

# Verizon Enterprise Center.

Overview  
July 2020

---

# Proprietary statement.

This document and any attached materials are the sole property of Verizon and are not to be used by you other than to evaluate Verizon's service.

This document and any attached materials are not to be disseminated, distributed or otherwise conveyed throughout your organization to employees without a need for this information or to any third parties without the express written permission of Verizon.

© 2020 Verizon. All rights reserved. The Verizon name and logo and all other names, logos and slogans identifying Verizon's products and services are trademarks and service marks or registered trademarks and service marks of Verizon Trademark Services LLC or its affiliates in the United States and/or other countries.

All other trademarks and service marks are the property of their respective owners.

# Verizon Enterprise Center.

Easily control your services. Whenever. Wherever.



## Order

Save time and control costs with a simple ordering process



## Pay

Manage your billing information in one place



## Monitor

Access near real-time data about your network's performance



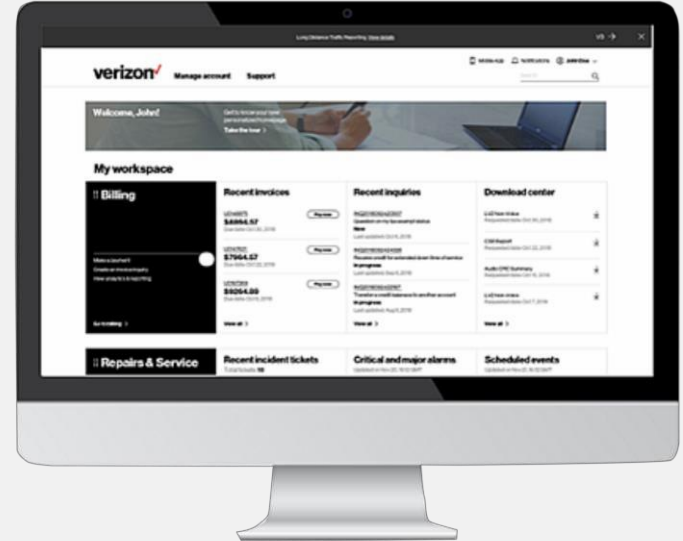
## Analyze

Make informed decisions about your network investments



## Upgrade

Fine-tune your network infrastructure



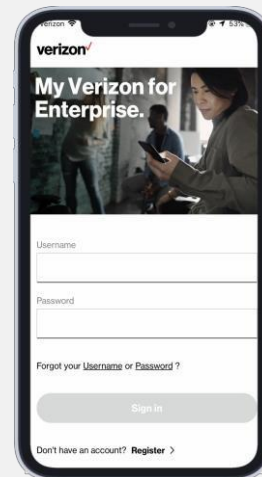
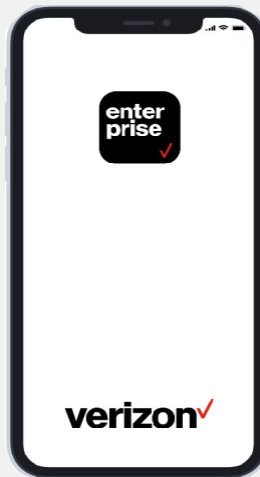
# My Verizon for Enterprise.

Conveniently manage your Verizon account from your mobile device.

## Features:

---

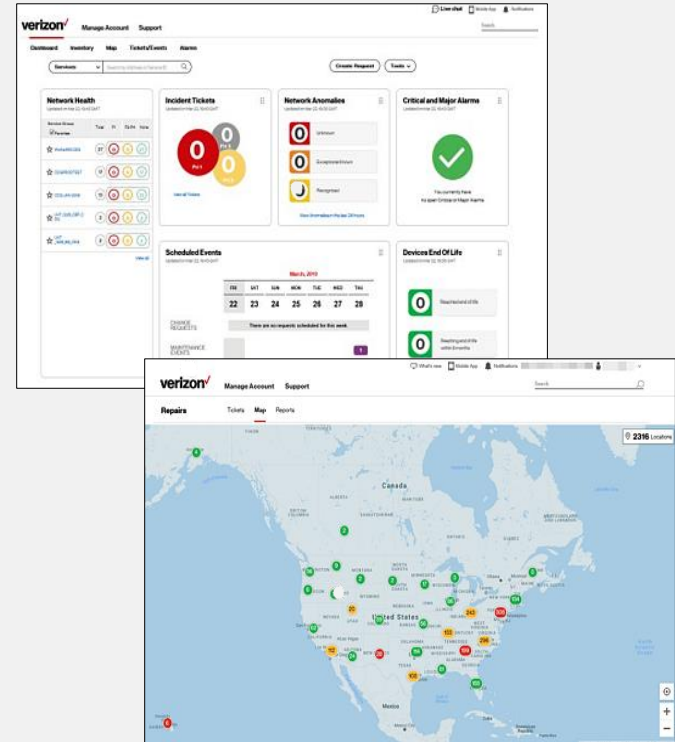
- TouchID or pincode access
- Personalized homepage
- Repairs ticket submit and ticket lifecycle management
- View invoices
- Review billing inquiries
- Push notifications: repair tickets and Alarms events
- Review and track orders
- View inventory by country, service, and service group
- View network health by service group
- View scheduled events and change requests
- Register directly via the mobile device



# Service management.

Access the data and the tools you need to better manage your services.

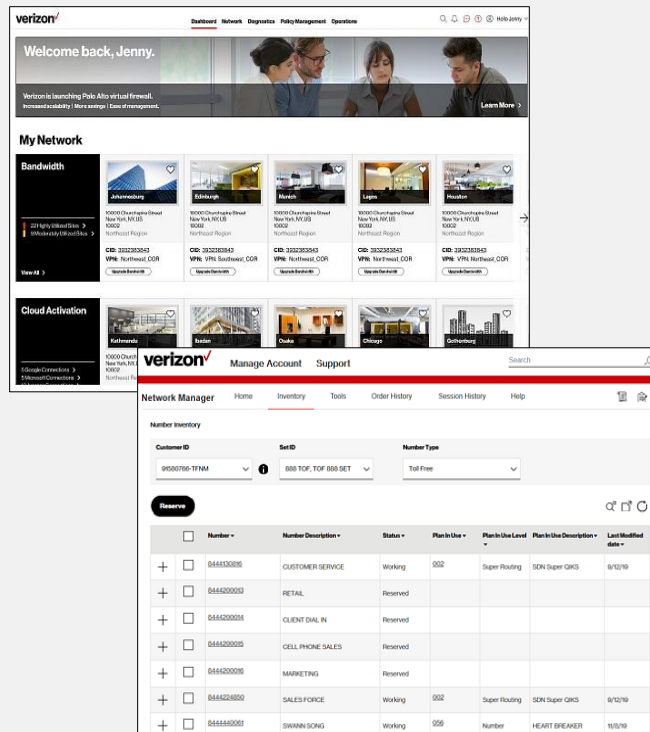
- View network health at-a-glance on a color-coded map
- Manage services: Place move, add, change and disconnect requests
- Access calendar of maintenance events and change requests impacting your services
- View and download inventory
- Replace equipment that has reached end-of-life



# Product tools.

Use product tools to configure or route voice, data and internet services in near real time to meet your business needs.

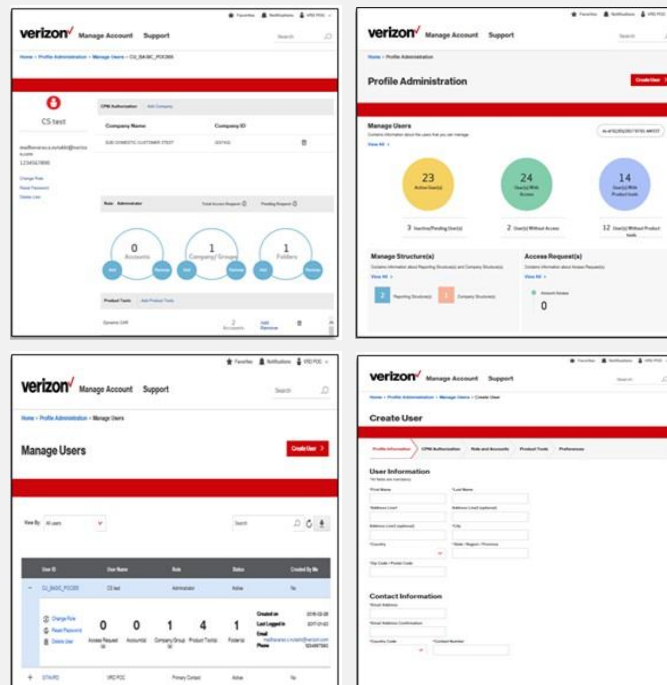
- Upgrade bandwidth on demand
- Manage inbound numbers more efficiently
- View utilization reports and traffic statistics
- Track application and network performance
- Make network policy management changes



# User management.

## Manage users with ease.

- User administration capabilities (create, delete and update users)
- Grant and revoke CPNI
- Manage access to accounts and product tools
- Monitor active vs inactive users and take actions
- Review and approve Access Requests



# Billing & Payments.

## Manage invoices:

- Retrieve invoices (up to seven years of past data)
- View invoices in print-image PDF or drill-down format
- Manage paperless and other bill media (i.e., EDI, Direct Data)
- Submit billing inquiries online

## Analytics:

- Run standard and integrated bill reports
- Analyze and download billing and call detail
- Customized and BYOR (build your own report) reports

## Pay invoices (billed in US\$):

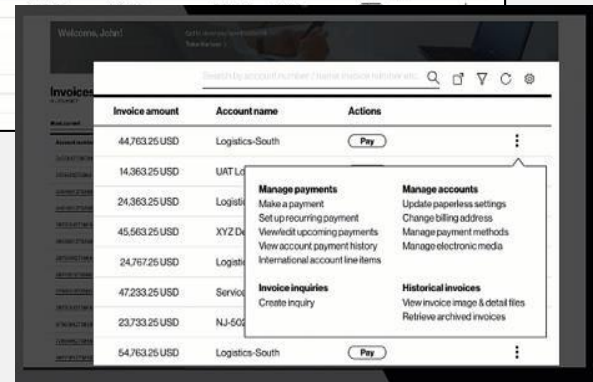
- Make payments via bank/credit card or ACH (Bank Account)
- Recurring and scheduled payments
- Review payment status and history



Welcome, John! Get into your account. Take the tour >

### Invoices

Invoice number	Invoice date	Invoice amount	Account name	Actions
34030778034	09/01/2019	44,763.25 USD	Logistics-South	Pay
240402078034	07/01/2019	44,763.25 USD	Logistics-South	Pay
200302078034	05/01/2019	44,763.25 USD	Logistics-South	Pay
160302078034	03/01/2019	44,763.25 USD	Logistics-South	Pay
120302078034	01/01/2019	44,763.25 USD	Logistics-South	Pay



Welcome, John! Get into your account. Take the tour >

### Invoices

Search by account number / Invoice number history etc.

Invoice amount	Account name	Actions
44,763.25 USD	Logistics-South	Pay
14,363.25 USD	LIAT L...	
21,363.25 USD	Logisti...	
45,563.25 USD	XYZ De...	
24,767.25 USD	Logisti...	
47,233.25 USD	Service...	
23,733.25 USD	NJ-00...	
54,763.25 USD	Logistics-South	Pay

**Manage payments**

- Make a payment
- Set up recurring payment
- View/edit upcoming payments
- View account payment history
- International account line items

**Manage accounts**

- Update paperless settings
- Change billing address
- Manage payment methods
- Manage electronic media

**Invoice inquiries**

- Create inquiry

**Historical invoices**

- View invoice image & detail files
- Retrieve archived invoices

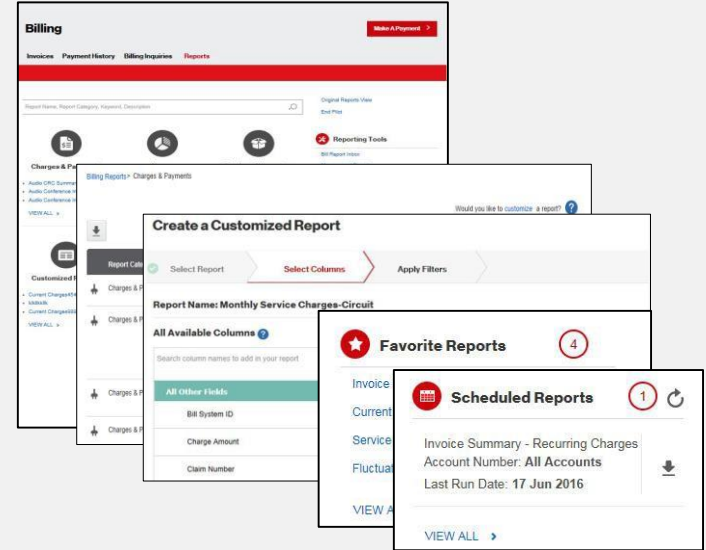


# Reporting & Analytics.

Quickly access reports through dashboard options and keyword search. Execute using simple report parameters and customizations.

## 🔍 Key features:

- Robust dashboard
- Keyword search
- Favorites
- Simplified report list with filters
- Improved reports detailed page
- Customized reports
- Scheduled reports



# Repairs.

Verify and monitor network health.

Create and update tickets.

Track ticket status.

Get near real-time status updates:

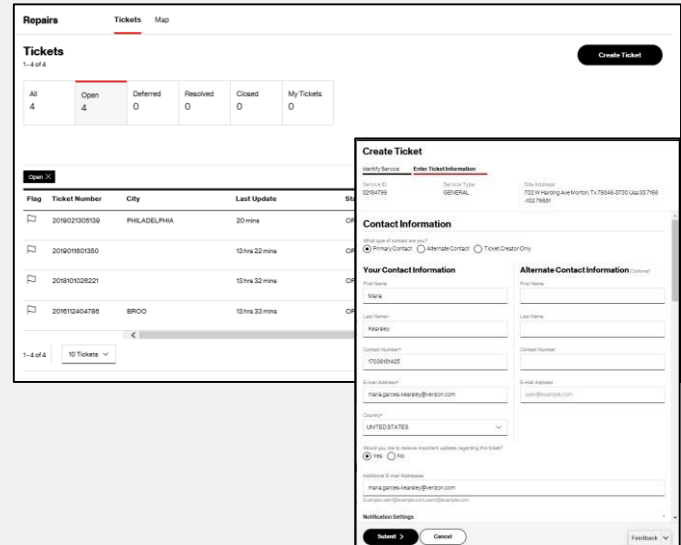
- SMS Text and email notifications
- Notification to mobile\*

Review ticket history.

View and analyze ticket trends:

- Custom searches and filters
- Reports

\*Requires 'My Verizon for Enterprise' mobile app



# Orders.

A simple ordering process helps you save time and manage costs.



Easily find and order a variety of Internet and wired communication services



Customers on the current platform can order Private IP, Internet Dedicated Services, fully automated VoIP functionality, and Secure Cloud Interconnect for U.S. locations

- Easy to use automated ordering platform
- Contractual pricing displayed
- Recommended standard configurations
- Order flows directly to processing systems for fast delivery

VoIP now offers porting checks online, add/remove call paths, add more numbers



The screenshot displays the Verizon Business ordering interface. At the top, there's a 'Product catalog' section with a 'View Order Status' button. Below it, a navigation bar includes 'All products', 'Your templates', 'Create templates', and 'View saved orders'. The 'All products' section is active, showing a search bar and a 'Favorites' dropdown. The main content area is titled 'Private IP' and 'verizon Business Manage Accounts Support'. The 'Verizon VOIP' configuration page is shown, with tabs for 'Check availability', 'Configure & pricing', 'Checkout', and 'Review & submit'. The 'Configure & pricing' tab is selected, displaying a table with 'Monthly Recurring Charges (MRC)' and 'Non Recurring Charges (NRC)'. The 'Order summary' section on the right shows customer details, contract ID, and a total amount of \$4,958.75. The configuration section includes fields for 'Name for this location', 'Phone numbers required', and 'Type of usage plan'.

# Customer training.

- Register at: [customertraining.verizon.com](https://customertraining.verizon.com)
- Create a User ID and password
- Login with your credentials
- Access complimentary training resources:  
Instructor-led classes and Self-paced tutorials



# Thank you.