Verizon Enterprise Center
Repairs User Guide

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# Table of Contents

## Getting Started
- Sign In .......................................................... 4
- Verizon Enterprise Center Home .................. 6
- Access Repairs ........................................... 7

## Quick Tasks
- Create a Quick Ticket .................................. 8
- Product Availability ....................................... 8
- Quick Status .................................................. 15
- Activity Log .................................................. 17
- Milestones ..................................................... 18

## Submit a Trouble Ticket
................................................................. 19

## View/Update Tickets
- Filter .............................................................. 26
- Search ............................................................ 27
- Sort ................................................................. 28
- Customize ...................................................... 29
- Columns ......................................................... 30
- Ticket Details ................................................ 32
- Activity Log .................................................. 33
- Milestones ..................................................... 34
- Contacts ......................................................... 34
- Site Information ............................................ 35
- Attachments .................................................. 35
- Service History ............................................. 36

## Tests
................................................................. 37
- Initiate Test ................................................... 38
- Health Snapshot .......................................... 39
- Extended Ping ............................................. 40
- Monitor ......................................................... 41
- Quick ............................................................ 42
- Test Confirmation ......................................... 43
- Test Results .................................................. 43
Verizon Enterprise Center
Repairs User Guide

View Tests ................................................................................................................................................................................................. 44

Reports ............................................................................................................................................................................................... 45
  Standard Reports ............................................................................................................................................................................. 46
  Custom Reports ................................................................................................................................................................................. 48
    Create a Custom Report .................................................................................................................................................................. 48
    View Custom Reports ....................................................................................................................................................................... 50
    Edit/Delete Custom Reports .......................................................................................................................................................... 51

Glossary ............................................................................................................................................................................................. 52
  Status/State Descriptions .................................................................................................................................................................. 52
  Activity Log Abbreviation Translations ......................................................................................................................................... 53

Customer Support & Training ............................................................................................................................................................. 58
  Customer Support ............................................................................................................................................................................... 58
  Training ......................................................................................................................................................................................... 58
Getting Started

Sign In


![Sign In Screen](image)

**Figure 1 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 3  Verizon Enterprise Center Home
Access 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, request a test, and view reports for your repair issues.

1. Click **Manage Account** at the top of the screen. A drop-down menu appears displaying the tools to which you are entitled.

2. Click **Repairs & Troubleshooting** to go to the Repairs home page.
   - **OR**
     - Click **Create Ticket** to submit a trouble ticket.
   - **OR**
     - Click **View Ticket** to check the status of a trouble ticket.

**Note:** Refer to the Manage Notifications User Guide for instructions on creating notification rules for tickets.
Quick Tasks

Create a Quick Ticket

You can create a trouble ticket and view ticket status, including milestones and activity log, from the sign in page without logging in.

## Product Availability

<table>
<thead>
<tr>
<th>Service or Product Type</th>
<th>Service ID to Report</th>
<th>Verification Info Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private IP</td>
<td>Circuit ID</td>
<td>Service address</td>
</tr>
<tr>
<td>Frame Relay</td>
<td>Circuit ID</td>
<td>Service address</td>
</tr>
<tr>
<td>Private Line</td>
<td>Circuit ID</td>
<td>Service address</td>
</tr>
<tr>
<td>Metro Private Line</td>
<td>Circuit ID</td>
<td>Service address</td>
</tr>
<tr>
<td>Dedicated Voice Circuit</td>
<td>Circuit ID</td>
<td>Service address</td>
</tr>
<tr>
<td>PRI Circuit</td>
<td>Circuit ID</td>
<td>Service address</td>
</tr>
<tr>
<td>Internet Dedicated</td>
<td>Site ID</td>
<td>Service address</td>
</tr>
<tr>
<td>Internet Dial</td>
<td>Site ID</td>
<td>Service address</td>
</tr>
<tr>
<td>Managed Services</td>
<td>DNS Entity Name</td>
<td>Service address</td>
</tr>
<tr>
<td>Switched Voice (in U.S.)</td>
<td>10-digit phone number</td>
<td>Account # or previous ticket #</td>
</tr>
<tr>
<td>Toll Free</td>
<td>Toll free phone number</td>
<td>Account # (Corp ID) or previous ticket #</td>
</tr>
<tr>
<td>Switched voice (rest of world (CLI))</td>
<td>Country code + city code + phone number</td>
<td>Account # or previous ticket #</td>
</tr>
<tr>
<td>Voice over IP (VOIP)</td>
<td>Country code (US=1) + city code + phone number</td>
<td>Account # or previous ticket #</td>
</tr>
<tr>
<td>Other Services</td>
<td>Varied identifier provided by service rep</td>
<td>Account # or previous ticket # or address</td>
</tr>
<tr>
<td>Local Access Circuits</td>
<td>Circuit ID with slashes</td>
<td>Account #, service address, or previous ticket #</td>
</tr>
<tr>
<td>Local Access Dial</td>
<td>10-digit phone number</td>
<td>Account #, service address, or previous ticket #</td>
</tr>
</tbody>
</table>

2. Click Create a repair ticket under Quick tasks. The Quick Ticket pop-up appears.

3. If you do not know the Service ID, select I'd like help finding the service identifier for examples of service identifiers.

4. Click Next and select a category to view examples to help you locate and identify your service. **Note:** Click View Examples & Hints for Data, IP, Voice, Maintenance, Managed, or Other service identifier examples for help locating your service identifier.

   -OR-

   Select I know the service identifier and enter it in the Service Identifier field.

5. Click Next. The Verify Service screen appears.
6. Enter the **Company Name**.

7. Select a **Service Location**.

8. Enter the **Street Address**, **City**, **State**, and **Postal Code**.

9. Click **Continue** to enter the ticket information.
10. Enter all required and relevant contact information.
11. Indicate if you are the primary contact for the ticket.
12. Scroll to enter site information.
13. Enter the contact information for Location A.

14. Enter the contact information for Location Z.

15. Specify the days/times that Verizon can access the equipment. The form defaults to 24 hours a day, 7 days a week.

16. Specify any *Special Access Details* in the fields provided.

17. Scroll to the *Enter Ticket Details* section.
18. Enter your Customer Ticket Number, if applicable. This field can be used to tie an internal ticket number (or other reference number) to the ticket. It is not a required field but can be helpful if you need to find a ticket in the Ticket Summary table.

19. Provide a brief description of the issue (maximum of 80 characters) in the Issue Description field.

20. Select an issue type from the drop-down list. If you select **Down Hard**, the ticket automatically becomes a Priority 1 ticket, and the Intrusive Testing option is automatically changed to **Yes, as soon as possible**. If you do not want to (or cannot) release your circuit for immediate testing, you must select a different issue type.

21. Select an equipment option from the drop-down list:
   - **Yes, verified on site**
   - **Yes, verified remotely**
   - **No, not verified**
   - **Not applicable**

22. Select a testing option from the drop-down list:
   - **Select Yes, as soon as possible** if the service can be interrupted at any time for intrusive testing.
• Select **Yes, starting at this time** and enter the date and time in which service can be interrupted for intrusive testing.

• Select **No, do not test**.

23. Enter any other relevant details.

24. Enter the *Date*, *Time*, and *Time Zone* when you noticed the issue started.

25. Verify whether you approve a dispatch.

26. Select the *Time Zone*.

27. Click **Browse Files** to attach any applicable information you want to include with the ticket.

28. Click **Submit** to submit your ticket. The information you entered is verified and a ticket number is generated. The Primary Contact receives an email notification of the submitted ticket.

   Record the ticket number for future reference. Use the PIN with the full ticket number to track your ticket in Quick Status. The PIN is the first three characters of your first name.
Quick Status

You can view the status of a ticket from the sign in page without logging in.

2. Click Check ticket status. The Check Status of a Repair Ticket pop-up appears.

![Figure 11 Quick Status]

3. Enter the Ticket Number.
4. Enter the PIN. Your PIN is the first three characters of the first name of the primary contact on the ticket.
5. Click Go. The ticket details appear.

**Note:** Refer to View/Update Tickets for information on updating tickets.
6. Click **Update** to update the ticket, if applicable:
   - **Add Comment**
   - **Add Customer Ticket Number**
   - **Confirm Repair or Request Close**
   - **Provide Test Release**
   - **Request Escalation**
   - **Update Site Access Information**
   - **Update Site Access and Verify Power**
   - **Verify Power and Equipment**

7. Click **Add Attachment** to add any relevant information to the ticket, if applicable.

8. Click **Manage E-Mail Notifications** to specify who should receive an email notification on this ticket.

9. Scroll to view the **ACTIVITY LOG** and **MILESTONES**.
Activity Log

1. Click Filter to filter the types of activity you want to view.
2. Select the activity types.
3. Click Apply.

Figure 13 Quick Status - Activity Log
Milestones

You can monitor the progress of your ticket toward resolution. The current milestone is highlighted in yellow, however, when a ticket requires customer intervention, the milestone is shown in red.

Click the **MILESTONES** tab.

![Figure 14 Quick Status – Milestones](image-url)
Submit a Trouble Ticket

You can create tickets for worldwide voice, data, IP, local access services, or CPE services.

**Figure 15 Tickets**

1. Click **Manage Account | Create Ticket**.
   -OR-
   
   Click **Create Ticket** on the **Tickets** screen. The **Create Ticket** screen appears.
2. If you do not know the service ID, select I want to search for my Service ID and click Next. The system walks you through options to help you identify the service ID for which you want to create a ticket.

-OR-

Select I know my Service ID and enter it in the Service ID field.
Select the state, if applicable. This is only required for Verizon Access Circuits.
Click Next. If there are any existing tickets open for the service ID they are displayed in a table.
You may see a list of tickets that are already open for the service you selected, or if no ticket is open for the Service ID, the system presents the form you need to create a new ticket.

Figure 17  Tickets Found

3. If a ticket already exists for the issue with the service ID, click on the Ticket Number to view an existing ticket.

-OR-

Click Continue Creating New Ticket. A screen appears where you can enter contact information, site information, and ticket details.
4. Enter all required and relevant contact information. By default, the contact information associated with your profile is automatically entered. You can change this contact information on this ticket.

5. Select your email notification preferences.

6. Click **Notification Settings** to select specific status changes for which you want to receive an email notification.

7. Scroll to the **Enter Site Information** section.
The *Enter Site Information* section helps Verizon know where the service is located and when it can be accessed.

![Figure 19 Enter Site Information](image)

8. Enter the *Location A Access Information*.
9. Enter the *Location Z Access Information*.

-OR-

Check *Same access information as Location A*.

10. Select the country where the problem exists from the *Country* drop-down list.
11. Specify when the equipment can be accessed: **24 hours a day, 7 days a week, Business Hours**, or **Specific Hours** from the *When can we access the equipment?* drop-down list.
12. Enter the schedule for *Business Hours* or *Specific Hours*, if applicable.
13. Enter remarks regarding site access in the *Special Access Details* section, if applicable.
14. Click *Add alternate contact* to add another contact name and number, if applicable.
15. Scroll to *Enter Ticket Details*. 
16. Enter a **Customer Ticket Number**, if applicable. This field can be used to tie an internal ticket number (or other reference number) to the ticket. It is not a required field but can be helpful if you need to find a ticket in the ticket list.

17. Enter an **Issue Description**.

18. Select the type of issue you are experiencing from the **What type of issue are you experiencing?** drop-down list. **Note:** If you select **Down Hard** as the **Issue Type**, the ticket automatically becomes a Priority 1 ticket and the **Intrusive Testing** selection is automatically changed to **Yes, as soon as possible**. If you do not want to (or cannot) release your circuit for immediate testing, you must select a different **Issue Type**.

19. Provide a brief description of the issue (maximum of 80 characters) in the **Provide the frequency and any other details** section.

20. Select **Yes, anytime**, **Yes, within business hours only**, or **No** in regards to authorizing a dispatch on this circuit if needed. Charges may be incurred if the trouble found is not on Verizon’s network.

21. Select **Yes, verified on site**, **Yes, verified remotely**, **No, not verified**, or **Not applicable** from the **Has the equipment been connected and powered on?** drop-down list.

22. Select an intrusive testing option:
   - **Yes, as soon as possible** if the service can be interrupted at any time for intrusive testing.
- Yes, starting at this time and enter the date and time in which service can be interrupted for intrusive testing.
- No, do not test if intrusive testing is not authorized.

23. Enter the Date, Time, and Time Zone when you noticed the issue started.

24. Click Browse Files to attach any applicable information you want to include with the ticket.

25. Click Submit to submit your ticket. A confirmation screen appears with a ticket number. You can create another ticket, view and update your ticket online, track your ticket using a mobile device, or return to the Repairs home page.
View/Update Tickets

You can search for tickets, as well as download, filter, sort, or customize the ticket list.

Filter

You can define specific criteria to limit the number and types of tickets that display in the ticket list.

1. Click **Filter**. A filter pop-up appears.

2. Select the criteria by which you want to filter tickets in the ticket list. For example, if you select Priority 1, only priority 1 tickets are displayed in the ticket list.

3. Click **Filter** again to close the filter pop-up.

![Filter Tickets](image-url)
Search

1. Start typing a search string in the search field. As you type, matching results are listed in the ticket list.
2. Delete the search string to view all tickets.

Figure 22 Search for Tickets
Sort

Sort the ticket list by clicking on any column.

Figure 23 Sort Tickets

1. Click on a column to sort that by that column in descending order.
2. Click on it again to sort in descending order.
## Customize

You can specify the columns you want to view in the ticket list (up to seven).

1. Click ☰. The *Customize Table Columns* pop-up appears.

2. Select a column from *Available* and drag it to *Included*.
   **-OR-**
   Select a column from *Included* and drag it to *Available*.
   You can also use the arrows to add/remove columns.

3. Click **Apply**.

![Figure 24 Customize](image-url)
## Columns

The following table describes the columns available in the ticket list:

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ticket Number</td>
<td>Verizon ticket number assigned to the issue. This field always appears in the ticket list.</td>
</tr>
<tr>
<td>Service Type</td>
<td>General category of service into which the Service ID falls.</td>
</tr>
<tr>
<td>Status</td>
<td>State and status of the Verizon trouble ticket.</td>
</tr>
<tr>
<td>Service ID</td>
<td>Identifier of the service that is experiencing the trouble. The Service ID can be a circuit ID, telephone number, toll-free number, or other identifier provided by Verizon for that specific service.</td>
</tr>
<tr>
<td>Issue Type</td>
<td>Brief description of the trouble being experienced on the service.</td>
</tr>
<tr>
<td>City</td>
<td>Location for the A end of the circuit.</td>
</tr>
<tr>
<td>Created</td>
<td>Date and time that the trouble ticket was initiated in the system.</td>
</tr>
<tr>
<td>Primary Contact</td>
<td>Primary contact name of the customer entered on the Verizon trouble ticket.</td>
</tr>
<tr>
<td>Country</td>
<td>Country assigned to the A end of the circuit.</td>
</tr>
<tr>
<td>Reported By</td>
<td>Shows which Verizon Enterprise Center user ID initiated the trouble ticket. This field will be blank if a ticket was phoned into a center or created in another manner.</td>
</tr>
<tr>
<td>Dispatch Required</td>
<td>Indicates if a dispatch was triggered on a trouble ticket.</td>
</tr>
<tr>
<td>Escalation Level</td>
<td>Indicates the priority of the ticket.</td>
</tr>
<tr>
<td>Milestone</td>
<td>Shows which category of the ticket lifecycle in which the ticket currently resides.</td>
</tr>
<tr>
<td>Milestone Summary</td>
<td>Summarizes which category of the ticket lifecycle in which the ticket currently resides.</td>
</tr>
<tr>
<td>Priority</td>
<td>Internally identified parameter based on the nature of the problem experienced. Each priority has a set time limit for resolution.</td>
</tr>
<tr>
<td>Severity</td>
<td>Indicates whether or not it is an outage.</td>
</tr>
<tr>
<td>State</td>
<td>State for the A end of the circuit and the state assigned to a local access circuit.</td>
</tr>
<tr>
<td><strong>Last Update</strong></td>
<td>Date and time of the last update on the ticket that generated a change in the ticket status.</td>
</tr>
<tr>
<td>-----------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Alternate Service ID</strong></td>
<td>Second identifier shown on some tickets, typically tickets for Managed Services. Some users find this identifier to be better known.</td>
</tr>
<tr>
<td><strong>Distant End State</strong></td>
<td>State for the Z end (distant end) of a private line service.</td>
</tr>
<tr>
<td><strong>Distant End City</strong></td>
<td>City for the Z end (distant end) of a private line service.</td>
</tr>
<tr>
<td><strong>Customer Ticket Number</strong></td>
<td>Reference description that a user can give the trouble ticket to view the ticket in their own company terms. This could be an associated internal ticket number, store number, department number, etc.</td>
</tr>
<tr>
<td><strong>Reported By</strong></td>
<td>Indicates who opened the ticket.</td>
</tr>
<tr>
<td><strong>Alternate Contact</strong></td>
<td>Alternate contact name of the customer entered on the Verizon trouble ticket in the event the primary contact cannot be reached.</td>
</tr>
<tr>
<td><strong>Status Description</strong></td>
<td>Brief description of the ticket status that is shown when the ticket status changes. For example, an open ticket that changes to <em>Deferred-Cust Time</em> may show a status of <em>Verify CPE</em>. This means Verizon placed the ticket in <em>Deferred</em> status until the customer verifies that CPE was checked for power and wiring.</td>
</tr>
</tbody>
</table>
Ticket Details

You can view the status of your ticket, as well as an overview of the details. You can also update the ticket, or add an attachment.

1. Click on a Ticket Number in the ticket list. The tickets details appear.

![Ticket Details](Figure 25 Ticket Details)

2. Click Update to update the ticket, if applicable. A drop-down list appears. The options available depend on the status of the ticket. Select one of the following options:

   - **Add Comment** - adding a comment to a ticket is a good way to leave messages about the ticket for your co-workers, inform Verizon about relevant information relating to the ticket, or to answer a question posed by a technician.
   - **Confirm Repair or Request Close** - you can confirm that the repair work is complete, or you can request to close the ticket.
   - **Provide Test Release** - you can release for intrusive testing as soon as possible or specify the date and time.
   - **Request Escalation** - you can request to escalate a ticket if the targeted repair time is not met or there is a critical need. Your escalation request is evaluated against various parameters; it is then approved or denied.
   - **Request Service Monitoring** - you can request that a particular service ID be monitored for up to 24 hours. You must provide a reason for the monitoring.
- **Update Site Access Information** - you can update the days and times the site can be accessed by a Verizon technician, as well as the site contact. You can also provide access instructions.

- **Update Site Access and Verify Power** - you can update the days and times the site can be accessed by a Verizon technician, as well as the site contact. You can also provide access instructions. Specify how power and equipment was verified.

- **Update Ticket Contact Information** - you can modify the contact information for a ticket. This is useful if you are away or if someone else takes responsibility for the ticket.

- **Verify Power and Equipment** - specify how power and equipment was verified.

3. Click **Add Attachment** to attach a file to a ticket to facilitate ticket resolution.

4. Scroll to see tabs that provide more detail on your ticket.

**Activity Log**

The *ACTIVITY LOG* tab shows the events and activities that occurred on your ticket, including any comments you added, comments added by the technician working your ticket, and test results.

![Activity Log](image)

**Figure 26 Ticket Details**
Milestones

The MILESTONES tab displays the progress of the ticket with the current milestone highlighted in yellow. When a customer action is needed to move the ticket along, the milestone is shown in red.

![Figure 27 Milestones](image)

Contacts

The CONTACTS tab displays the current contact and provides a link to change the ticket contact information.

![Figure 28 Contacts](image)
Site Information

The SITE INFORMATION tab displays the entries you made when you created the ticket to tell Verizon when we are able to enter the site and work your ticket.

Attachments

View any attachments that were added to the ticket.
Service History

View a list of tickets that were opened in the past for this service. Each ticket number is an active link. Click it to view the ticket details.

Figure 31 Service History
Tests

You can initiate your own circuit monitoring and testing. Issues are automatically referred to the appropriate maintenance team. Test and monitor results are accessible for six months.

Click **TESTS** at the top of the screen.

![Figure 32 Tests](image-url)
Initiate Test

1. Click **Initiate Test** on the Tests screen. The Tests screen appears.

![Figure 33 Identify Service](image)

2. Enter the **Service ID**.

3. Click **Next**. The Service Information/Test Information screen appears.

![Figure 34 Test Information](image)

4. Review the Service Information to ensure the right service ID is identified.

5. Select a Non-Intrusive Test: **Health Snapshot** or **Monitor**.

-OR-
Select an Intrusive test: **Quick**.

6. Complete the required information for type of test you selected:
   - Health Snapshot
   - Extended Ping
   - Monitor
   - Quick

**Health Snapshot**

A Health Snapshot is a snapshot of the Verizon network as it relates to the service identified. Information is gathered from switches that support the Service ID. It detects any service-impacting issues on your network. This includes network outages that impact the circuit ID, alarms, configuration or Frame errors, quick ping results, and tickets that may already be open on the circuit. This 1-3 minute check enables you to see any issues that impact your service and can help you decide if a ticket needs to be opened or if the problem resides in your network. No tracking ticket is generated.

![Test Information](image)

**Figure 35 Test Information**

1. Select **Send me an email when results are available**, if applicable.
2. Enter an **Email Address**.
3. Enter the **Name**, **Phone Number**, and **Extension** of the contact.
4. Click **Submit**. The **Test Confirmation** screen appears.
Extended Ping

The Extended Ping test is only available when a Private IP (Direct) service ID is submitted. It is a simple ping to your equipment to monitor Layer 3 performance on Private and Public IP services. This test generates a Priority 4 ticket. If it has a 0% ping result, the ticket is upgraded to a Priority 2 and routed to the applicable TMG for review. This is available for U.S. sites only.

![Figure 36 Test Information]

1. Select the **Patterns**: **All Ones, All Zeros, Auto, and/or Standard Data**.
2. Select the **Data Size**.
3. Enter the **Repeat Count**.
4. Enter the contact information.
5. Select **Send me an email when results are available**, if applicable.
6. Enter an **Email Address**.
7. Select the **Issue Type**: **Down Hard, Slow Response, or Bouncing**.
8. Enter a **Customer Ticket Number**, if applicable.
9. Click **Submit**. The **Test Confirmation** screen appears.
Monitor

The Monitor test monitors layer 1, 2, and 3 for a selected duration to check the circuit performance for dropped packets and short frames.

![Test Information](image)

**Figure 37 Test Information**

1. Select the **Monitor Type**:
   - **Access** - it looks at live data without bringing the circuit down. You can select 10, 20, 30, or 60 minutes for the test duration. A Priority 5 ticket is automatically opened at the start of this test. This ticket automatically closes unless a Verizon issue is detected, at which time it is upgraded to Priority 1.
   - **Port** - available for Private IP (Direct and Indirect) and enables you to run an Access test or a Port test for the duration of your choosing. The test results are delivered in a table, allowing you to analyze any errors found. A Port test generates a Priority 4 ticket that is upgraded to a Priority 1 ticket and routed to a TMG if LMI is detected as down.

2. Select the **Run Time**: Immediate or Scheduled.

3. For a scheduled test, enter the Date, Time, and Time Zone.

4. Select the **Duration**: 10 minutes, 20 minutes, 30 minutes, 60 minutes.

5. Enter the contact information.

6. Select **Send me an email when results are available**, if applicable.

7. Enter an Email Address.

8. Select the **Issue Type**: Down Hard, Slow Response, or Bouncing.

9. Enter a Customer Ticket Number, if applicable.

10. Click **Submit**. The Test Confirmation screen appears.
The Quick test is an intrusive test (circuit is taken out of service) that will loop the farthest device (Smart Jack, CSU/DSU) possible to determine distance of continuity. This test opens a Priority 5 tracking ticket. If the test runs clean, the ticket closes automatically. If the test shows a problem or an inconclusive result, the system upgrades the ticket to a Priority 1 and routes it to the proper maintenance center for further review. It may take up to 10 minutes to receive a result.

Figure 38 Test Information

1. Check I acknowledge that service will be rendered inoperable during this testing time frame.
2. Enter the contact information.
3. Select **Send me an email when results are available**, if applicable.
4. Enter an Email Address.
5. Select an Issue Type: **Down Hard**, **Slow Response**, or **Bouncing**.
6. Enter a Customer Ticket Number, if applicable.
7. Click **Submit**. The Test Confirmation screen appears.
Test Confirmation

Click **View your Test Details** to see the test results. The *Test Results* screen appears.

Test Results

Test results are sent to you from the supporting back-end system based on the circuit ID entered. The test results provide the circuit disposition and indicate if your circuit is up or down, or if the test was inconclusive.

If there are open tickets, click on a ticket number to view the ticket details.

In addition to the test results, we suggest you take the following steps:

- If your test is a snapshot, check your power and equipment again. If they are in working order, then create a ticket. For details of the errors, you can run a Quick Test or Monitor by initiating another test. You can also create a ticket to have a Verizon technician review the problem.

- If you requested a Quick test or asked us to monitor your circuit, Verizon upgrades the ticket to a higher priority. You should track this as a trouble ticket.

- If you asked us to monitor your circuit and the results were inconclusive, Verizon upgrades the ticket to a higher priority. You should track it as a trouble ticket.
View Tests

1. Click Tests at the top of the screen.

![Figure 41 Tests](image)

2. Click on a Test Number to view the Test Results.
3. Click Filter to specify the types of tests you want to view in the list.
4. Enter a test number or partial test number in the search field to locate a specific test.
Reports

Click **Reports** at the top of the screen.

Figure 42  Reports
Standard Reports

By default, the Standard reports page displays graphs of open tickets by status, priority, and top five issues.

![Standard Reports](image)

**Figure 43 Standard Reports**

1. Select the type of standard report you want to view from the Standard drop-down list:
   - **Closed Tickets** - displays closed trouble tickets within the selected date range.
   - **Open Tickets** - displays all currently open tickets.
   - **Outstanding Tickets** - displays open trouble tickets that were opened within the selected date range.
   - **Repeated Tickets** - displays trouble tickets whose Service IDs have more than one ticket with a closed date within the selected date range.
   - **Daily Summary of Closed Tickets** - displays the total number of trouble tickets with a closed date within the selected date range according to the adjusted duration of the elapsed repair time. The number of tickets shown daily by resolution description.
   - **Weekly Summary of Closed Tickets** - displays the total number of trouble tickets with a closed date within the selected date range according to the adjusted duration of the elapsed repair time. The number of tickets shown monthly by resolution description.

2. Click **View Full Report** to view a list of all open tickets under the graphs. You can click on a ticket number to drill down to view the ticket details.

3. Click **Change Parameters** to select a different account.

4. Click on a part of any graph to view tickets for that category (see Figure 44).
Figure 44 Reports

Click on the graph to view tickets for the selected category.
Custom Reports

You can customize reports to display only the criteria you specify. You can keep up to 10 reports and view them any time.

Create a Custom Report

1. Select Custom | Create a Custom Report at the top of the screen. The Create a Custom Report pop-up appears.
Figure 46 Create a Custom Report

2. Enter a unique name that identifies your report.
3. Select the columns you want included.
4. Enter a description of the report, if applicable.
5. Select the types of tickets you want included in your report:
   - **Priority** - 1, 2, 3, 4-9, No priority
   - **Status** - Open, Deferred, Resolved, Closed
   - **Service Type** - Designed (circuit-based product, Non-designed (Switched service such as a POTS line or ANI).
   - **Region** - Asia Pacific, Europe, Middle East an Africa, Latin America, North America
   - **Submission Method** - Ticket submitted online, Ticket submitted offline, Ticket generated proactively, Ticket initiated through online circuit testing.
6. Check **Run the report immediately after creating it**, if applicable.
7. Select an account.
8. Specify a date range. Reports are available for the most recent 13 months.
9. Click **Create**. Your report is created and displayed. It is available in the Custom drop-down list.
View Custom Reports

You can view any custom reports you created, as well as select a different account and date range for the parameters you already specified.

1. Click Custom and select the custom report you want to run. The report parameters open in a pop-up window.

   ![Figure 47 Run Custom Report](image)

   The parameters you previously selected are shown. Select the account and date range.

2. Select the account for which you want to run the report.
3. Select a date range.
Edit/Delete Custom Reports

1. Click **edit** to edit the report. The *Edit the Custom Report* pop-up appears. You can change any of the parameters.

   - **OR** -

   Click **x** to delete a custom report. A confirmation pop-up appears.

   Click **Delete**.
## Status/State Descriptions

When a ticket is created for many Verizon services, it is monitored for state and status. There is a status list to further describe the state of the ticket for each state (open, deferred, resolved, and closed). The following table provides a description of each state and status:

<table>
<thead>
<tr>
<th>State</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open</td>
<td>The ticket is in-work or waiting to be worked by Verizon. The clock is running. Status indicators include:</td>
</tr>
<tr>
<td></td>
<td><strong>Incomplete.</strong> The ticket has incomplete information.</td>
</tr>
<tr>
<td></td>
<td><strong>To Be Worked.</strong> The ticket is waiting for a Start Work. This is also the initial status for a successfully created ticket.</td>
</tr>
<tr>
<td></td>
<td><strong>Working.</strong> The ticket is currently being worked. It is initiated by Start Work.</td>
</tr>
<tr>
<td></td>
<td><strong>Maintenance Time, Customer Impacting.</strong> Awaiting a maintenance window from Verizon. The customer is affected by the delay.</td>
</tr>
<tr>
<td>Deferred</td>
<td>The ticket is on hold due to customer-oriented reasons. The clock is temporarily stopped. Status indicators include:</td>
</tr>
<tr>
<td></td>
<td><strong>Alternate Route.</strong> The circuit was rerouted to quickly restore the customer’s service.</td>
</tr>
<tr>
<td></td>
<td><strong>Customer Time.</strong> The problem is being worked on the customer side.</td>
</tr>
<tr>
<td></td>
<td><strong>Maintenance Time, Operations.</strong> Awaiting a maintenance window from Verizon. The customer is not affected by the delay.</td>
</tr>
<tr>
<td></td>
<td><strong>Monitor Service.</strong> Actively monitoring the ticket.</td>
</tr>
<tr>
<td>Resolved</td>
<td>The problem was found and fixed; awaiting verification. Status indicators include:</td>
</tr>
<tr>
<td></td>
<td><strong>Resolved.</strong> The problem was fixed.</td>
</tr>
<tr>
<td></td>
<td><strong>Awaiting Telco.</strong> The issue is resolved but cannot be closed until the Telco closes it.</td>
</tr>
<tr>
<td></td>
<td><strong>Auto-Close.</strong> The ticket is set to close at a future time, usually 24 hours.</td>
</tr>
<tr>
<td></td>
<td><strong>On Hold.</strong> Awaiting some period of time until the ticket is able to be closed.</td>
</tr>
<tr>
<td>Closed</td>
<td>The problem was fixed, verified, and the ticket is finished. No further ticket modifications are possible online. Status indicators include:</td>
</tr>
<tr>
<td></td>
<td><strong>Closed.</strong> The reported problem was fixed and verified by the customer.</td>
</tr>
<tr>
<td></td>
<td><strong>Void.</strong> The ticket was cancelled.</td>
</tr>
<tr>
<td></td>
<td><strong>Frozen.</strong> Key Performance Indicators (KPIs) were run; no further ticket modifications are possible.</td>
</tr>
</tbody>
</table>
Activity Log Abbreviation Translations

The following are translations of commonly used shorthand in ETMS ticket activity logs:

@TT - At this time
AFT - After hours test
AIS - Alarm Indications Signal
AMI - Alternate Mark Inversion (T-1 line coding setting)
ANI - Automatic Number Identification
A-Team - Account Team
ATT - At This Time
B8ZS - Bipolar with 8 Zero Substitution (T-1 line coding setting)
BER - Bit Error Rate
BLDG - Building
BRI - Basic Rate Interface
BTN - Billing telephone number
CCB - Customer call back
CCPT - Came Clear Prior To Testing
CCWT - Came Clear While Testing
CI - Called In
CKT - Circuit
CLID - Caller ID
CNAM - Calling party name
CO - Central Office
COB - Close of Business
CPE - Customer Premise Equipment
CSU - Channel Service Unit
CT - Customer Time
CUS - customer
CX - Customer
D/D - Down/Down
D/H - Down hard
DACS - Digital Access Cross Connect (LEC)
DCS - Digital cross connect system
DID - Direct inward dial
DNF - Do Not Filter List
DNIS - Dialed Number Identification Service
DSP - Dispatch
DSU - Digital Service Unit
DT - Dial Tone
DTC - Digital switch T-1 Card
DTCI - Digital Switch ISDN Card
DXC - Digital cross connect system
E/C - Echo Canceler (LD circuits only)
EB - Electronic Ticket Bonding
EOB - End of business
EOS - End of Shift
EQ - Equipment
ESF - Extended super frame
ETA - Estimated Time of Arrival
ETTR - Estimated Time To Repair
FB - Fast busy
FE - Field Engineer
FEBE - Far End Block Error
FSE - Field Service Engineer
GMT - Greenwich Mean Time
GW - Verizon Business’ Gateway router
HG - Hunt Group
HTUC - Card in the Central Office (LEC)
HTUR - Smart Jack Card
IB - Inbound
IC - Implementation Coordinator
IE - Implementation Engineer
ITS - Verizon's Internal Testing
LCON - Local Point of Contact at the Customer site
LD - Long Distance
LEC - Local Exchange Carrier
LEN - Line Equipment Number
LL - Local Loop
LMI - Link Management Interface
LNP - Local Number Portability
LO - Lock Out
LOF - Loss of Frame
LOS - Loss of Signal
LRN - Local Routing Number
LVM - Left Voice Message
M13 - 3/1 Multiplexer system
MT - Maintenance Time
N/B - Narrow Band DACS
NACR - Network Access Change Request
NDT - No dial tone
NFF - No fault found
NIU - Network Interface Unit (Smart Jack)
NPA - NXX Area Code and Exchange
NTF - No Trouble Found
OB - Outbound
OEM - Original Equipment Manufacturer
OOS - Out of Service
ORC - Operations Resource Center (Dispatchers)
OSC - Operations Service Center
P/C - Power cycle
P/E - Power & equipment
PCCB - Pending Customer Call Back
PL - Packet Loss
PM - Performance Monitors
PMONS - Performance Monitors
POC - Point Of Contact
POP - Point of Presence
POTS - Plain Old Telephone Service
PRI - Primary rate interface/ISDN T-1
PROV - Provisioning
PTT - Public Telephone and Telegraph (Overseas local telco)
RCF - Remote Call Forward
RFO - Reason For Outage
RI - Referred In
RL - Remote Loop
RMB - Remote Made Busy
RNA - Ring No Answer
RO - Referred Out
ROG - Referred Out Group
RPT - Report
RTR - Router
RVA - Recorded voice announcement
RX - Receive
SA - Service Affecting
SCC - Switch Control Center
SD - Service Delivery (Provisioning)
SF - Super frame
SJ - Smart Jack
SLA - Service Level Agreement
SMJK - Smart Jack
SPID - Service Provider Identification
SS7 - Signaling System #7
STD - Standard
SW or S/W - Spoke With
TC - Technical Consultant
TCMC - Tulsa Customer Maintenance Center
TFN - Toll-free number
TKG - Trunk Group
TKT - Ticket
TMG - Ticket Management Group
TOG - Ticket Operations Group
TOK - Test OK
TPC - Technical Point of Contact / Technical Performance Consultant
TR - Trace route
TT - Trouble Ticket
TX - Transmit
U/U - Up/Up
Util - Utilization
VM - Voice Mail
VZ - Verizon
VZB - Verizon Business
VZT - Verizon Domestic Telecom
WB - Wide Band DACS
WIC - WAN interface Card
Xcon - Cross Connects
YCCBCAD - Your call cannot be completed as dialed
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.
Create a training account or use an existing account.