Verizon Enterprise Center Repairs User Guide
Version: 2.15
Last Updated: November 2015
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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, 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
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 page.
2. Click **Repairs & Troubleshooting**. The Repairs ticket list appears.
Customer Support & Training

Customer Support

Contact customer support for any Verizon Enterprise Center issues. They can assist you with product and general platform questions, errors, and password resets.

Contact your account team with any account specific questions on equipment or service, pricing information, or adding additional users to 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 for questions or issues
• Live chat or e-mail vec_support@verizon.com

Training

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


   ![Business Sign In](image)

   *Figure 2-1: Business Sign In*

2. Click Create a Repair Ticket in the Quick Tasks section. The Quick Ticket - Identify Service 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 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.

Click Next. The Verify Service screen appears.
5. Enter the *Company Name*.
6. Select a *Service Location*.
7. Enter the *Street Address, City, State, and Postal Code*.
8. Enter a *Previous Ticket Number*, if applicable. A Verizon ticket number in the format YYYYMMDDxxxxx. For example, 2015081200345.
9. Click **Next** to enter the ticket information.
10. 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.

11. Complete the Service and Access Information section: enter site contacts and access details.

12. Scroll to the Issue Details section.
13. 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.

14. Select an Issue Type from the drop-down list. 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.

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

16. Select an Intrusive 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.
Quick Tasks

17. Select a *Power & Equipment* option from the *Power & Equipment* drop-down list:
   - Yes, verified on site
   - Yes, verified remotely
   - No, not verified
   - Not applicable

18. Scroll to the *Questions* section.

![Figure 2-6: Quick Ticket - Ticket Information](image)

19. Enter the frequency and any other relevant details.

20. Verify whether you approve a dispatch.

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

22. Select the *Time Zone*.

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

24. Click *Submit* to submit your ticket. The information you entered is verified and a ticket number is generated.
View Ticket Status

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

1. Click **Check Status of a Ticket**. The *Quick Tasks* pop-up appears.

![Figure 2-7: Quick Tasks](https://example.com/figure2-7.png)

2. Enter the **Ticket Number**.

3. Enter the **PIN**. Your PIN is the first three characters of the first name of the primary contact on the ticket.

4. Click **Next**. The ticket details appear.

**Note:** Refer to **Section 4 View and Update Tickets** for information on updating tickets. Refer to **Appendix A Manage Notifications** for information on creating notification rules.
Quick Tasks

5. 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**

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

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

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

You can view and filter the activities for your ticket. View activity details, such as the date and time of the activity, the task performed, and comments about the task.

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

![Activity Log](image-url)
Quick Tasks

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.

1. Click the **MILESTONES** tab.

![Milestone Tab](image)

*Figure 2-10: Milestones*
Create a Ticket

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

1. Click Manage Account | Create Ticket.
   -OR-
   Click Create Ticket on the TICKETS screen. The Create Ticket screen appears.

Figure 3-1: Tickets
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.

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.

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.
Create a Ticket

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*.

![Figure 3-6: Create Ticket - Enter Ticket Details](image)

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.
Create a Ticket
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.
Search

4. Start typing a search string in the search field. As you type, matching results are listed in the ticket list.

5. Delete the search string to view all tickets.

Sort

Sort the ticket list by clicking on any column.
1. Click on a column to sort that by that column in descending order.
2. Click on it again to sort in descending order.
View/Update Tickets

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.

![Figure 4-4: Tickets - Customize](image)

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.
## 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 some other identifier that was 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.-binary</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>Last Update</td>
<td>Date and time of the last update on the ticket that generated a change in the ticket status.</td>
</tr>
<tr>
<td>Alternate Service ID</td>
<td>Second identifier shown on some tickets, typically tickets for Managed Services. Some users find this identifier to be better known.</td>
</tr>
</tbody>
</table>
### View/Update Tickets

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Distant End State</td>
<td>State for the Z end (distant end) of a private line service.</td>
</tr>
<tr>
<td>Distant End City</td>
<td>City for the Z end (distant end) of a private line service.</td>
</tr>
<tr>
<td>Customer Ticket Number</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>Reported By</td>
<td>Indicates who opened the ticket.</td>
</tr>
<tr>
<td>Alternate Contact</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>Status Description</td>
<td>Brief description of the ticket status that is shown when the ticket status changes. For example, an open ticket that changes to Deferred-Cust Time may show a status of Verify CPE. This means Verizon placed the ticket in Deferred 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.

![Figure 4-5: Ticket Details](image)

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.
**View/Update Tickets**

- **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.

![Figure 4-6: Ticket Details](image)

**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.
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 4-7: Milestones](image)

Contacts

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

![Figure 4-8: 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.

![Figure 4-9: Site Information](image)

Attachments

View any attachments that were added to the ticket.

![Figure 4-10: Attachments](image)
## 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.

![Service History](image)

*Figure 4-11: Service History*
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 5-1: Tests*
Initiate Test

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

![Figure 5-2: Tests](image1)

2. Enter the Service ID.

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

![Figure 5-3: Service Information/Test Information](image2)

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

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

6. Complete the required information for type of test you selected:

- **Health Snapshot** - see page 5-3
- **Extended Ping** - see page 5-4
- **Monitor** - see page 5-5
- **Quick** - see page 5-6

### 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.

![Figure 5-4: Service Information/Test Information](image)

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 (see page 5-7).
Tests

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.

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 (page 5-7).
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.

![Figure 5-6: Service Information/Test Information](image)

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 (page 5-7).
Tests

Quick

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 5-7: Service Information/Test Information](image)

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 (page 5-7).
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.

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.

![Figure 5-9: Test Results](image)

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

Tests are listed on the Tests screen.

1. Click on a Test Number to view the Test Results.
2. Click Filter specify the types of tests you want to view in the list.
3. 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 6-1: Reports
Standard Reports

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

![Figure 6-2: Standard Reports](image)

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 7-3).
### Figure 6-3: Reports

![Open Tickets](image_url)

**By Status**
- 107 OPEN
- 0 RESOLVED
- 1 DEFERRED

**By Priority**
- Priority 1: 28
- Priority 2: 11
- Priority 3: 1
- None: 5

**By Top 5 Issue Types**
- REQUEST FOR INFORMATION: 31
- LATENCY: 12
- BOUNCING: 9
- INFORMATIONAL TICKET: 8
- SCHEDULED MAINTENANCE NOTICES: 6
- ALL OTHER TYPES: 42

**Table: Open Tickets**

<table>
<thead>
<tr>
<th>Ticket Number</th>
<th>Service ID</th>
<th>Created</th>
<th>Status</th>
<th>Primary Contact</th>
<th>Priority</th>
<th>Issue Type</th>
<th>Service Type</th>
<th>City</th>
<th>State</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011012406190</td>
<td>SUT96110042</td>
<td>24-01-2011 09:36 AM MST</td>
<td>Open - To be Worked</td>
<td>Carol Lines</td>
<td>1</td>
<td>No Response From Op</td>
<td>CIRCUIT</td>
<td>HOUSTON</td>
<td>USA</td>
<td>USA</td>
</tr>
<tr>
<td>2014081210055</td>
<td>WBT76199</td>
<td>12-08-2014 09:45 AM MDT</td>
<td>Open - To be Worked</td>
<td>Carol Customer</td>
<td>1</td>
<td>Unsuitable</td>
<td>CIRCUIT</td>
<td>ZURICH</td>
<td>USA</td>
<td>USA</td>
</tr>
</tbody>
</table>
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 page. The Create a Custom Report pop-up appears.
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.

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

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

   -OR-

   Click to delete a custom report. A confirmation pop-up appears. Click **Delete**.
The mobile version of Verizon Enterprise Center lets you connect from your tablet or smart phone. Download the application to your device as an icon for easy launching without a browser, making it easy to manage your account from just about anywhere, at any time.

**Note:** You can return to the desktop version at any time by selecting **Full Site** from the mobile version.

1. Go to `mobilevec.verizonwireless.com` on your mobile device. The sign in page appears.

   ![Figure 7-1: Verizon Enterprise Center Mobile Sign In](image)

2. Enter your Verizon Enterprise Center user name.
3. Check **Remember Me**, if applicable.
4. Tap `>` . The password screen appears.
5. Enter your *Password*.
6. Tap *Continue*.
7. Click *Sign In*. The home page appears.
8. Expand the Repairs tool to View Tickets, Find Tickets, Create Tickets, and set Preferences.

Note: Refer to the Repairs Mobile User Guide for more information.
Appendix A - Manage Notifications

You can define repair rules against trouble ticket data. These rules can be used to request an email, desktop alert, text page, or automated voice call (limited availability) when specific events occur on your trouble tickets. You can use a repair rule template that has preselected parameters, or create a custom repair rule.

1. Click on your name in the top right corner of the screen and select Manage Notifications.

-OR-

Click Manage Account | Product Tools. The Product Tools screen appears.
2. Click **Manage Custom Notifications** under *Network Management*. The *Manage Notifications* tool opens in another browser window.
Define a Repair Rule

1. Click **Define Repair Rule** on the *Manage Notifications* page.

   -OR-

   Select **Define Rule | Define Repair Rule** from the drop-down list at the top of the page. The *Define Repair Rule* screen appears.

2. Select **Key Activity Occurred on Ticket**, **Ticket Created with High Priority**, or **Custom Rule** from the drop-down list.

3. Click 📺 The *Define Repair Rule* screen appears.
Appendix A - Manage Notifications

4. **Enter a Rule Name.** The name can be up to 25 alphanumeric characters.

5. The **Rule Name/Description** field is automatically populated based on the template you selected. Enter a new description, if applicable.

6. **Select a Rule Condition.**
   - **Profile ID** - select the **Profile, Priority, Status Level, and Milestone Task.**
Appendix A - Manage Notifications

• **Service ID(s)** - enter the *Service ID*. Use commas to separate multiple service IDs. Select the *Priority*, *Status Level*, and *Milestone Task*.

• **Ticket Number(s)** - enter a *Ticket Number*. Use commas to separate multiple ticket numbers. Select the *Priority*, *Status Level*, and *Milestone Task*.

• **Company ID** - select a *Company ID*, *Priority*, *Status Level*, and *Milestone Task*.

7. Select who you want a notification sent when the specified conditions occur in the *Notification Address* section.

    -OR-

    Add a new notification address and select the delivery methods.

8. Click **Submit**. A confirmation appears.

9. Click **Back to Notification Rules Home** to return to the *Notification Rules* home page.

---

**Note:** Refer to the Notification Rules User Guide for more information on how to view rules, edit rules, and manage notification addresses.
State and Status 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 tables 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.</td>
</tr>
<tr>
<td></td>
<td>Status indicators include:</td>
</tr>
<tr>
<td></td>
<td>Incomplete. The ticket has incomplete information.</td>
</tr>
<tr>
<td></td>
<td>To Be Worked. 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>Working. The ticket is currently being worked.</td>
</tr>
<tr>
<td></td>
<td>Maintenance Time, Customer Impacting. Awaiting a maintenance window from Verizon.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>Status indicators include:</td>
</tr>
<tr>
<td></td>
<td>Alternate Route. The circuit was rerouted to quickly restore the customer’s service.</td>
</tr>
<tr>
<td></td>
<td>Customer Time. The problem is being worked on the customer side.</td>
</tr>
<tr>
<td></td>
<td>Maintenance Time, Operations. Awaiting a maintenance window from Verizon. The customer is not affected by the delay.</td>
</tr>
<tr>
<td></td>
<td>Monitor Service. Actively monitoring the ticket.</td>
</tr>
<tr>
<td>Resolved</td>
<td>The problem was found and fixed; awaiting verification.</td>
</tr>
<tr>
<td></td>
<td>Status indicators include:</td>
</tr>
<tr>
<td></td>
<td>Resolved. The problem was fixed.</td>
</tr>
<tr>
<td></td>
<td>Awaiting Telco. The is resolved but cannot be closed until the Telco closes it.</td>
</tr>
<tr>
<td></td>
<td>Auto-Close. The ticket is set to close at a future time, usually 24 hours.</td>
</tr>
<tr>
<td></td>
<td>On Hold. 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.</td>
</tr>
<tr>
<td></td>
<td>Status indicators include:</td>
</tr>
<tr>
<td></td>
<td>Closed. The reported problem was fixed and verified by the customer.</td>
</tr>
<tr>
<td></td>
<td>Void. The ticket was cancelled.</td>
</tr>
<tr>
<td></td>
<td>Frozen. 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
**Appendix B - Glossary**

**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
Appendix B - Glossary

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 - NXXArea 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** - Signalling System #7

**STD** - Standard

**SW or S/W** - Spoke With

**TC** - Technical Consultant

**TCMC** - Tulsa Customer Maintenance Center
Appendix B - Glossary

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
# Appendix C - Product and Circuit Types

<table>
<thead>
<tr>
<th>Product/Circuit Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data</td>
<td>Non-managed data services such as Private IP, Private Line, and ATM. These are identified by a Circuit ID. For example: ZABB86740001, W0F98607, 1HRVD.ABC.0008</td>
</tr>
<tr>
<td>IP Services</td>
<td>Internet Dedicated, IPVPN, Dial/DSL Internet, Firewall Services, Secure Gateway, and X.25 Services. These are identified by a Site ID. For example: U12345, UUK123456, MCI33445, UIT123456, 51234, 56789, wcom-wOF98607.</td>
</tr>
<tr>
<td>VoIP</td>
<td>Voice over IP. A VoIP ticket should be created using the telephone number experiencing the trouble, starting with the country code. For a U.S. telephone number, the entry includes the preceding 1, such as 17035554444. For services around the world, enter the country code, city code, and number without inserting unnecessary zeroes.</td>
</tr>
<tr>
<td>Voice/ISDN</td>
<td>U.S. based voice services that use a Service ID, such as Circuit ID, for Dedicated Voice Services, Switched Long Distance, and Toll Free service. They are identified as follows: <strong>U.S. Switched Long Distance and POTS service.</strong> Use the 10-digit telephone number, such as 7035554444. <strong>U.S. Toll Free service - 8xx5551212.</strong> 800, 877, 866. <strong>U.S. Dedicated Voice Service.</strong> Use a circuit ID that can use formats such as VABD12340001, W0F98607, IBB12340001, IDB12340001, 1HRVD.ABC.0008</td>
</tr>
<tr>
<td>International Services (non-US)</td>
<td>Used by non-U.S. users who create tickets globally for products such as Data, Direct Voice, Indirect Voice, Global Inbound Service, and IP Services. When reporting an issue for a telephone number, enter the country code, city code, and phone number without inserting any unnecessary zeroes before the country and city codes. Direct Voice and Data services are represented by a Circuit ID that begins with W. For example, W0F98607. IP Services are often represented with a Site ID beginning with the letter U, although it can sometimes begin with mci, wcom or mwx.</td>
</tr>
</tbody>
</table>
## Appendix C - Product and Circuit Types

<table>
<thead>
<tr>
<th><strong>Product/Circuit Type</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Managed Services</td>
<td>Managed IP PBX, data services, and CPE that are managed by Verizon. Each device or circuit is given a device ID or DNS Entity Name for managing purposes. These tickets must be opened using the actual Device ID as the Service ID. They follow a common format of 'companyreference' - dash - 'cityname' - dash - '6-digits' followed by '001', '002', '003', etc. depending on the number of devices at that location. For example: verizon-newyork-123456e001</td>
</tr>
<tr>
<td>Local Access Circuit</td>
<td>Designed services with Verizon that include the commonly used serial circuits, telephone number circuits, and LDPL circuits. Also includes less commonly identified message circuits, master circuits, IVC circuits for IPVPN access, SES to NNI circuits, and VoIP VPN circuits. These services vary in format requirements, but using a forward slash (/) to separate components is preferred over other formats. Each of these formats is identified in the <strong>Search</strong> function when selecting a product of Local Access Circuits. <strong>Serial Circuit.</strong> 72/FDDA/23057/NY/D <strong>E2E Master Circuit.</strong> /NFRS/000000276/140/136 <strong>Message Circuit.</strong> 7059/PHS-ED/WRCMSACEDS2/MM/WPCSMAO29MD <strong>IVC (access circuit for IPVPN).</strong> /IVC/000000042/000001 <strong>SES to NNI.</strong> /ATLS/000000276/140 <strong>Carrier Circuit.</strong> 8188/T1/MNCHNHC КоDCO/NBSHNHIP1MD <strong>LDPL Circuit.</strong> /LDPL/000000140/228/226 <strong>VoIP VPN Circuit.</strong> /H323/TEST09172/129 <strong>Telephone Number Circuit.</strong> 72/FTNA/5163867189/A</td>
</tr>
<tr>
<td>Local Access Dial</td>
<td>Non-designed services with Verizon including Plain Old Telephone Service (POTS) lines, ISDN lines, and DPA lines. These services are identified using a U.S. 10-digit telephone number in the format of: 7035554444 (area code + phone number)</td>
</tr>
<tr>
<td>Local Access CPE</td>
<td>Carrier Circuit and Customer Premises Equipment (CPE) services are identified by a 12-character value beginning with two letters or two letters and 1 number followed by several zeroes and another two-to-four digits. For example: TJ0000000271, CT3000000019</td>
</tr>
<tr>
<td>Other Services</td>
<td>Other services may be used by users who report an issue on a service that is non-standard. This opens a non-validated general ticket and typically requires a call back from a technician to obtain additional information.</td>
</tr>
</tbody>
</table>
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