Purpose and Objectives

This document provides guidelines on how to read the SEANR activity as displayed in the Activity log of the Repairs module at the Verizon Enterprise Center (VEC).

Contents

Purpose and Objectives ................................................................. 1
Introduction .................................................................................. 2
  What does SEANR stand for? .................................................... 2
How does SEANR work? ................................................................. 2
SEANR Example ........................................................................... 3
Customer Training and User Guides ............................................. 4
  Service Assurance User Guides .................................................. 4
  General Customer Training Information ................................... 4
  Verizon Enterprise Center ......................................................... 4
Introduction

Today customers have the ability to view the full status of their tickets online via the Repairs module at the Verizon Enterprise Center (VEC).

Timely and frequent updates help to understand how Verizon is working the fault to restore the service. The SEANR entry in the Activity log has the ability to provide the customer with brief technical updates on their ticket in a consistent format enhancing readability.

These SEANR updates are provided by our engineers can contain technical details and specific terminology. In case of any doubts or questions customers can contact the Customer Service Center for explanation and/or advice.

What does SEANR stand for?

- (S)ummary of problem
- (E)scalation/Essential updates
- (A)ction Taken
- (N)ext Action/Task
- (R)eferrals (will display ticket referral information when applicable)

How does SEANR work?

- SEANR is an internal method used by our engineers to provide progress updates within tickets
- SEANR will be updated on regular basis; the entire updated SEANR will be added to the Activity log every time an update to the SEANR has been performed
- SEANR may contain specific technical details or terminology because it is used as an internal tool by the engineers to keep track of actions done throughout the investigation
- Technical updates are not published on the Quick Status portal, only on the VEC/Repair portal. Not all tickets will contain a technical update from the technician. Short duration tickets typically do not contain a technical update.
SEANR Example

The below demonstrates how SEANR updates are being displayed on the Verizon Enterprise Center portal.

<table>
<thead>
<tr>
<th>Summary</th>
<th>Shows the Circuit ID information, Product type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Escalation</td>
<td>Shows the Escalation or Essential details</td>
</tr>
<tr>
<td>Action</td>
<td>Shows Action(s) taken to resolve the issue</td>
</tr>
<tr>
<td>Next Task</td>
<td>Shows Next action(s) to be performed on the incident ticket</td>
</tr>
</tbody>
</table>
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.

*Registration is required

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