencing Service	**What to enter**	**Service Identifier Example**
◯ Webex Meetings	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

- Follow instructions to complete, selecting Continue or Next at the bottom of each form.
- If your service ID was <u>NOT</u> validated, please select *Continue Anyway*
- Under the "Select Service type" dropdown (second screen), scroll to bottom to find Conferencing section then select the correct product
- 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.
- After completing each section, submit the form.

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09/05/2024

Monitoring a Webex 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.

View Ticket progress timeline

View Summary & Activity log for reference of important case details

Summary

Service ID:
TEST.WEBEX.COM-TEST@TEST****

Service Type:
AUDIO/NET

Issue Type:
NEEDSRSRCH

Created on:
08-04-2022 13:33:36 GMT

Last updated:
08-04-2022 13:34:22 GMT

Activity log ⇅

Search 🔍   Show Filter

Entry #1
Create Ticket
August 04 2022 13:33:36 GMT

Was this status helpful? 👎 👍

Ticket Status: OPEN
This is a test

Who affected?
Y
Who affected?
Multiple
Power&Equipment:Not_Applicable|
Release for Intrusive Testing:Do not Test
QUICKTICKET Customer entered the following data in Quick Ticket and could not be validated

Company Name: Test
Service Location: USA
Street Address: 123 test st
City: Test
State: TN
Postal Code: 12345
Issue Detected:
date/time/timezone:8/3/2022 1:02 PM EST
Issue / Sympton Category: Other
Sympton Code: SOFTWARE
Meeting Number: null

09/05/2024

Webex 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 *

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

How to escalate using Webex 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)

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)

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Resolving a Webex 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**.

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

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

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 2 for Webex 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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