Verizon Enterprise Center
Manage Notifications
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Sign In


2. Enter your user name.
3. Click Sign In. The password screen appears.
4. Enter your password.

5. Click **Continue**. The Verizon Enterprise Center Home page appears.
Verizon Enterprise Center Home

The Verizon Enterprise Center enables you to order, manage, and pay for your voice and data services through one portal. You can access multiple tools 24 X 7 with a single user ID and password. You can also review and pay invoices online, monitor and configure your inbound and outbound network, report on network performance, create trouble tickets, and order Verizon products and services.

![Figure 1-3: Verizon Enterprise Center Home](image-url)
Access Manage Notifications

Manage Notifications allows you to define request notifications when key activities occur. For example, you can use it to request a notification when a trouble ticket has been resolved. You can define when you want to be notified and how that notification should be delivered. The delivery options include email, text pager, and desktop alerts for trouble tickets. You control your notification preferences by defining rules. You can define one or more notification rules for certain alarm, billing, circuit maintenance, repair, report, and order conditions.

1. Click on your name in the top right corner of the screen.
2. Click Manage Notifications. The Manage Notifications screen opens in another browser window.
Customer Support & Training

Customer Support

Contact customer support for any Verizon Enterprise Center issues.

Contact your account team with any account specific questions on equipment or service, pricing information, or adding additional users to the Verizon Enterprise Center.

Click on your name in the top right corner of the screen. Click Contact Us & Send Feedback.

• Call toll-free at 1-800-569-8799
• LiveChat if you have questions or need help
• Send an e-mail for technical questions or to inquire about purchasing products or services

Training

Go to https://customertraining.verizon.com to enroll in training or to download user and reference guides.
Define Alarm Rule

You can define a rule that notifies you when certain alarm conditions occur.

1. Select Define Rule | Alarm at the top of the screen. The Define Alarm Rule screen appears.
Define Notification Rules

2. Enter a Rule Name. The name can be up to 25 alphanumeric characters (no special characters).

3. Enter a Rule Description, if applicable. The description can be up to 50 alphanumeric characters.

4. Click Search Circuit IDs to select the circuit IDs you want.

Figure 2-2: Define Alarm Rule
5. Select **Alarm Only** or **Alarm and Clear** from the **State** drop-down list.

6. Select **Critical, Major, Minor, Warning, or All** from the **Severity Level** drop-down list.

7. Enter the number of seconds the alarm must occur before you are notified in the **Alarm Duration Exceeds** field.

8. Select a **Notification Address**.

9. Click **Submit**. The **Confirmation - Alarm Rule Generated** screen appears.

10. Click **Back to Notification Rules Home** at the bottom of the page. Your new notification rule appears in the **Notification Rules List** on the **Notification Rules Home** page. It is automatically enabled.
Define Notification Rules

Define Circuit Maintenance Rule

You can create a circuit maintenance rule to view maintenance that is scheduled, in progress, and completed.


2. Enter a Rule Name. The name can be up to 25 alphanumeric characters (no special characters).

3. Enter a Rule Description, if applicable. The description can be up to 50 alphanumeric characters.

4. Click Search Circuit IDs to select the circuit IDs you want.
5. Select **Scheduled, In Progress, Completed, In Progress and Completed, or All** from the **Status** drop-down list.

6. Select a **Notification Address**.

7. Click **Submit**. The **Confirmation - Circuit Maintenance Rule Generated** screen appears.

8. Click the **Back to Notification Rules Home** link at the bottom of the page. Your new notification rule appears in the **Notification Rules List** on the **Notification Rules Home** page. It is automatically enabled.
Define Repair Rule

You can define repair rules for your trouble tickets if you are entitled to the Repairs tool. These rules can be used to request an email when specific events occur on your trouble tickets.

1. Select Define Rule | Repair at the top of the screen. The Define Repair Rule screen appears.

2. Select Key Activity Occurred on Ticket, Ticket Created with High Priority, or Custom Rule from the Select a template to define a repair rule drop-down list.
3. Enter a Rule Name. The name can be up to 25 alphanumeric characters (no special characters).

4. Enter a Rule Description, if applicable. The description can be up to 50 alphanumeric characters.

5. Select a Notification For condition: Circuit ID(s), or Ticket Number(s).

6. Select a Priority, if applicable. You can select one or all Priority values.

7. Select a Status Level:
   - By Ticket Status - Open, Deferred, Resolved, or Closed.
   - By Activity Type. - Customer Time, Update Customer, Resolved, Reopen, Closed, or Dispatch.
   - By Milestone Task. There are many ticket milestones you can select.

8. Select a Notification Address.

9. Click Submit. The Confirmation - Repair Rule Generated screen appears.

10. Click the Back to Notification Rules Home link at the bottom of the page. Your new notification rule appears in the Notification Rules List on the Notification Rules Home page. It is automatically enabled.
Define Order Rule

You can define a rule to trigger a notification when certain statuses are met on orders.

1. Select **Define Rule | Order** at the top of the screen. The *Define Order Rule* screen appears.

![Diagram of Define Order Rule screen]

*Figure 2-5: Notification Rules Home*
Define Notification Rules

2. Select a Rule Template: **Products** or **Solutions**.

3. Enter a Rule Name. The name can be up to 25 alphanumeric characters (no special characters).

4. Enter a Rule Description, if applicable. The description can be up to 50 alphanumeric characters.

5. Specify which orders and statuses should trigger a notification:
   - **All Orders**
   - **Specific Orders Only** - enter an order number.
   - **All product statuses**
   - **Specific statuses only** - select the statuses you want from the Available Product Statuses column and move to the Statuses Selected for Notification column.

6. Select a Notification Address.

7. Click **Submit**. The Confirmation - Order Rule Generated screen appears.

8. Click the **Back to Notification Rules Home** link at the bottom of the page. Your new notification rule appears in the Notification Rules List on the Notification Rules Home page. It is automatically enabled.
You can view a list of all the notification rules you created, or select a specific rule type on the status bar. You can also enable/disable, edit, and delete rules. You can use search criteria and filters to locate specific rules.

1. Click **All, Alarm, Repair, Order, Circuit Maintenance**, or **Billing** on the status bar at the top of the screen. The *Rules* screen appears.

![Custom Notifications](image)

*Figure 3-1: Rules*

2. To search for a rule, select the rule type from the *View by* drop-down list.
3. Enter a full or partial search string.
4. Click **Search**.
View/Manage Notification Rules

5. Click on a **Rule Name** to view it. You can edit or enable the rule on the view rule screen.

6. Click 

7. Click 

**Note:** Billing rules are created by the billing system. You can edit and disable a billing rule, however, you cannot delete one.
Manage Notification Addresses

You can enter multiple email addresses and use them across your notification rules.

1. Click **Addresses** at the top of the screen. The *Notification Addresses* screen appears.

![Figure 4-1: Notification Addresses](image)

1. Enter a **Notification Address Name**.
2. Enter an **E-Mail Address**.
3. Select one of the following options:
Manage Notification Addresses

- Send E-Mail notification any time
- Send E-Mail notification during my work hours
- Send E-Mail notification on a detailed schedule

4. Click Add Notification Address.

5. Click to edit a notification address.

6. Click to delete a notification address.
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