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Sign In

If you are already a registered user, you can sign in with your user ID and password. If you are new to the Verizon Enterprise Center, take a virtual tour or register. Refer to the Register/Login Guide for instructions on how to register.


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 view 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 view current and historical invoices, monitor and configure your inbound and outbound network, view MPLS information, submit an inquiry, and submit and review repair tickets.

Figure 1-3: Verizon Enterprise Center Home
Click **Manage Account** to access all of the tools to which you are entitled.
## Role-Based Entitlements

Entitlements are tailored to your needs with a quick approval process. The following table describes the roles available in the Verizon Enterprise Center.

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Primary Contact</strong></td>
<td>User administration at a specific company level, Invoices, Orders, Repairs, Service, and Product Tools.</td>
</tr>
<tr>
<td><strong>Administrator</strong></td>
<td>User administration as designated by the Primary Contact, Invoices, Orders, Repairs, Service, and Product Tools given by the Primary Contact.</td>
</tr>
<tr>
<td><strong>Analyst</strong></td>
<td>All Verizon Enterprise Center functions within a given contract excluding user administration.</td>
</tr>
<tr>
<td><strong>Analyst - Invoices</strong></td>
<td>All Verizon Enterprise Center invoicing functions within a given contract including Service Management Dashboard, Global Change Management, and Looking Glass.</td>
</tr>
<tr>
<td><strong>Analyst - Repairs</strong></td>
<td>All Verizon Enterprise Center repair functions within a given contract including Service Management Dashboard, Global Change Management.</td>
</tr>
<tr>
<td><strong>Analyst - Invoices &amp; Repairs</strong></td>
<td>All Verizon Enterprise Center invoicing and functions within a given contract excluding ordering, Global Change Management, and user administration.</td>
</tr>
<tr>
<td><strong>Maintain</strong></td>
<td>All Verizon Enterprise Center functions within a given contract excluding user administration and payments. Includes Orders, Repairs, Service Management Dashboard, Service Management Reporting, Global Change Management, and Looking Glass.</td>
</tr>
<tr>
<td><strong>View</strong></td>
<td>All Verizon Enterprise Center view only functions within a given contract.</td>
</tr>
<tr>
<td><strong>View &amp; Pay</strong></td>
<td>All Verizon Enterprise Center functions within a given contract including payments, analysis and reporting, view orders/order status, view repair tickets, Service Management Dashboard - View Inventory, Service Management Reporting, and Looking Glass.</td>
</tr>
</tbody>
</table>
Mobile Devices

Verizon Enterprise Center Mobile is available for Repairs/Quick Tickets for local and long distance wireline services.

Devices include:

- Smart phones with Android, iOS, and Windows® operating systems
- Tablets with Android, iOS, and Windows operating systems
- Blackberry supported with version 6 and above

Functions include:

- View, update, and create Repairs tickets in Repairs and Quick Functions
- Log in to view a ticket summary
- See a simple or expanded view on a smart phone
- Set your preferences to save keying entries on subsequent visits
Following is an example of mobile access on an Apple iPad:
User Settings

The My Profile screen enables you to update your profile information, view your requests, view details on your accounts and tools, manage site preferences, and merge user IDs if you have more than one. Any changes you make filter to all the applications to which you are subscribed.

1. Click on your name in the top right corner of the screen. A drop-down menu appears.
2. Click My Profile. The My Profile screen appears.

![Figure 1-6: My Profile](image-url)
Profile Administration

You can change your contact information and company name.

1. Click **View Details** next to **Profile Information**. The **Profile Information** pop-up appears.
2. Click **Edit** to change your **User Information** and/or **Company Name**.

![Figure 1-7: Profile Information](image)

3. Edit your user information, if applicable.
4. Edit your **Company Name**, if applicable.
5. Click **Update**.
Getting Started

Change Password/Secret Question

You can change your password 30 days after logging in to the Integrated Administrative Console for the first time. Exact responses are required for future access to this site. You must also wait 30 days to change your password if you recently updated your email address of record.

1. Click Change Password to change your password.
   -OR-
   Click Change Secret Question to change the security questions/answers or one-time passcode. The Security Profile screen appears.

2. Change your password, security image, secret questions/answers.

3. Click Edit next to One Time Passcode Options to change your options. The One Time Passcode is a two-factor authentication where the passcode constantly alternates. This reduced the risk of an unauthorized intruder gaining access to your account.

Figure 1-8: Security Profile
Site Preferences

Change your accessibility options, extended session timeout, time zone, and date/time format.

1. Click **Edit** next to *Site Preferences*. The *Site Preferences* pop-up appears.

![Site Preferences](image)

*Figure 1-9: Site Preferences*

**Note:** The only language option is English.

2. Select **Enabled** or **Disabled** for *Proactive Chat*.
3. Select **Yes** or **No** to allow for extended session timeout and choose the number of hours before your session times out (Verizon Enterprise Center only).
4. Select your default time zone from the *Time Zone* drop-down list.
5. Select **MM/DD/YYYY**, **DD/MM/YYYY**, or **YYYY/MM/DD** from the *Date Format* drop-down list.
6. Select **12 hour clock** or **24 hour clock** from the *Time Format* drop-down list.
Getting Started

7. Select 10, 25, 50, 100, or 150 for Items Per Page. This is a global setting for the maximum number of items on a page of data.

8. Select your Preferred Contact Method.

9. Select the countries and/or states you want visible in pull-down lists.

10. Click Update.
Merge User IDs

You can merge user IDs if both IDs have the same role. The user ID merged with the ID you provide will be deactivated.

1. Enter the user ID with which you want to merge.
2. Click Next. The Merge Profiles screen appears.
3. Enter the password.
4. Click Next. A confirmation screen appears displaying the user details and accounts for both user IDs.
5. Verify the information for the user IDs being merged.
6. Click Submit. A confirmation appears.
Manage Notifications

You can define the types of notifications you want when key activities occur. For example, you can use a notification rule 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. Refer to the Manage Notifications User Guide for detailed information.

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

Click Support at the top of the screen to access helpful information including customer support numbers, FAQs, LiveChat, and other resources.

Click Send Feedback at the bottom of the screen to send feedback to Verizon.

Training

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

Service enables you to view the account structure of your accounts from summary information to individual lines and circuits. You can submit and search for account inquiries and perform additional tasks on the accounts relating to billing, orders, and invoices. Service provides the following features:

- View and manage individual accounts
- View account structure
- View bills for corresponding accounts
- View, create and download service records, trouble tickets and orders
- Submit, view and manage account inquiries

Click **Manage Account | Service** at the top of the screen. The *Service* screen appears.
Figure 2-2: Service
Global Change Management (GCM)

Global Change Management (GCM) simplifies the change management process and provides a common change ticket and reporting structure. Submit change requests as Standard, Optional, Express, Latent, or a billable Project Request.

Refer to the Global Change Management User Guide for detailed information.

- **Standard Change Request (SCM)** - non-billable requests.
- **Optional Change Request (OCM)** - projects requests that are billable.
- **Express Change** - can be completed upon receipt, submitted during normal business hours, and must have complete information.
- **Latent** - changes submitted after the fact. The first change is performed, and then it is recorded in the system at a later date/time.
- **Project Request** - (optional change request) requires a design review and is billable.
Service

Service Management Dashboard (SMD)

The Service Management Dashboard provides visibility into your near-real time Verizon inventory and its associated incidents, service and change requests, network alarms, and maintenance events allowing you to manage your network at the service level. The information is presented in a centralized, graphical user interface accessible around the globe via the Verizon Enterprise Center portal.

Refer to the Service Management Dashboard User Guide for detailed information.
You can view the location and distribution of your tickets and alarms on the map. You can apply filters or see everything active at one time.

**Figure 2-5: Map Tab**

The Service Management Dashboard provides access to current and up to 12 months of historical configuration item Incidents, Change Requests (CRs), Service Requests (SRs), and Maintenance Event History information.

**Figure 2-6: Tickets/Events Tab**
Service Management Reporting (SMR)

SMR enables you to conduct performance reporting on your Verizon services. SMR is a fully automated tool capable of measuring your standard and customized Service Level Agreements (SLAs) by multiple service categories and granularities. The types of measurements viewable in SMR include:

- Time to Repair
- Mean Time to Repair
- Network Availability

Service Management Reporting is divided into four tabs:

- **Home** - high level breakdown of last month’s incidents, and standardized trending graphs for your tickets, devices, and service types.
- **Global Scorecard** - trending breakdown of incidents, outage time, availability by responsibility, and other selectable criteria.
- **Performance** - lists the services that missed the set SLA targets in: TTR Performance, MTTR Performance, and Network Availability for a given time period.
- **Tickets** - circuit, device, site, ticket, etc. inventory

Refer to the [Service Management Reporting User Guide](#) for detailed information.
Global Scorecard

The *Global Scorecard* provides a trending breakdown of incidents by responsibility. You can select one of four views: *Trouble Tickets*, *TTR & Outage Time*, *Network Availability*, and *Proactive Notification*. By default, each category is sorted by Priority 1 tickets. You can filter by region, tier, country, site location, product family, product type, priority, and time period.

*Figure 2-8: Global Scorecard Charts*
Performance

The Performance tab lists the services that missed the set SLA targets in: TTR Performance, MTTR Performance, or Network Availability for a given period.

Figure 2-9: Performance Tab
The Verizon Enterprise Center Invoices tool enables you to view invoices, generate reports, and submit inquiries. You can view current charges, previous charges and adjustments, providers, legacy invoices, a summary of charges by account, and other billing related information. Other features include:

- **Billing Inquiry** - Get the status on open tickets for billing discrepancies, questions, and concerns. You can open billing inquiry tickets from the Send a Bill Inquiry link.

- **Notifications** - Access Verizon Enterprise Center Notification Rules. This tool allow you to control whether or not to receive an e-mail and/or pager notification from eligible billing systems when your online invoice is available.

- **View Historical Invoices** - From the drop-down men on the Invoices home page, you can view invoices from up to seven years ago depending on the billing system. You are provided with an online image of your historical invoice.

Refer to the [Invoices User Guide](#) for detailed information.

![Figure 3-1: Billing](image-url)
Invoices

Invoice List

The Invoices page lists all of your invoices. You can sort by recently viewed, search by account number, choose the columns you want displayed, and access additional actions.

Figure 3-2: Invoices
Current Invoice

You can download and view available invoices. The *Summary Bill* provides access to previous invoices, actions, and inquiries.

![Figure 3-3: Current Invoice](image-url)
Historical Invoice

You can view invoice images (image of your paper invoice) and detail files, as well as retrieve archived invoices.
Inquiries & Disputes

You can initiate a bill inquiry or dispute if you find a discrepancy on your bill or if you have a question about an invoice. You can then view those inquiries you submitted and track the progress.

Figure 3-4: Access Inquiries & Disputes
Repairs

The Repairs tool allows you to open, track, and update tickets for a broad range of products and services, retain visibility and control over the trouble ticketing process, and manage your trouble ticket process from your desktop or mobile device. Repair issues can be reported for many standard services including local access circuits, serial and TLS circuits, Long Distance Voice, Toll Free, Voice over IP, Private IP, Internet, and other data services.

The Repairs home page provides easy access to work with tickets and view reports for your repair issues.

Refer to the Repairs User Guide for detailed information.

Figure 4-1: Repairs
Create a Ticket

You can create tickets for worldwide voice, data, IP, local access services, or CPE services. You can enter a Service ID or search for it.

The *Service and Access Information* section helps Verizon know where the service is located and when it can be accessed.

*Figure 4-2: Enter Ticket Details*
View Tickets

You can search for tickets, as well as download, filter, sort, or customize the ticket list. Access ticket details from the main Repairs page to view the status of your ticket, as well as an overview of the details. You can also update the ticket or add an attachment.

Figure 4-3: Ticket Details
Repairs

Reports

You can view standard graph reports of open tickets by status, priority, and top five issues. You can also customize reports to display only the criteria you specify. You can keep up to 10 custom reports and view them any time.

Figure 4-4: Standard Reports
The *Product Tools* screen provides tools that enable you to provision, configure, monitor, and report on your voice, data, and IP networks and products. It is broken down into two categories: Network Management and Network Reporting. The tools you see on this page depend on your entitlements.

This section provides an overview of the *Network Management* tools. Refer to Section 8 for an overview of the *Network Reporting* tools.

Select **Manage Account | Product Tools** at the top of the screen. The *Product Tools* screen appears.

![Figure 5-1: Product Tools](image-url)
Inbound Network Manager

Network Manager provides near real-time traffic management for both basic and advanced toll-free, international, and VoIP Local Origination (VILO) services. This is accomplished by providing definition and control of origination, routing, and termination features.

- Dynamically manage and configure inbound network resources.
- Provides a hierarchical view of network and routing options.
- Offers geographical routing, scheduled routing, load balancing, contingency planning, and call blocking.
- Construct, edit, and delete plans for greater routing flexibility.
- Implement alternate routing plans in response to changing requirements.
- Modify percent allocation and terminations within minutes.
- Track your order changes.

Refer to the Network Manager Nodes 1, Nodes 2, and Nodes 3 User Guides for detailed information. You can access other user guides related to Network Manager for Classic Routing, ICT, NCR, and NM Lite here.

Follow the instructions in the NM Deployment Guide to configure your PC to access Network Manager.
Nodes-Based Routing

Nodes-based routing provides flexibility when routing your numbers, requires no predetermined hierarchy, and utilizes reusable models, labels, and single-use value nodes. You can terminate the traffic to switched, dedicated, and EVS terminations or treatments, such as geographic and pay phone blocking.

You can make major routing changes to any of your nodes-based plans. You can insert, replace, and delete nodes. You can also change the termination description, make multiple edits to a plan, and submit it in one order. You cannot edit global models in a plan, however, you can edit single-use value-based nodes.

Figure 5-2: Nodes-Based Plan
Nodes Quick Change

You can adjust percent allocations in real-time through the Quick function. You can also replace, add, and delete terminations and treatments in your routing plan. Quicks are available in all routing plans. Quicks are available on any number level plan, super routing plan, or structure and changes your routing immediately.

Figure 5-3: Quick Change
Manage Voice over IP

Integrated Administrative Console

The Integrated Administrative Console bridges your computer and telephone networks into a single IP network that is manageable, scalable, and resilient. Administrators can manage telephone features and privileges across the entire enterprise down to individual subscribers. Some features of the Administrative Console include:

- Consolidates local and long distance services over existing Verizon data networks
- Provides web-based subscriber administration and feature control via Verizon Enterprise Center
- Maximizes the efficiency of your data network
- Enables users to be reached at a variety of locations and devices

Refer to the Integrated Administrative Console User Guide for detailed information.
Integrated Communications Package

The Integrated Communications Package is the subscriber tool. Initiate conference calls, access your voice mail, and manage how you want to handle your incoming and outgoing calls. You can also synchronize your contacts and calendars. This enables you to collaborate and maintain presence as long as you have Internet access – whether you are in the office, mobile, traveling, or remote. You can manage your call control features easily from the Web. Some of those features are:

- Customize your Home page so you can place all your options where you want them
- Place calls from the Web
- Configure how you want to receive incoming calls
- Manage your contact lists, call forward destination lists, and your calendar
- Access and use your ICP services while working remotely
- Access voice mail over the phone or via the Web

Refer to the Integrated Communications Package User Guide for detailed information.

![Image of Integrated Communications Package Home](image-url)

*Figure 5-5: Integrated Communications Package Home*
Private IP Dynamic Network Manager

Private IP Dynamic Network Manager enables you to make changes to both your Private IP Ports, Committed Access Rates (CARs), and customer egress profiles. It also allows you to view your network configurations and allow for three layer 3 functions to be modified without being charged through the Private IP Looking Glass option.

CAR-PORT is a feature of Private IP (PIP) Service. PIP enables network-based Virtual Private Networks (VPNs) to communicate. Private IP Dynamic Network Manager enables you to dynamically change the Committed Access Rate (CAR) values and the port speed on your Private IP sites.

Components

Dynamic Network Manager consists of three components:

- Looking Glass
- Dynamic Port
- Dynamic Committed Access Rate (CAR) including QOS egress profiles

Features & Benefits

- Schedule a Port or CAR change order up to one year in advance. Once scheduled, the system automatically creates the change order and processes it on the requested date; or you can process it immediately in real-time.
- Make bandwidth changes in minutes through the Verizon Enterprise Center.
- Subscribe to electronically delivered activity reports.
- Download a site detail report in Excel.
- Link to the WAN Analysis Reporting tool.
- Access a Customer Edge sample configuration.
- Issue a specific set of Ping and Show commands on the PE Router.
Dashboard

The main screen (Dashboard) allows you to search by circuit ID, service ID, VPN, or address. You can also access Private IP and Secure Cloud Interconnect from the menu.

Figure 5-6: Dashboard
PIP Sites for VPN

The *PIP Sites for VPN* tab provides the address, description, circuit ID, PVC ID, and if Dynamic Bandwidth is enabled with either one or both PORT or CAR features.

*Figure 5-7: PIP Sites for VPN*
Network Management

VPN Site List

The **VPN Site List** enables you to view and sort a list of your CAR/PORT eligible VPN sites. You can change the Committed Access Rate (CAR) values and Port speeds (PORT). You can also view your VPNs sites on a map.

Select a site on the menu on the left. The **VPN Site List** screen appears.

![Figure 5-8: VPN Site List](image-url)
Port Availability

Available Private IP ports are displayed on a map, with a list at the bottom of the screen.

Figure 5-9: Port Availability
Modify Port Speed/Class of Service

You can remove a Gold CAR (EF Real Time) with a change in the class of service and back from the following classes:

- **Standard (STD)** - Standard does not have EF Real Time (Gold) CAR. Moving from ETM to Standard may affect voice traffic present on this link.
- **Enhanced Traffic Management (ETM)** - You can increase port speed EF Real Time (Gold) CAR up to 90% of the port speed. Moving from Standard to ETM allows you to change the Gold CAR rate.

![Modify Circuit Settings](image-url)
The *Product Tools* screen provides tools that enable you to provision, configure, monitor, and report on your voice, data, and IP networks and products. It is broken down into two categories: Network Management and Network Reporting. The tools you see on this page depend on your entitlements.

This section provides an overview of the *Network Reporting* tools. Refer to Section 7 for an overview of the *Network Management* tools.

Select **Manage Account | Product Tools** at the top of the screen.
Call Detail and Summary Reports (Traffic Reporting)

Traffic Reporting provides visibility into the overall health of your voice network. You can report on every call attempt (including incomplete and blocked calls) to identify end-to-end call completion and blockage rates. With Traffic Reporting, you can:

- Determine peak calling periods to tailor agent staffing levels
- Optimize circuit capacity planning
- Isolate key market demographics

Refer to the Traffic Reporting User Guide for detailed information.

Figure 6-2: Traffic Reporting Home
Create Profile

Before you can view an Inbound report, you must first create an Inbound report profile. The profile includes the format, frequency, delivery method, and other report information needed to generate the Inbound report. You can create four types of Inbound report profiles:

- **Recurring** reports are scheduled to run repeatedly at a specific date and time.
- **One Time** reports are scheduled to run only once, at a specific date and time.
- **Recurring Shift Definitions** allow you to define a period of time (shift) based on days of the week and times of the day, to be used for generating reports. Recurring shift reports are scheduled to run repeatedly at a specific date and time.
- **One Time Shift Definitions** allow you to define a period of time (shift) based on days of the week and times of the day, to be used for generating reports. One time shift reports are scheduled to run only once, at a specific date and time.

![Create Inbound Reports](image)

*Figure 6-3: Create Inbound Reports*
Network Reporting

View Reports

The Report Inbox lists all of your reports based on the profiles you created. You can filter the report list by Report Type, Profile Type, or Profile Name. The selections in the Profile Type drop-down list vary depending on the type of report you choose.

Figure 6-4: Report Inbox
Data & Voice Reports (Reporting Center)

The Reporting Center is a repository for different types of reports. You can view reports for both voice and data circuits to help you identify circuit capacity restraints, monitor the utilization of your trunks, and identify over or under utilized circuits.

You will see tabs on the View Reports screen according to your entitlements. Reports are available in graph, text, and downloadable formats.

Refer to the applicable Reporting Center Reports Guide for detailed information.

Figure 6-5: Reporting Center
Private IP WAN Analysis

The Private IP WAN Analysis tool is facilitated by CA reporting. It provides an interface, called the Customer Reporting Management Center. This interface enables you to automate reporting, Response Path configuration, global community strings changes, and more. The Customer Reporting Center component uses data collected from your network to analyze trends, calculate averages, and evaluate the health of your network.

- See normal or abnormal performance and performance trends that may signal potential trouble
- Understand your network utilization and plan for the future
- Reports are delivered in easy-to-read HTML graphs and charts
- View reports on the web using any standard browser
- Access new health reports every week

Refer to the online help within the Private IP WAN Analysis tool for detailed information.

Reporting Management Center

Figure 6-6: Reporting Management Center
Netflow Reporting Dashboard

![Netflow Reporting Dashboard](image)

*Figure 6-7: Netflow Reporting Dashboard*
Near Real-Time Traffic (Traffic Monitor)

Traffic Monitor is designed to provide you insight into your calling patterns and traffic volumes. Traffic Monitor provides near real-time access into toll-free calls. You can use it to view statistics on your toll-free numbers just minutes after calls are terminated. Traffic Monitor also enables you to create profiles to assign one or more toll-free numbers and define polling intervals for those numbers. Intervals range from 1 1/2 - 180 minutes and determine how frequently data is updated to your workstation.

- Access near real-time toll-free call information
- Recognize calling patterns and traffic volumes
- Poll traffic statistics
- View call disposition details

Refer to the Traffic Monitor User Guide for detailed information.

Create Profile

Create a profile to begin monitoring your numbers.

![Figure 6-8: Add Profile](image-url)
Active Polling

The Activated Profile provides call information about all calls made to the inbound numbers you selected for the profile. It contains three tabs: Attempts, Incomplete, and Blocked. Each displays summary information about all calls to your toll-free numbers. The statistical data listed for each toll-free number is updated based on the start time and polling interval selected.

![Figure 6-9: Activated Profile](image-url)
Access from the Verizon Enterprise Center

You can access training and documentation from the Verizon Enterprise Center.

1. Click on your name in the top right corner of the screen.
2. Click Support Overview.
3. Click Training/Documentation.

**Note:** You can access the Customer Training and Documentation site directly at: https://customertraining.verizon.com.
Create a Training Account

1. Click **Login | I need to create an account**. The *Create New User Account* screen opens in another window.

2. Enter your details to set up a training account.

**Note:** You only need an account to sign up for instructor led training. You do not need an account to access tutorials and user guides.
Enroll in Training

1. Select **Login | I have an account**. The customer training portal opens in another browser window.
2. Enter your user ID and password.
3. Click **Log In**.

*Figure A-3: Enroll*
Access Tutorials and User Guides

Bookmark https://customertraining.verizon.com to easily access tutorials and user guides.

![Customer Training and Documentation](image-url)

*Figure A-4: Customer Training and Documentation*
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