

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.

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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

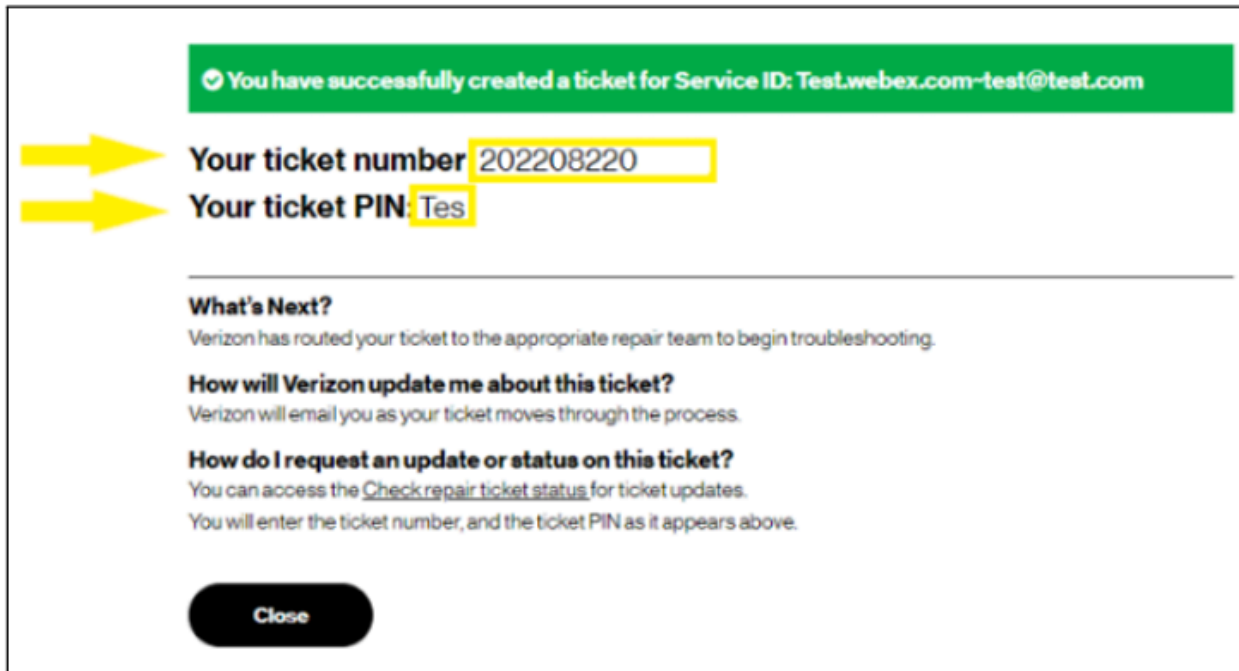
IP	Data	Voice	Maintenance	Managed	MSS Cloud	Conferencing	Others
Conferencing Service		What to enter		Service Identifier Example			
<input type="radio"/>	Webex Meetings	Site Name and WebEx Username		https:// SITENAME .webex.com WebEx Username = what the meeting owner used to log in to the site The above 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 NOT 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.

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.



You have successfully created a ticket for Service ID: Test.webex.com-test@test.com

Your ticket number 202208220

Your ticket PIN: Tes

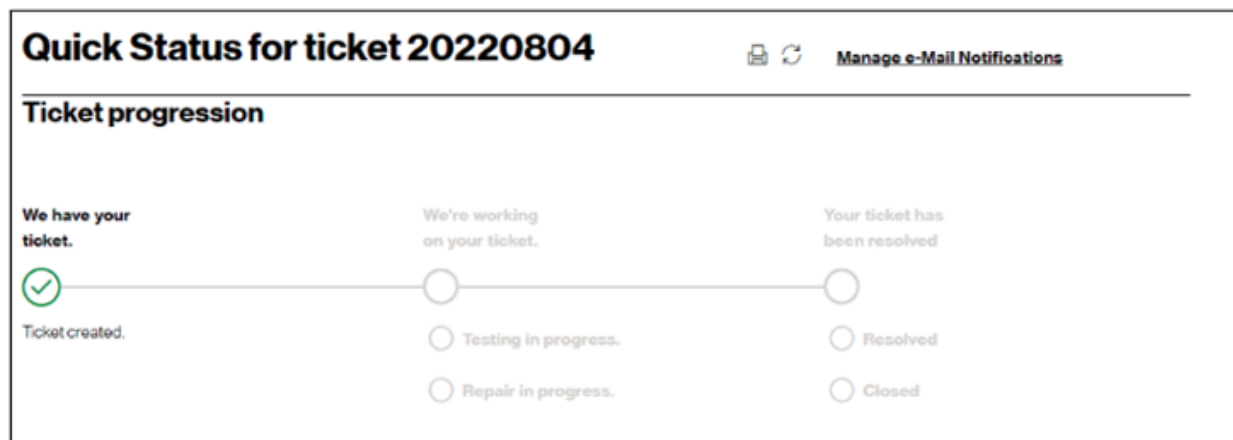
What's Next?
Verizon has routed your ticket to the appropriate repair team to begin troubleshooting.

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 20220804 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

Service ID: TESTWEBEX.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

 [Show Filter](#)

Entry #1

Create Ticket Was this status helpful?  

August 04 2022 13:33:36 GMT

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

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 *

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

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



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.**

The screenshot displays the Verizon Quick Status interface for ticket 202208041. At the top, the Verizon logo is on the left, and the ticket title "Quick Status for ticket 202208041" is in the center. Below the title, the reference number "Your Reference No.: 1234567893216" is shown. On the right, there are icons for printing and refreshing, along with a link to "Manage e-Mail Notifications".

The main section is titled "Ticket progression" and features a horizontal timeline with three stages:

- We have your ticket.** (Green checkmark icon) Ticket created.
- We're working on your ticket.** (Green checkmark icon) Testing completed, Repair completed.
- Your ticket has been resolved** (White circle icon) Resolved. The ticket will be closed. Please reopen the ticket if the issue persists.

Below the resolved stage, there is a "Closed" status indicator with a white circle icon.

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

The screenshot shows the "Actions" menu for a resolved ticket. The menu is titled "Actions" and contains three options:

- [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 Intrusive Testing? Yes, as soon as possible Yes, starting at this time

Comment

Entered By

* First Name * Last Name User ID

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