

# 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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# 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.

## General Inquiry

For general questions, select “General Inquiry” to create a ticket quickly and easily.

### Quick Ticket

Service **Issue** Contact

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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

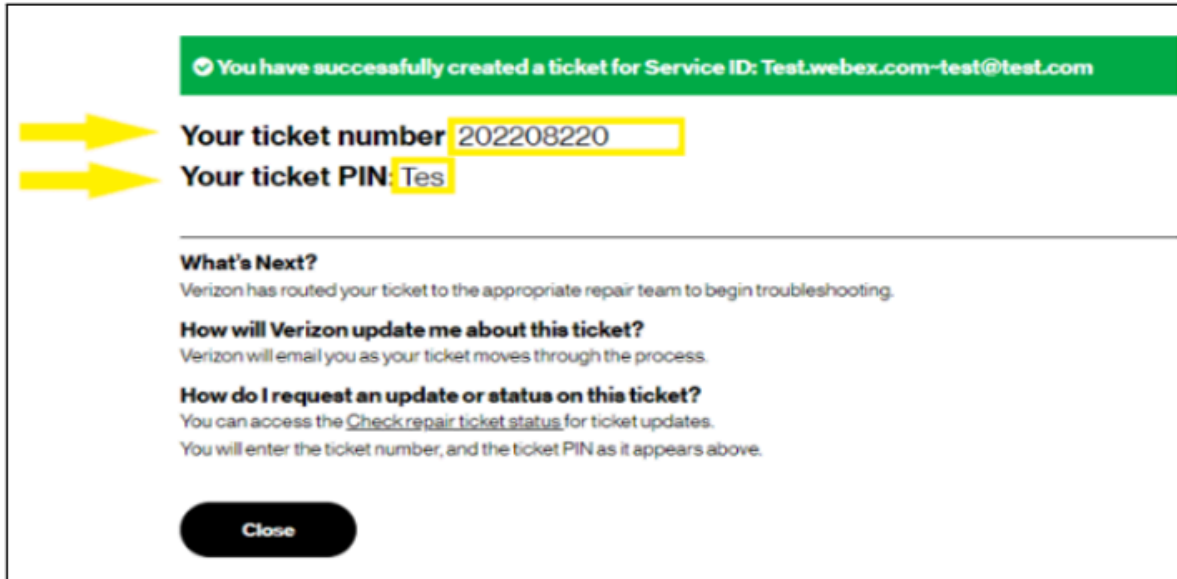
IP	Data	Voice	Maintenance	Managed	MSS Cloud	Conferencing	Others
Conferencing Service		What to enter		Service Identifier Example			
<input type="radio"/> Webex Meetings	Site Name and WebEx Username		https:// <b>SITENAME</b> .webex.com WebEx Username = what the meeting owner used to log in to the site The above information would be entered as SITENAME-WebEx Username				

- 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.

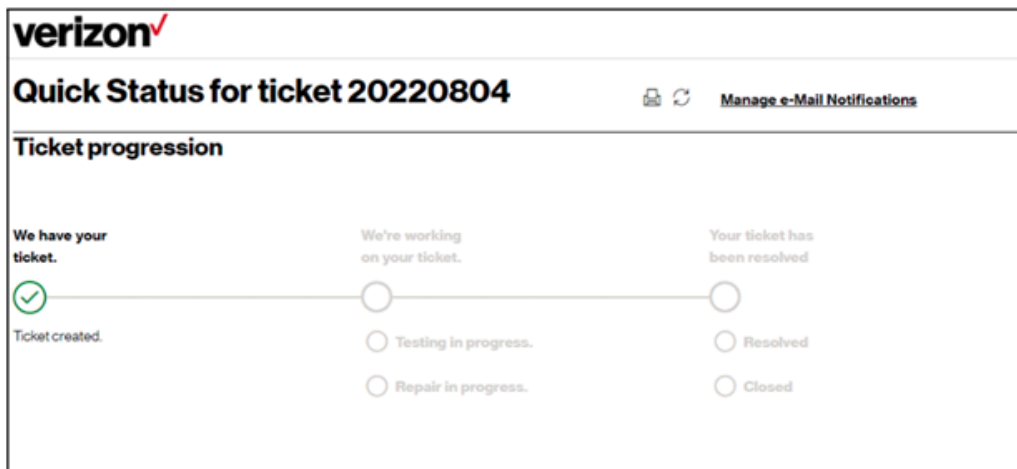
# Monitoring a Webex QuickTicket

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.




This screenshot shows a confirmation message from Verizon. At the top, a green banner states: "You have successfully created a ticket for Service ID: Test.webex.com-test@test.com". Below this, two yellow arrows point to the ticket details: "Your ticket number 202208220" and "Your ticket PIN Tes". The message includes sections for "What's Next?", "How will Verizon update me about this ticket?", and "How do I request an update or status on this ticket?". A "Close" button is located at the bottom.



This screenshot shows the "Quick Status for ticket 20220804" page. It features the Verizon logo, a refresh icon, and a "Manage e-Mail Notifications" link. The "Ticket progression" section shows a horizontal timeline with three stages: "We have your ticket." (with a checked circle), "We're working on your ticket." (with an empty circle), and "Your ticket has been resolved" (with an empty circle). Below the timeline, there are radio buttons for "Testing in progress.", "Repair in progress.", "Resolved", and "Closed".

# 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 (**ATTN: Issues that are determined to be unrelated will require a new case**).



## Quick Status for ticket 202208041

Your Reference No.: 1234567893216

[Manage e-Mail Notifications](#)

### Ticket progression

We have your ticket.	We're working on your ticket.	Your ticket has been resolved
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ticket created.	<input checked="" type="checkbox"/> Testing completed <input checked="" type="checkbox"/> Repair completed	<input checked="" type="checkbox"/> Resolved The ticket will be closed. Please reopen the ticket if the issue persists.  <input type="checkbox"/> Closed

# 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

<b>Please select option2/option 2 for Webex support</b>	
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