ADDING YOUR INTERNAL REFERENCE TO VERIZON’S INCIDENT TICKET

User Guide
Benefits

Adding your reference to Verizon’s incident ticket has the following benefits:

- **Easy to relate** email Status Notifications to your IT operations (your reference will be added to the subject line of email communications)
- **Easy to relate** tickets on the Verizon On-Line portal to your IT operations
- **It makes it easier to reconcile** Verizon’s SLA performance reports with your data

Choose any reference that works for you! - Your reference can be:

- **Your own incident ticket number** [Ticket123456]
- **The location name that is impacted by the incident** [Superstore16]
- **Or any other reference useful to you** [Internet outage]
Example Email Status Notification

Your provided reference number will be displayed on the Status Notifications, which are being sent to your contacts according to predefined statuses:

- **no-replies@verizon.com**
- **VZ Ticket 2017082902780 Ticket123456 Resolution Notification**

---

**Resolution Notification**

- **Ticket Number**: 2017082902780
- **Your Reference Number**: Ticket123456
- **Service ID**: TESTTCKT
- **Issue Type**: DOWN HARD

- **Resolve Category**: HWFAILURE
- **Resolve Description**: 
- **Resolution Company Category**: INTER EXCHANGE CARRIER

- **Other Comments**: issue is resolved

---

**View & Update Ticket**

**Was this status helpful?** 📈 📉
How to add your Reference to Verizon’s Ticket

1. Click the ‘View & Update Ticket’ button in the email notification (see previous page) to access your ticket On-Line.

2. Then select ‘Add Customer Ticket Number’ in the Update menu.
How to add your Reference to Verizon’s Ticket

3. In the next pop-up window input your reference and click Submit.

4. You will receive a confirmation that the ticket was updated successfully.
How to add your Reference to Verizon’s Ticket

5. Next you can hit the **Refresh button** to verify if your Reference was added correctly. It will be displayed under the main ticket title.