



GLOBAL INCIDENT ESCALATIONS

USER GUIDE

Purpose

This guide explains how to obtain the most recent incident ticket status and how to request an incident ticket escalation. If applicable, please refer to your specific escalation process as provided by your service manager.

Obtaining most recent incident ticket status – Online

Please note that the Verizon Enterprise Center (VEC) Repairs portal contains much more (technical) ticket status information than the Quick Status portal.

Online options to check status

- Login to VEC at <https://enterprisecenter.verizon.com> to view your ticket or ask a question.
- Via the status notification emails. These emails contain a link to the Quick Status portal from which you can obtain the most recent status or ask a question.
- The Quick Status portal can also be accessed via **Quick Tasks** (select 'Check repair ticket status') through <https://enterprisecenter.verizon.com> Enter the 13 digit Verizon ticket number and the first 3 characters of the customer contact name on the ticket as the PIN code.
- Use the Live Chat icon displayed within the ticket in VEC or Quick Status.

Obtaining most recent incident ticket status - by phone

- Customers supported by the US Service Desk can call 800-444-1111 to obtain the ticket status by entering or speaking the 13 digit Verizon ticket number via the Voice portal. You may also request to speak to a Service Desk Incident Manager at any time.
- Customers supported by the INTL Service Desk can call +44 118 905 4017 to speak to a Service Desk Incident Manager. An overview of Freephone numbers is available from this [link](#).

How to request an escalation

You can escalate a ticket Online or by phone 24/7, as detailed further below. Please note that the Service Desk Incident Manager may also proactively initiate escalations and raise the ticket



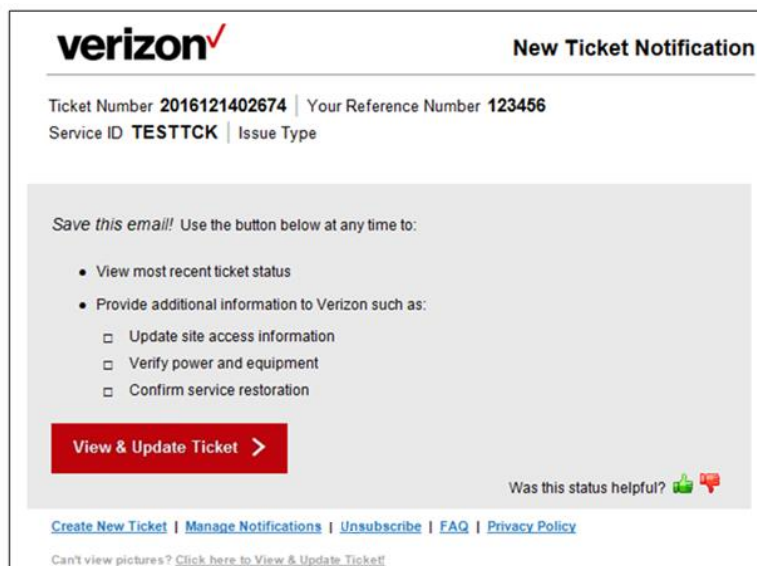
escalation level on your behalf. Escalation requests for an incident related to a network infrastructure outage impacting multiple customers are not needed as an Incident Manager and Verizon management are always actively engaged.

I have escalated my ticket. What will happen next?

Your escalation request will be assigned to an Incident Escalation owner who will review the ticket status, impact and progress. After the escalation request has been validated, the escalation level on the ticket will also be incremented by 1 level. The necessary follow-up actions will be taken and published on the online portal.

Escalate Online

You can access your ticket by logging into the VEC or via the Quick Status portal by clicking the “View & Update Ticket >” button provided in the Status Notification emails:



An escalation can be requested
via the Update menu as shown:

Update ▾

- 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

Request Escalation

⚠ Do not include confidential information
Do not include confidential information, third party names or customer proprietary network information [More](#)

* Reason
▾

* Comment
My service is still down
This is a critical service to my business
I request a status update
Other, please specify in comment
This is a chronic recurring issue
Need updates more frequently

additional description

Entered By

First Name: John * Last Name: Smith * Email: email@email.com

Submit > **Cancel**

The ticket Escalation Level (5 being the highest) is only displayed if the ticket has been escalated.

Quick Tasks Home > Ticket 2016091404276

Quick Status for ticket 2016091404276

Status: OPEN - TO BE WORKED ?

Update ▾ Add Attachment

Manage e-Mail Notifications

Overview

Service Type	Service ID
CIRCUIT	TESTTCKT
Created	Issue Type
09-14-2016 06:41:15 GMT	Tech Assistance Requested
Last Update	
01-18-2017 08:22:54 GMT	
Escalation Level	
1	

Escalate by phone

Our Incident Escalation Managers can be contacted 24/7 for escalation requests as follows:

Customers supported by	Free Phone	Direct Dial
US Service Desk	800-444-1111	-
INTL Service Desk	00800-1103-1121	+44 118 905 4017



Service Assurance User Guides Library

Documents can be found on the [Service Assurance User Guides](#) page.

The latest version of this document can be always found [here](#).

General Customer Training Information

Go to our [Customer Training Portal](#)* to enroll in training or to download other user and reference guides.

*Registration is required

Verizon Enterprise Center

The [Verizon Enterprise Center](#) portal is an easily accessible tool that offers customers the possibility of raising inquiries and managing different requests online.

What is it for?

The Verizon Enterprise Center portal supports customers with Repair related technical issues via repair tickets as well as customers with Invoice inquiries and Account Management requests, offering an alternative to emails and phone calls.

Getting started on Verizon Enterprise Center

Introduction to Verizon Enterprise Center and information on how to register can be found on the Guides & Tutorials page [here](#).



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