



Verizon Partner Solutions – National Status and Escalation.

Verizon Business Ticket View, Status & Update for the Americas:

Verizon Business	
Ticket Status	Ticket Format
800-444-1111 or 919-378-5922 (if Toll Free # is Unreachable)	2015010212345
Verizon Enterprise Center: https://sso.verizonenterprise.com	YYYYMMDD#####

Verizon Enterprise Center – Business SIGN IN: Customers are encouraged to use the Verizon Enterprise Center online, secure account tool to create, view, and update tickets. Once fully entitled with a login ID and password, this tool provides enhanced functionality to track incidents near real-time.

Verizon Enterprise Center – Quick TASKS: Customers can use Quick TASKS on the Verizon Enterprise Center portal to obtain an update on their ticket. The Quick TASKS tool allows customers to open and/or view the activity log for a specific ticket. To check status of a ticket, customers should enter the entire ticket number into the “Ticket Number” field and the first three characters of the customer contact name (the customer name that reported the trouble ticket to Verizon Business) on the ticket into the “PIN Code” field. The PIN Code will only be the first three alpha characters of the Customer Contact Name in a ticket (all spaces and special characters are removed). The PIN Code is not case sensitive. Example: Customer name that reported the ticket to Verizon Business is John Doe. Enter “joh” as the PIN Code.

Automated Notifications: Customers can elect to receive automated notifications on their ticket. These notifications can be sent via email, recorded voice messages and SMS pages. When opening a ticket, an email address will need to be provided and the customer can choose to receive automated notifications on a number of different ticket events (e.g. status updates, testing results, dispatch information or ticket resolution).

Voice Communications: Customers can receive a ticket status through the voice portal. This speech recognition portal allows customers to receive a quick status on their ticket. When interacting with the voice portal, customers enter their 13-digit ticket number to receive the latest status. Customers can also defer to a live agent at any time.



Verizon Business Ticket Escalation for the Americas:

Verizon Business prioritizes all electronic interactions with customers to improve the customer experience. We encourage customers to process escalations online so immediate action can be taken by those involved in the restoration effort. When online escalations are not possible, customers can call **888-212-0139 (919-378-6390)** to escalate tickets. Please reference the ticket number (e.g. 2015010212345). Managed services customers should contact the appropriate Managed NOC for escalation support.

Escalations via phone are supported as a supplement to the online process and will be handled accordingly. A phone call should be placed if a ticket has not progressed to the customer's satisfaction after electronic escalations were entered or if the customer does not have access to process the escalation electronically. The escalation request will be communicated to the appropriate management level and acted upon by the team(s) involved.

Verizon Business Incident Management for the Americas:

Verizon is committed to providing you a positive customer experience so you can effectively run your business. The US Incident Management & Escalation Customer Communication* guide highlights the key areas of the Verizon Global Service support process. Once a ticket is generated, it is referred to the appropriate team for diagnostics and repair. When an issue reaches a critical impact to your business, an Incident Manager can be assigned by customer request and is then responsible for overall incident management including technical and management escalations to repair teams and information flow to customers until restoration efforts are complete. The functions of the Incident Manager are below:

- ✓ Coordinate Incident Management process
- ✓ Ownership of maintenance issues based on established criteria
- ✓ Customer point of contact
- ✓ Proactive customer status
- ✓ Technical and management escalations
- ✓ Customer education on Verizon's automation tools

Customers are encouraged to use the standard processes to generate and/or escalate their ticket. An Incident Manager can be requested online via the Verizon Enterprise Center or by calling 888-212-0139.

*See additional PDF document "**Americas Incident Management**" for a complete detailed overview of the Verizon Business - Incident Management Escalation support process available to Customers on a 24x7 basis.