VerizonEnterprise 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

1. Quick Start - Create a Webex Quick Ticket
2. Monitoring a Webex Quick Ticket
3. Resolving a Webex Quick Ticket
4. Contact Us

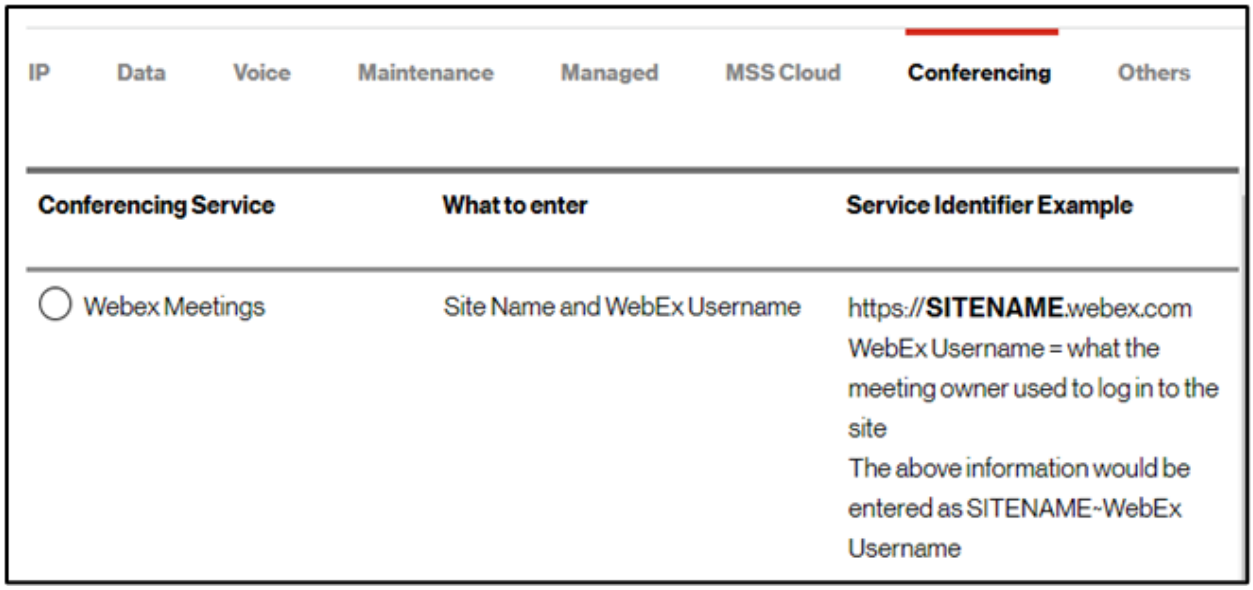
verizon

Quick Start - Create Webex 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 > 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



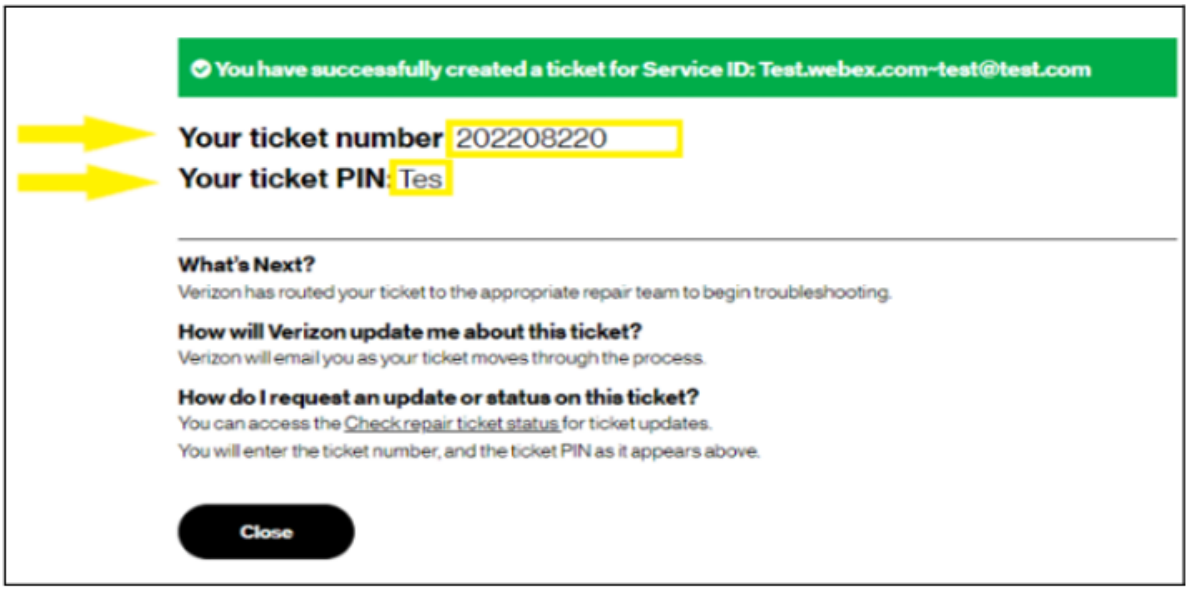
- Follow instructions to complete, selecting Continue or Next at the bottom of each form.
- If your service ID was NOT validated, please select *Continue Anyway*
- Under the “Select Service type” dropdown (second screen), scroll to bottom to find Conferencing section then select the correct product
-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

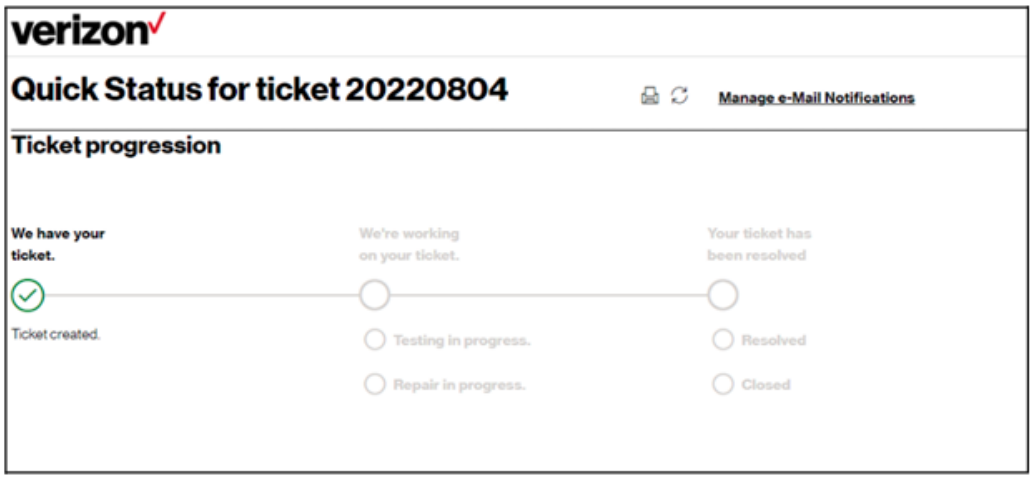
verizon

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.

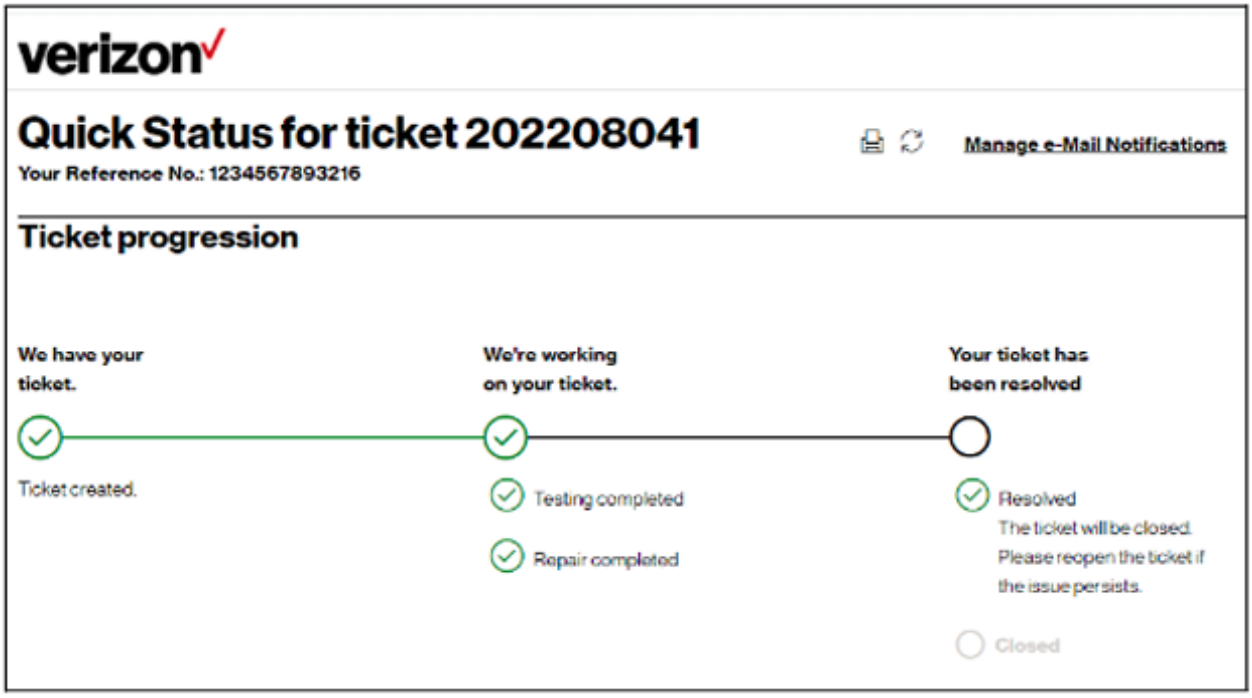




Resolving a Webex Quick Ticket

verizon

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 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

verizon