Verizon Partner Solutions Exchange

August Release Notes

Verizon Partner Solutions Exchange Portal Training Team
8.20.2023

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Table of Contents

Landing Page - New Look.....3

- **Refresh the dashboard landing page,** headers, footers, and hamburger menu with a cleaner design and simplified navigation
- **Things to Know -** Release tips

Quoting and Ordering Enhancements 8

- Ethernet EVC Standalone
  Allow manual entry of the UNI and/or NNI address when the existing circuit(s) are not found in order to let the quote or order proceed
- Verizon Optical Networking (VzON)-Enable Quote Authorization (QA) if Special Construction may be required
- U.S. Wavelength Non-Optimized (DWDM)-Provide Diversity as a selection under Additional Features in the Multi-Loc Quote journey to request a quote for a non-standard network design

Repair Trouble Administration.....I.....12

- Provide access to Mechanized Loop Testing (MLT) tool for POTS line and Specials circuit testing
- Tickets for services submitted via the Trouble Administration XML Interface (TAXI) API or entered into vRepair by Verizon personnel will be available in the Verizon Partner Solutions Exchange portal to view and edit

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Landing Page Refresh

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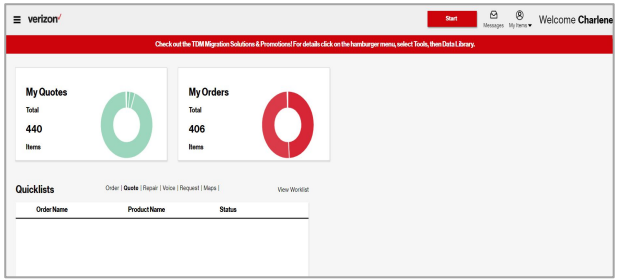
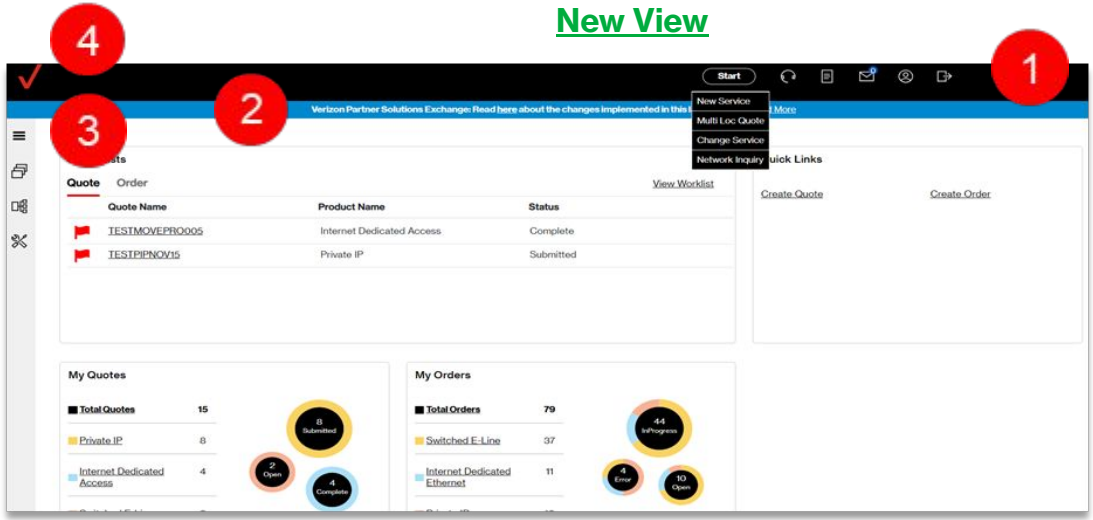
Landing Page|Refresh

Current View



New View



The new Landing Page will contain Tools and Functions that are located within the:

1. Header: Start Menu, Support, Learn, Messages, Profile and Logout
2. Banner: Direct access to System Alerts & Messages
3. Hamburger Menu: Additional Tools & Functions
4. New Homepage & Dashboard

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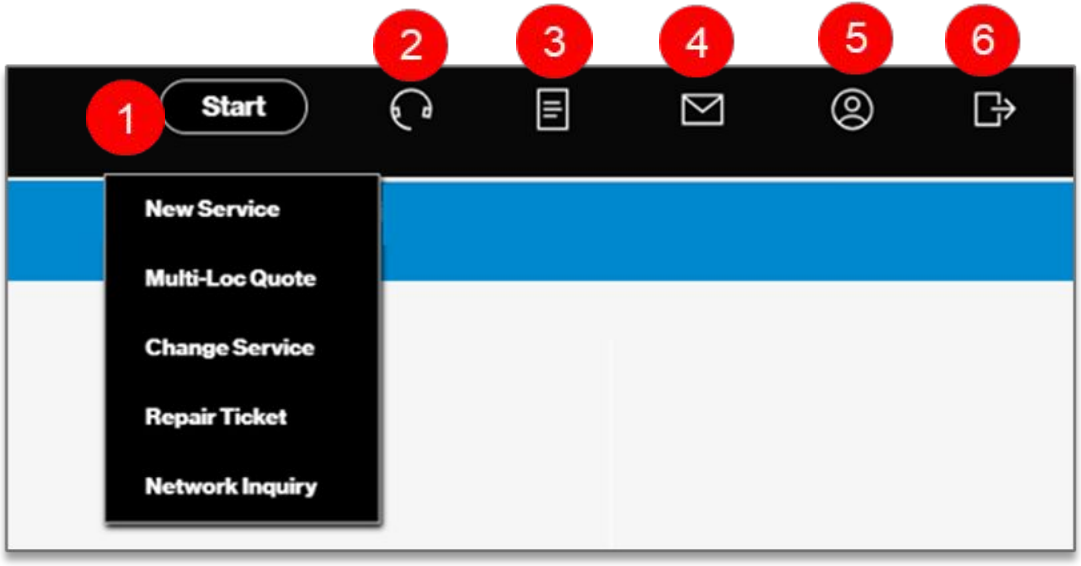
Landing Page Refresh|Header Navigation

1. **Start Menu:** Initiate new service (install), multi-location quotes, change service etc.
2. **Support:** Open or view customer care request
3. **Learn**: Access Job Aids, Quick Tips, Release Notes or Schedule Training
4. **Messages:** Access system messages and alerts including invoice download files
5. **Profile:** User Information, Password & Security, Companies, Subscriptions, Notifications and Worklist Configuration
6. **Logout**



Note: Additional functions (such as Repair Ticket, Network Inquiry, Billing etc.) displayed under the Start Start or Hamburger menu ≡ options are based on assigned role(s)

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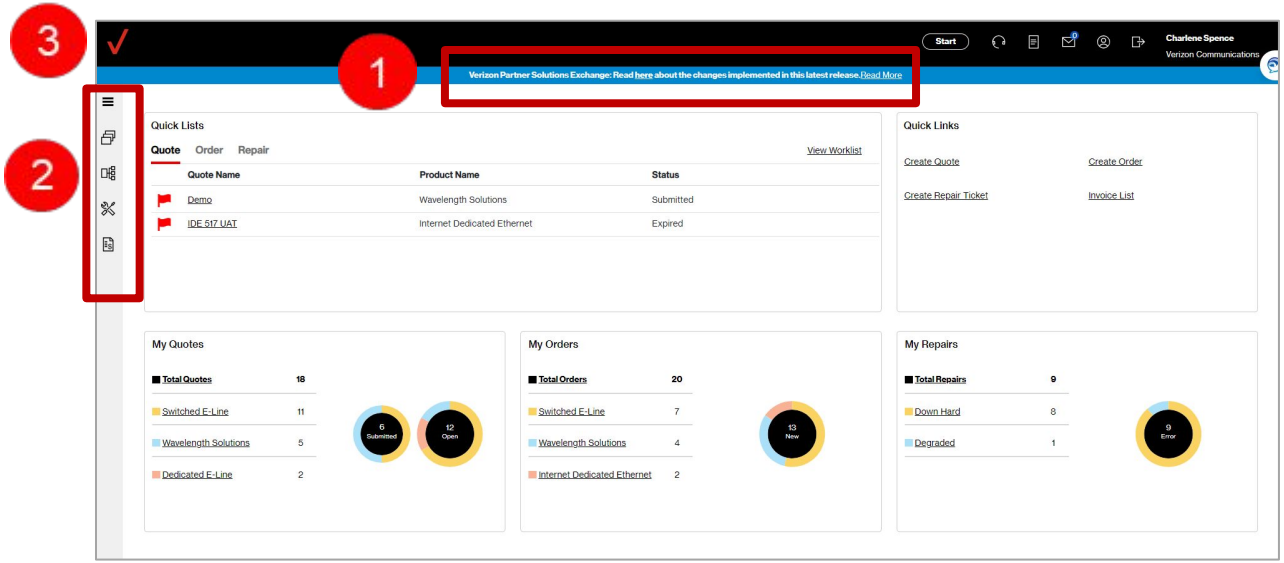
Landing Page Refresh|New Dashboard



1. **Banner Message**
   - With clickable hyperlinks
2. **Hamburger Menu**
   - Worklist
   - Network Management
   - Tools
   - Billing
3. Access **Homepage/Dashboard**
   - Dashboard will display selections based on user roles

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Things to Know|Release Tips

The Verizon Partner Solutions Exchange portal has a new look and introducing some changes to the **Landing Page Dashboard and Hamburger menu** in the August release.

- **Dashboard and Hamburger menu** options presented will be based on the role(s) (quoting, ordering, repair, billing, etc) assigned to your login ID
- **Default set of dashboard widgets** will be displayed after you login. Customization of the dashboard widgets will be available in the next release.
- **When a new quote or order is created, the widget count** on the dashboard and or worklist may not refresh immediately (the refresh may take up to 15 minutes).
- **Existing login credentials will NOT change.**

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Quoting and Ordering Enhancements

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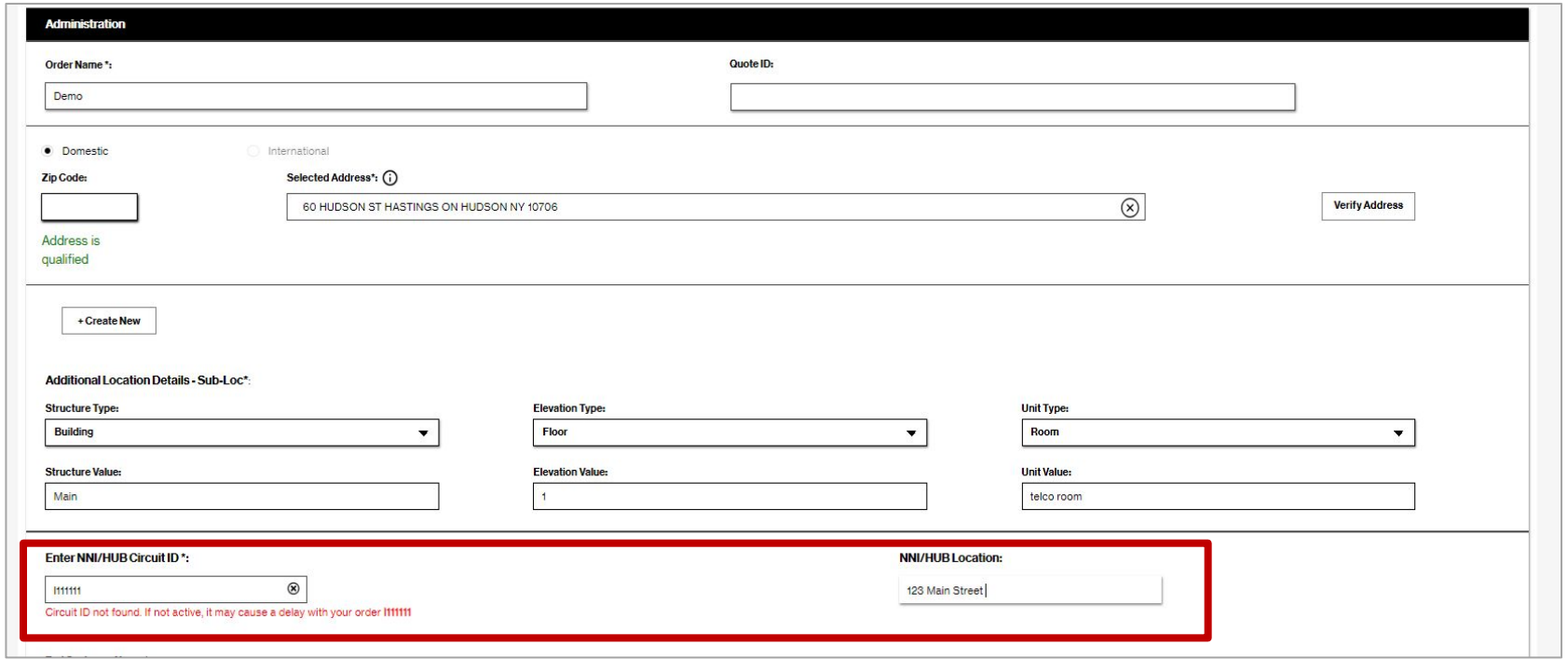
Standalone EVC UNI & NNI Override|Quote & Order

Allow users to manually enter the UNI and/or NNI address, and proceed, when the existing circuit(s) are not found.



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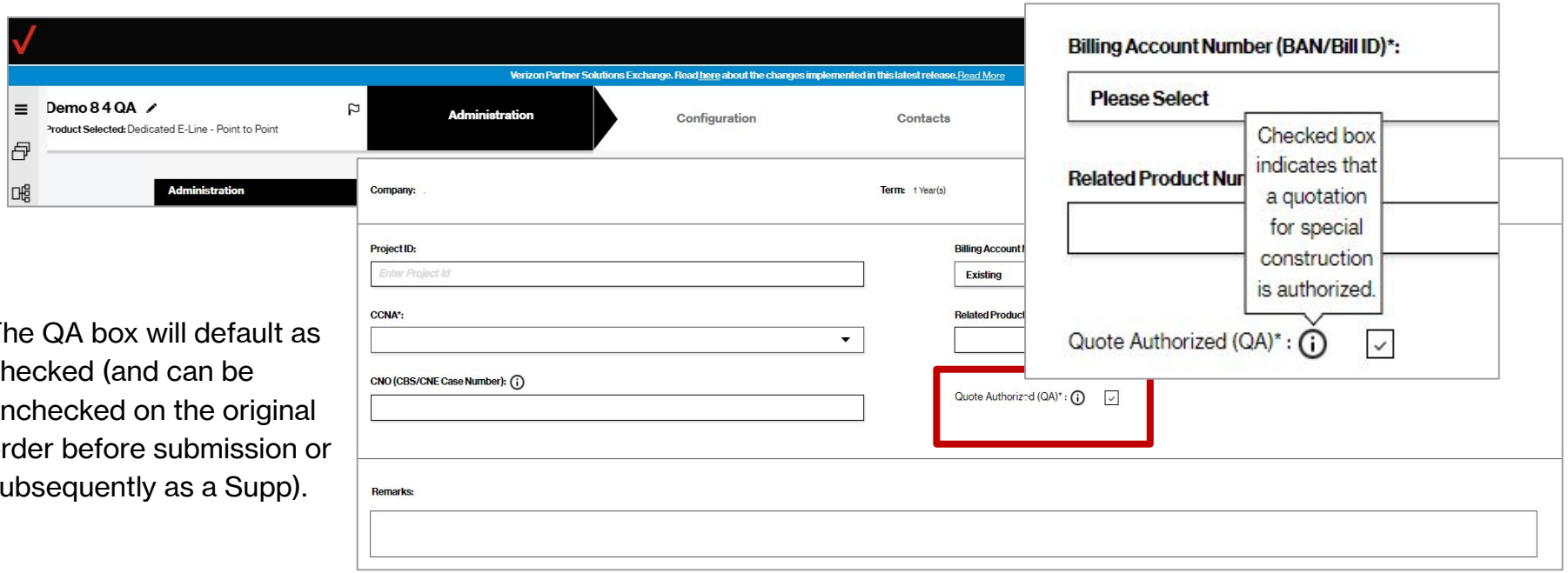
Verizon Optical Networking (VzON)|Quote Authorization

The Quote Authorization (QA) for Special Construction indicator, for Verizon Optical Networking (VzON) product offering, will be displayed on the Administration screen of the Order.



The QA box will default as checked (and can be unchecked on the original order before submission or subsequently as a Supp).

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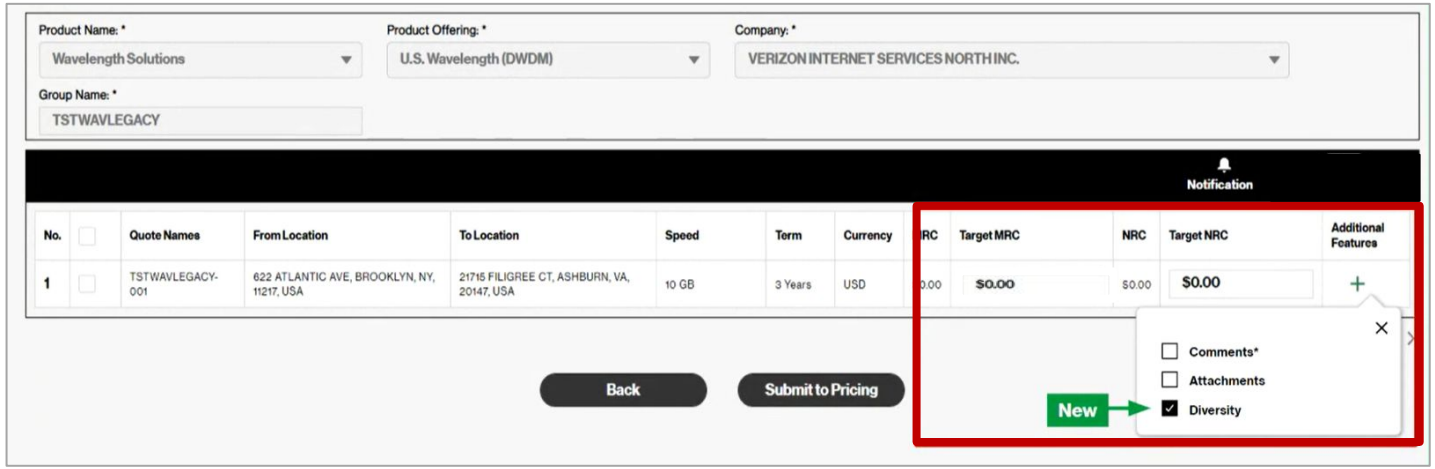
U.S. Wavelength (DWDM) Solutions|Diversity

User will have the ability to select the Diversity option from the Additional Feature menu in the Multi Location Quote journey.

- **Upon entering the MLQ quote details, select the Diversity check box, select the Comments box and** details surrounding the level of diversity requested and Network Design requirements before submitting to your sales team for pricing.



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Repair Trouble Administration

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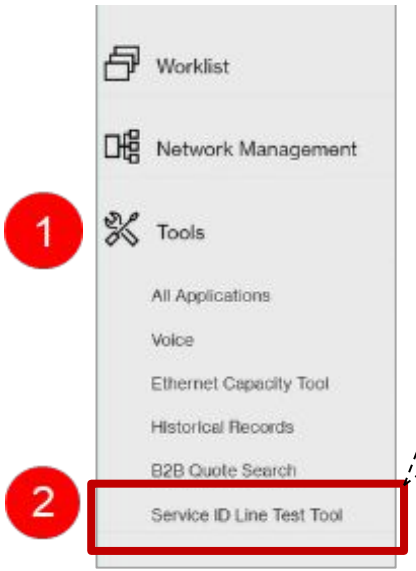
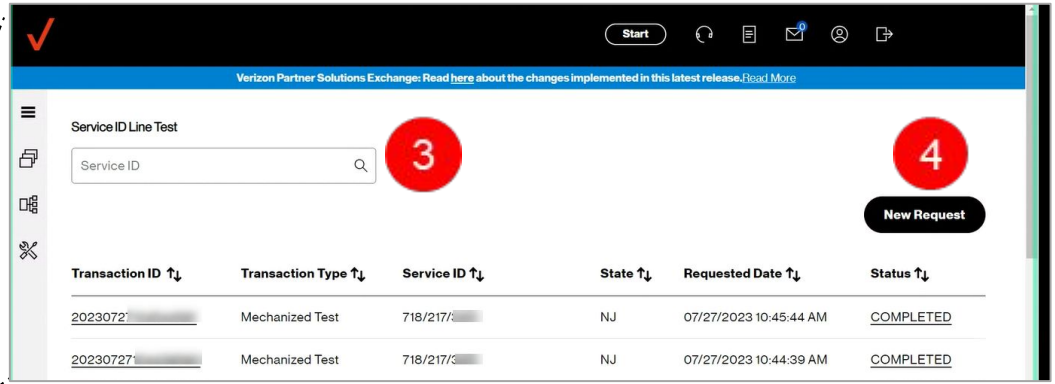
Repair|Mechanized Loop Testing (MLT)

Direct access to Mechanized Loop Testing (MLT) tool for POTS line and Specials circuit testing.

From the Hamburger menu, select:

1. Tools
2. Service ID Line Test Tool





To review a previous MLT test result:

3. Enter Service ID and click the magnifying glass to search results or
4. After entering the service ID, click New Request, to run a new test.

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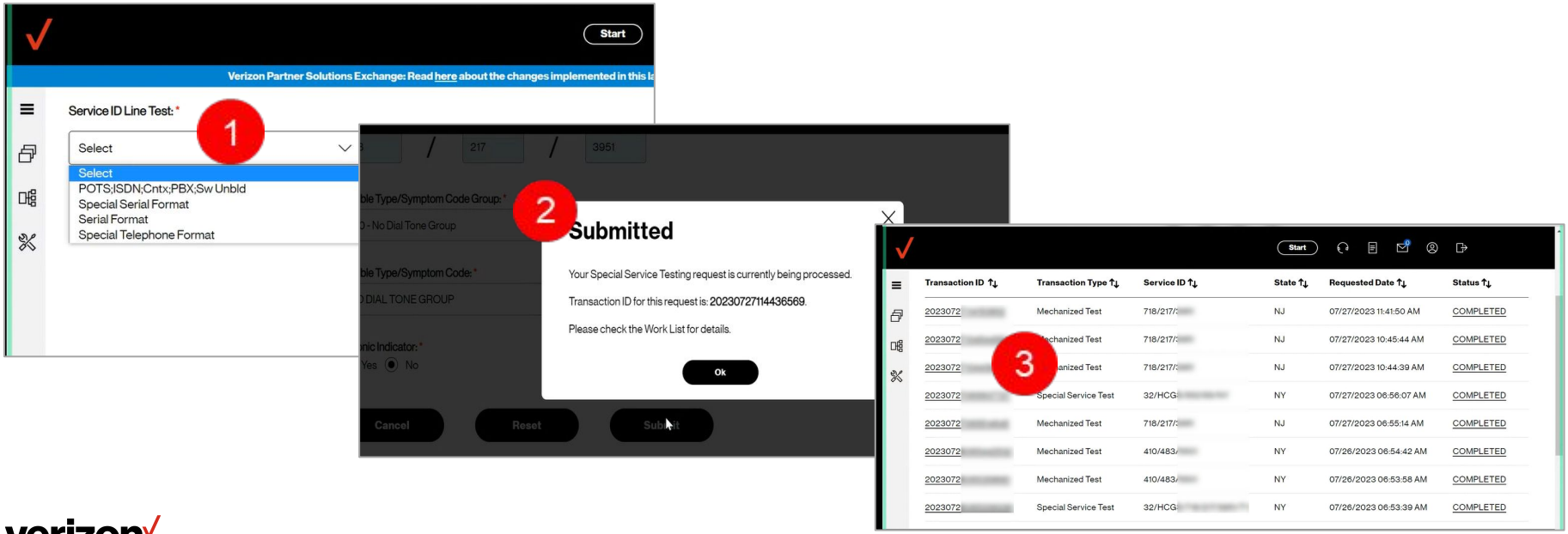
MLT|New Request

1. Select the applicable option, fill out information appropriately then submit the request
2. The screen will return to the worklist,
3. The worklist will present the status of the request. User can click on the Transaction ID of the request and see the result.



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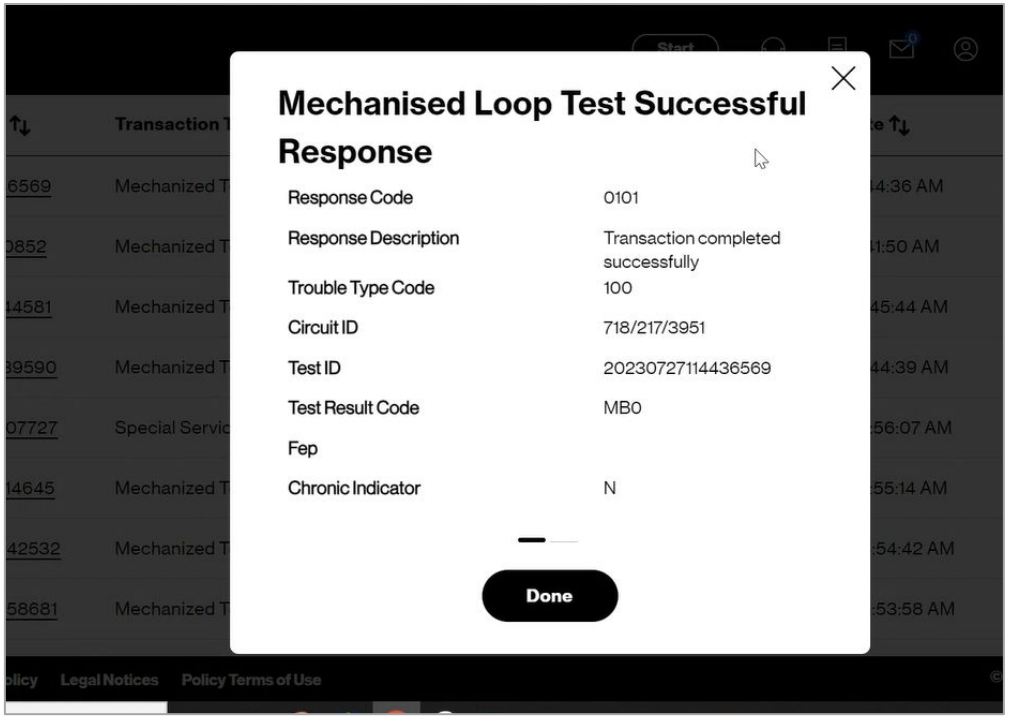
MLT|Response

Once selecting the Transaction ID link, the system will display MLT results.



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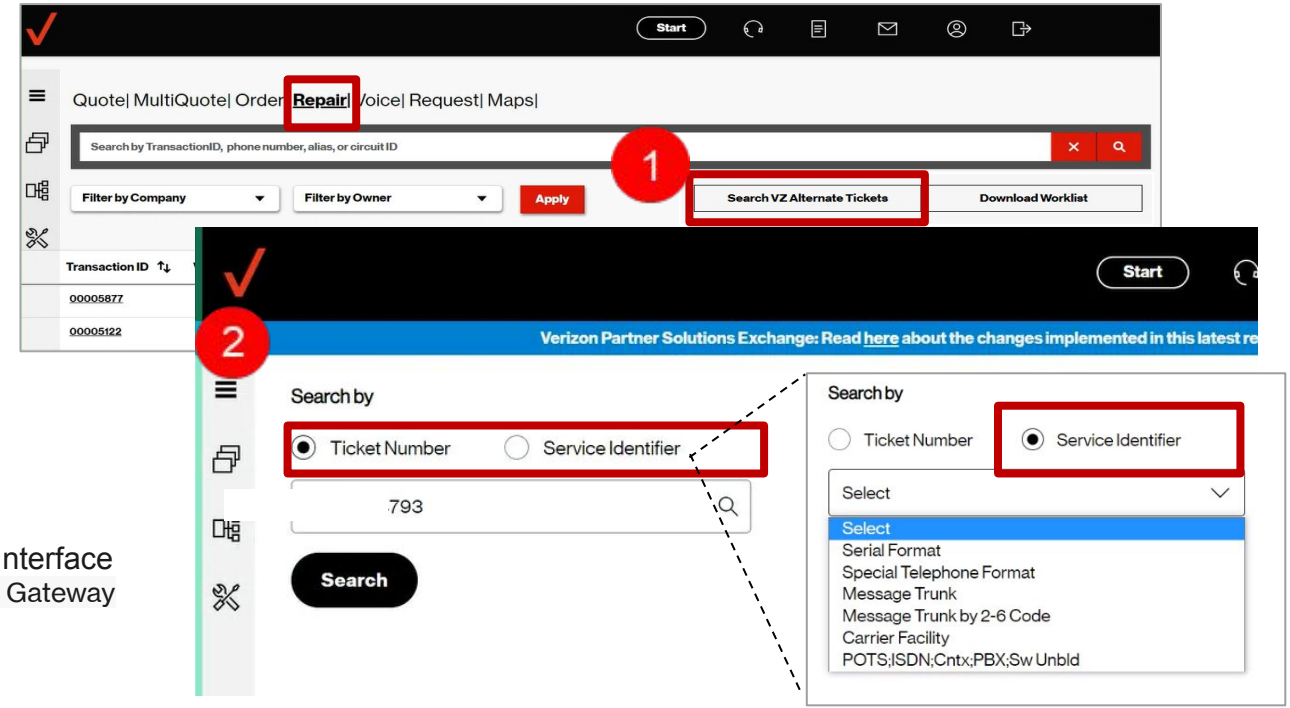
Repair|API Legacy TAXI & VTAG Tickets

Legacy TAXI API and VTAG tickets are now available to view and edit in the Verizon Partner Solution Exchange Portal.

From the Repair worklist:

1. Select Search VZ Alternate Tickets and
2. Enter the appropriate search identifier: **Ticket Number** or **Service Identifier**



Note:
TAXI - Trouble Administration XML Interface
VTAG - Verizon Trouble Administration Gateway

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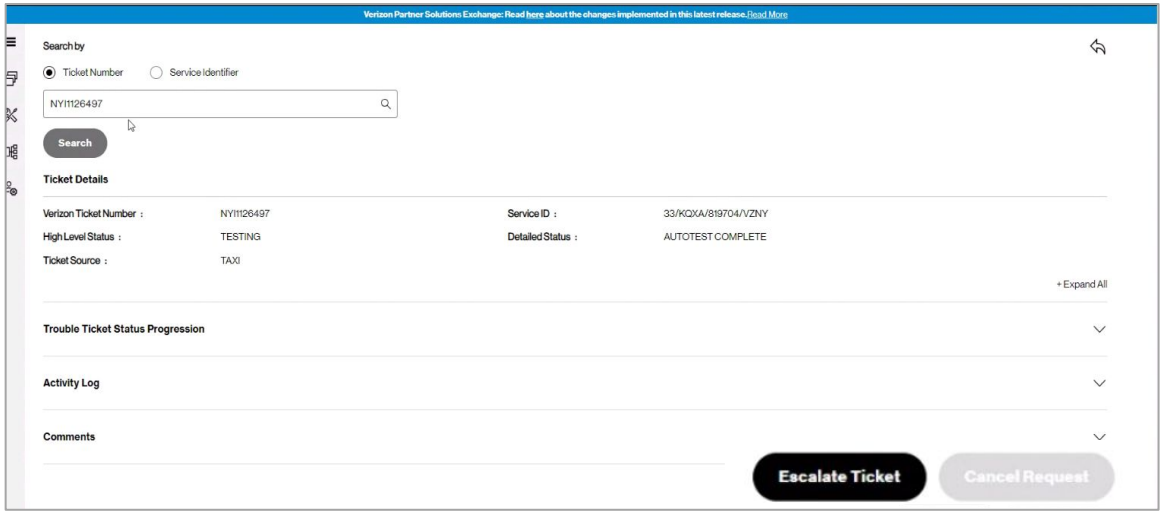
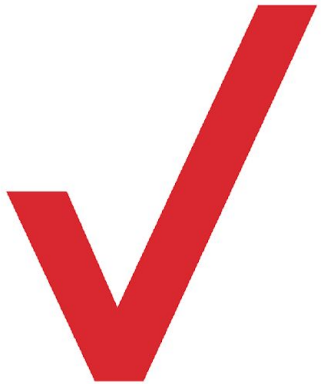
Repair|API Legacy Taxi & VTAG Tickets

Upon submitting the ticket number or service identifier, the system will return the following:

- Ticket Details
- Trouble Ticket Status Progression
- Activity Log
- Comments
- ticket source: (Exchange, Taxi, VTAG, ETMS, etc.)

User can:

- add additional comments to open tickets
- escalate an open ticket
- cancel request in certain status
- If in resolved status- accept or deny the resolved status- denying status requires comments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