INCIDENT TICKET STATUS OVERVIEW

USER GUIDE

This guide provides a description of Verizon’s incident ticket statuses that are used during the incident ticket lifetime. The incident ticket statuses are visible on the online portals and are included in email status notifications.

**State and Status Overview**

<table>
<thead>
<tr>
<th>State</th>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>TO BE WRKD</td>
<td>TO BE WORKED. This is the initial Status for all newly created tickets until the ticket is assigned to a NOC technician or an automatic diagnostics engine and work is started. The ticket may reflect this Status when released from a Deferred State or reopened from a Resolved State.</td>
</tr>
<tr>
<td></td>
<td>WORKING</td>
<td>WORKING. This is the Status once the Verizon ticket is assigned to a NOC technician or an automatic diagnostics engine and work has started. A ticket may move from ‘TO BE WORKED’ to ‘WORKING’ or from another Status such as ‘CUST TIME’ and back to ‘WORKING’. It can also flow from ‘WORKING’ to ‘TO BE WORKED’ once a NOC technician has stopped working the ticket. For instance, during shift handover or when the incident ticket requires involvement from a Tier 2 NOC technician.</td>
</tr>
<tr>
<td></td>
<td>MAINT CUS</td>
<td>MAINTENANCE TIME, CUSTOMER IMPACTING. This Status is used when a ticket does not need the immediate attention of a NOC technician. For instance, when a fiber cut has happened and fiber splicing will take several hours to complete.</td>
</tr>
<tr>
<td>Resolved</td>
<td>RESOLVED</td>
<td>RESOLVED. This is the Status when Verizon has restored the service (or the incident cause needs to be repaired by the customer). The customer should now verify if the service has recovered and if not, request to re-open the investigation. Additionally, the customer can also re-open the investigation if there is a need to clarify the resolution details provided by the NOC technician. Most tickets are kept in the Resolved State for at least 3 days before ticket closure.</td>
</tr>
<tr>
<td>Incident</td>
<td>Status</td>
<td>Details</td>
</tr>
<tr>
<td>----------</td>
<td>--------</td>
<td>---------</td>
</tr>
<tr>
<td>Resolution</td>
<td>AUTO CLOSE</td>
<td>This is the Status when Verizon resolves the ticket with an auto-close designation. Tickets generally close automatically within at least 3 days. The customer should now verify if the service has recovered and if not, request to re-open the investigation. Additionally, the customer can also re-open the investigation if there is a need to clarify the resolution details provided by the NOC technician. Most tickets are kept in the Resolved State for at least 3 days before ticket closure.</td>
</tr>
<tr>
<td>Status Overview</td>
<td>AWAIT TELC</td>
<td>AWAITING TELCO. This is the Status when Verizon is waiting on action from the TELCO (Telecommunications Local Access Provider). For instance, to provide additional resolution information. Normally once the action is complete, the ticket will be set to RESOLVED or AUTO CLOSE.</td>
</tr>
<tr>
<td></td>
<td>MSVCAUTCLO</td>
<td>MONITOR SERVICE AUTO CLOSE. This is used when Verizon wants to monitor service for a certain time period. Once that time period has ended, if there is no persisting issue, the ticket will be automatically closed. The customer should now verify if the service has recovered and if not, request to re-open the investigation. Additionally, the customer can also re-open the investigation if there is a need to clarify the resolution details provided by the NOC technician. Most tickets are kept in the Resolved State for at least 3 days before ticket closure.</td>
</tr>
<tr>
<td>Deferred</td>
<td>ALT ROUTE</td>
<td>ALTERNATE ROUTE. This Status is used when the customer’s service is routed via an alternate route. For instance, via the back-up access circuit. The service should be operational in this Status. This Status is used until both the main and alternate route are operational again.</td>
</tr>
<tr>
<td></td>
<td>CUST TIME</td>
<td>CUSTOMER TIME. This is a very important Status. Verizon uses this when more information or assistance is needed for a particular incident from the customer. The ticket is not actively worked by the NOC technician as Verizon is awaiting information or assistance from the customer.</td>
</tr>
<tr>
<td></td>
<td>MAINT OPS</td>
<td>MAINTENANCE TIME, OPERATIONS. Verizon may place a ticket in this Status when the service is operational but additional activities need to happen before the ticket can be placed in the RESOLVED Status. Examples are when the administration needs to be updated or when the faulty card needs to be returned.</td>
</tr>
<tr>
<td></td>
<td>MONITOR SV</td>
<td>MONITOR SERVICE. This Status is used when Verizon is monitoring service for stability. It is also used for long term error monitoring for incidents with occasional short service interruptions or packet loss. The service should be operational during this Status. The customer should request to re-open the investigation if this is no longer the case during the monitoring period.</td>
</tr>
<tr>
<td>Closed</td>
<td>CLOSED</td>
<td>CLOSED. This indicates that the ticket has been closed and cannot be reopened. Closed tickets are never assigned to NOC technicians or Incident Managers as a closed ticket cannot be changed by Verizon.</td>
</tr>
<tr>
<td></td>
<td>VOID</td>
<td>VOID. This Status is used to close a ticket because, for instance, the ticket is a duplicate or the ticket was opened in error by Verizon’s proactive monitoring tools (false alarms). A ticket may go straight from WORKING into VOID without any detailed resolution information.</td>
</tr>
</tbody>
</table>
State and Status Use Examples

OPEN – WORKING

The Service Desk received information required for further investigation and Incident Ticket is put in OPEN – WORKING Status.

Quick Status for ticket 20181108

<table>
<thead>
<tr>
<th>Resulting Status</th>
<th>Workgroup</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPEN</td>
<td>EMEA_EN2_SRV_CDESK</td>
</tr>
</tbody>
</table>

TWZ (Informal Reference: TWZ E070)

Dear Team,

Thank you for your comment in ticket [redacted] raised for

- site: MADRID, SPAIN
- service ID: [redacted]

I have passed the site contact details to our engineers.
We will keep you posted on the progress.
Next call back in 90 minutes.
Thursday November 8th 2018 at 2:15 p.m. GMT.

Kind Regards

Service Desk Coordinator
DEFERRED – MONITOR SERVICE

The issue has cleared during investigation and the engineer put the ticket in DEFERRED – MONITOR SERVICE Status to verify service stability.

Dear Customer,

Please find below a summary of this incident.

Issue Cleared
- Awaiting resolution details.

- Your service is currently being monitored for stability/errors.

Next required action(s) to progress ticket:

- Once the monitoring period has ended, a technician will analyse the results and an update will be provided.

Should you wish to share additional information, please follow the 'View and Update ticket' button below.

If already logged in the VEC (Verizon Enterprise Center) portal or Quick Status, please follow the navigation menu to update this ticket.

Yours Sincerely,
Verizon Service Assurance Team

Monitor Service until 2018-11-08 12:39:00 GMT.
OPEN – TO BE WORKED

A recurring alarm reopens the Incident Ticket, changing Status to OPEN – TO BE WORKED, indicating that the new alarm is now pending engineer’s review and further analysis.

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Quick Status for ticket 20181107

**Update Customer** 11-04-2018 15:03:05 GMT

**Resulting Status** OPEN | **Workgroup** AUTOMATION

A new alarm reopened the ticket, ticket is under review for further investigation.

**Reopen** 11-04-2018 15:03:02 GMT

**Resulting Status** OPEN | **Workgroup** MNSO.EMS2

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DEFERRED – CUSTOMER TIME

The Verizon engineer provided feedback to the customer and they have agreed that the ticket should be put on hold while customer is testing the proposed configuration changes, as reflected by the DEFERRED – CUSTOMER TIME Status.

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Quick Status for ticket 20180515

**Customer Time**: 05-15-2018 11:31:47 GMT

**Resulting Status**: DEFERRED

**Workgroup**: MNSO EMS2

**TWZ (Internal Reference)**: TWZ E051

Dear Customer,

Please assist us with the following action (see 'Next Actions').

**Isolation in Progress**
- Verizon is troubleshooting and performing further diagnostics to determine the cause of the incident.

**Pending Customer Information**
- Verizon is currently awaiting your feedback.

**Next required action(s) to progress ticket**
- Please involve your equipment Vendor. If you require further assistance from Verizon, you can use the links below to provide information.
- Please inform us when you have made or tested the configuration changes.
- Please provide your equipment check details once completed.

**CUSTOMER UPDATE RECORD**

- **Customer Contact Name**: [Redacted]
- **Call Summary**: Called on [Redacted] customer wanted to keep the ticket on hold.
- **Who was contacted**: Local Point Of Contact

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If already logged in the VEC (Verizon Enterprise Center) portal or Quick Status, please follow the navigation menu to update this ticket.

Yours Sincerely,

Verizon Service Assurance Team
RESOLVED – AUTO CLOSE

Engineer has informed the customer that the higher order issue in the network was fixed and as no further impact is expected the ticket is set in the RESOLVED – AUTO CLOSE Status, which will close the ticket automatically in 72 hours.

Quick Status for ticket 20180803

Resolve 06-03-2018 11:48:11 GMT

Resulting Status: RESOLVED
Workgroup: TR1_DATAOUTAGE_US
Entry: 240

Resolution:
Master Resolve Code:
Resolve D/T: 2018-03-03 06:29:00
Platform: CNO - CUSTOMER NETWORK OPERATIONS
Catg/Equip: HMF/FAILURE - HARDWARE FAILURE
Equip Cat: DXC -
Resolve C: EQR/REPAIRED - EQUIPMENT REPAIRED
Outage Cause: EQUIPMENT - EQUIPMENT ISSUE
Cost Impact: N/A
Required Ref #:
Status: AUTO CLOSE, Auto Close Date/Time: 06/06/18 11:47
User Comment: Circuit Resolution Summary:
As per Higher Level outage ticket, Global Transport Team advised that the reconfigurable optical add-drop multiplexer has been move to the alternate path. They confirmed that the trouble got cleared.

At this time, this is being set to 72-hour monitoring period to ensure the stability and will auto-close if no further problems detected.
Customer Training and User Guides

Service Assurance User Guides

Documents can be found on the Service Assurance User Guides page. The latest version of this document can be always found here.

General Customer Training Information

Go to our Customer Training Portal* to enroll in training or to download other user and reference guides.

Verizon Enterprise Center

The Verizon Enterprise Center portal is an easily accessible tool that offers customers the possibility of raising inquiries and managing different requests online.

What is it for?

The Verizon Enterprise Center portal supports customers with Repair related technical issues via repair tickets as well as customers with Invoice inquiries and Account Management requests, offering an alternative to emails and phone calls.

Related documents

Related documents and guides can be found on the Verizon Enterprise Center Commercial User Guides* page (follow the menu path User/Reference Guides > Verizon Enterprise Center).

*Registration is required