

Verizon Partner Solutions Exchange

August Release Notes

Verizon Partner Solutions Exchange Portal Training Team
8.20.2023

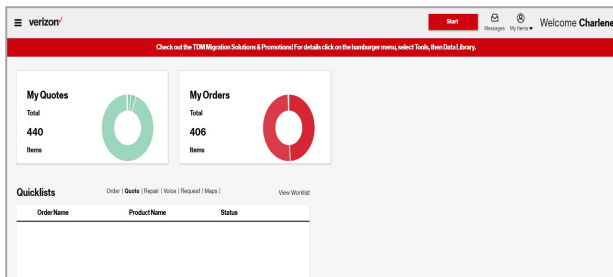
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• Provide access to Mechanized Loop Testing (MLT) tool for POTS line and Specials circuit testing	
• Tickets for services submitted via the Trouble Administration XML Interface (TAXI) API or entered into vRepair by Verizon personnel will be available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

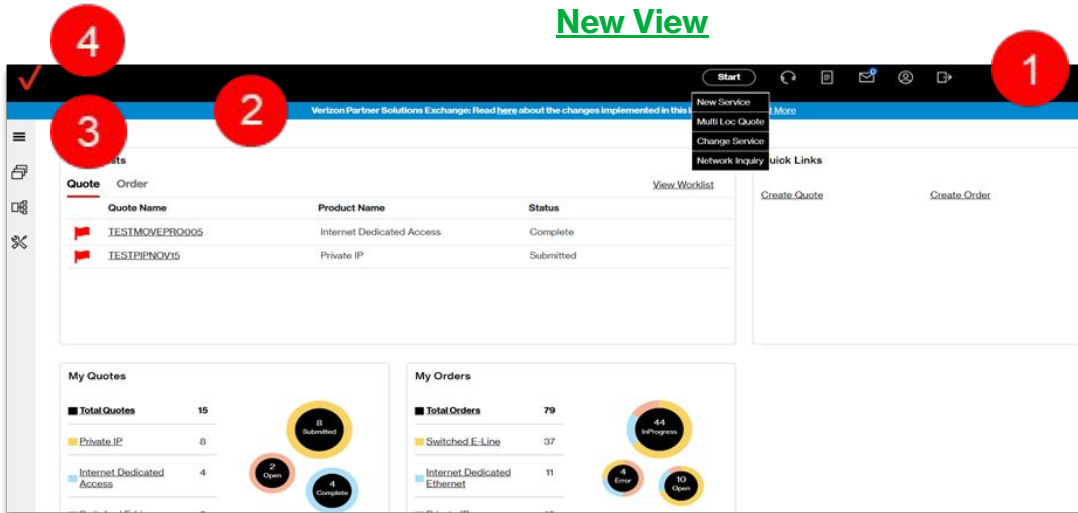
Landing Page Refresh

Landing Page|Refresh

Current View



New View

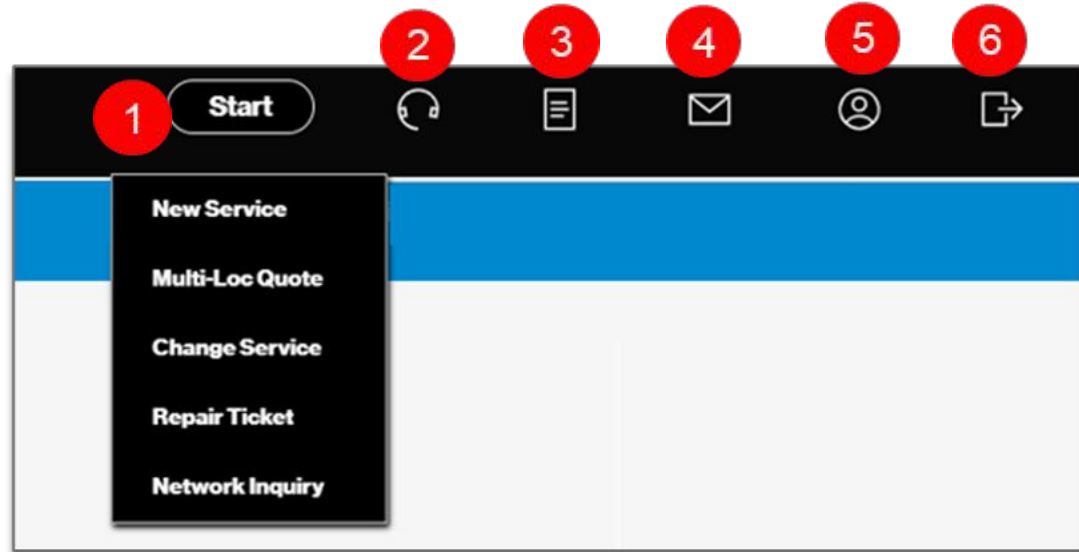




The new Landing Page will contain Tools and Functions that are located within the:

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

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 or Hamburger menu  options are based on assigned role(s)

Landing Page Refresh | New Dashboard

The screenshot shows a dashboard interface with the following components:

- Header:** Includes a "Start" button, navigation icons, and the user name "Charlene Spence" with "Verizon Communications" below it.
- Banner Message (1):** A blue bar at the top with the text: "Verizon Partner Solutions Exchange: Read here about the changes implemented in this latest release. [Read More](#)".
- Hamburger Menu (2):** A vertical menu on the left side with icons for Home, Dashboard, Tools, and Billing.
- Quick Lists:** A table with columns "Quote", "Order", and "Repair". It contains two rows: "Demo" (Submitted) and "IDE 517 UAT" (Expired).
- Quick Links:** A section with four links: "Create Quote", "Create Order", "Create Repair Ticket", and "Invoice List".
- My Quotes:** A summary card showing "Total Quotes: 18" and a breakdown: Switched E-Line (11), Wavelength Solutions (5), and Dedicated E-Line (2). It includes two donut charts: "6 Submitted" and "12 Open".
- My Orders:** A summary card showing "Total Orders: 20" and a breakdown: Switched E-Line (7), Wavelength Solutions (4), and Internet Dedicated Ethernet (2). It includes a donut chart: "13 New".
- My Repairs:** A summary card showing "Total Repairs: 9" and a breakdown: Down Hard (8) and Degraded (1). It includes a donut chart: "9 Error".

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

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.**

Quoting and Ordering Enhancements

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.

Administration

Order Name *: Quote ID:

Domestic International

Zip Code: Selected Address*:

Address is qualified

Additional Location Details - Sub-Loc*:

Structure Type: <input type="text" value="Building"/>	Elevation Type: <input type="text" value="Floor"/>	Unit Type: <input type="text" value="Room"/>
Structure Value: <input type="text" value="Main"/>	Elevation Value: <input type="text" value="1"/>	Unit Value: <input type="text" value="telco room"/>

Enter NNI/HUB Circuit ID *:

NNI/HUB Location:

Circuit ID not found. If not active, it may cause a delay with your order 1111111

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 screenshot shows the 'Administration' tab of the Verizon Partner Solutions Exchange. The 'Quote Authorized (QA)*' checkbox is checked and highlighted with a red box. A callout box explains that the checked box indicates that a quotation for special construction is authorized. The form includes fields for Project ID, CCNA, CNO (CBS/CNE Case Number), Billing Account Number, and Related Product Number.

Quote Authorized (QA)* : *i*

Checked box indicates that a quotation for special construction is authorized.

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

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.

Product Name: * Wavelength Solutions

Product Offering: * U.S. Wavelength (DWDM)

Company: * VERIZON INTERNET SERVICES NORTH INC.

Group Name: * TSTWAVLEGACY

No.	Quote Names	From Location	To Location	Speed	Term	Currency	MRC	Target MRC	NRC	Target NRC	Additional Features
1	TSTWAVLEGACY-001	622 ATLANTIC AVE, BROOKLYN, NY, 11217, USA	21716 FILIGREE CT, ASHBURN, VA, 20147, USA	10 GB	3 Years	USD	0.00	\$0.00	\$0.00	\$0.00	+ New → <input type="checkbox"/> Comments* <input type="checkbox"/> Attachments <input checked="" type="checkbox"/> Diversity

Back Submit to Pricing

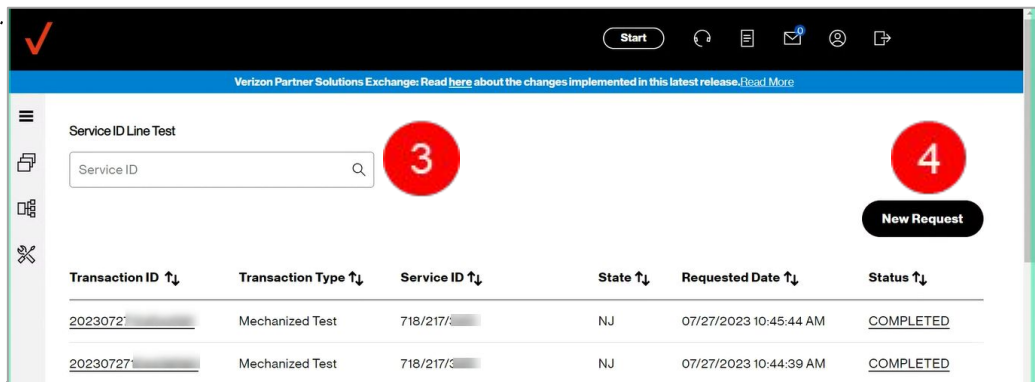
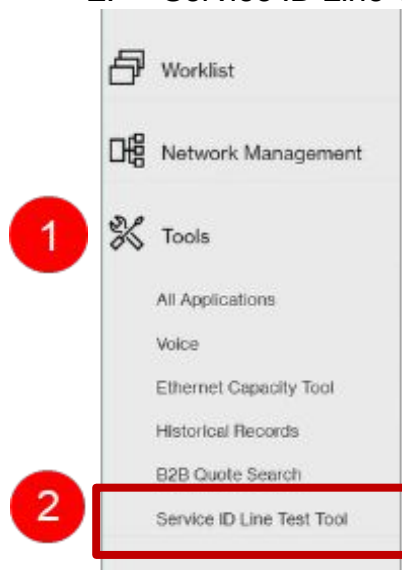
Repair Trouble Administration

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.

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.

Step 1: Select the applicable option, fill out information appropriately then submit the request

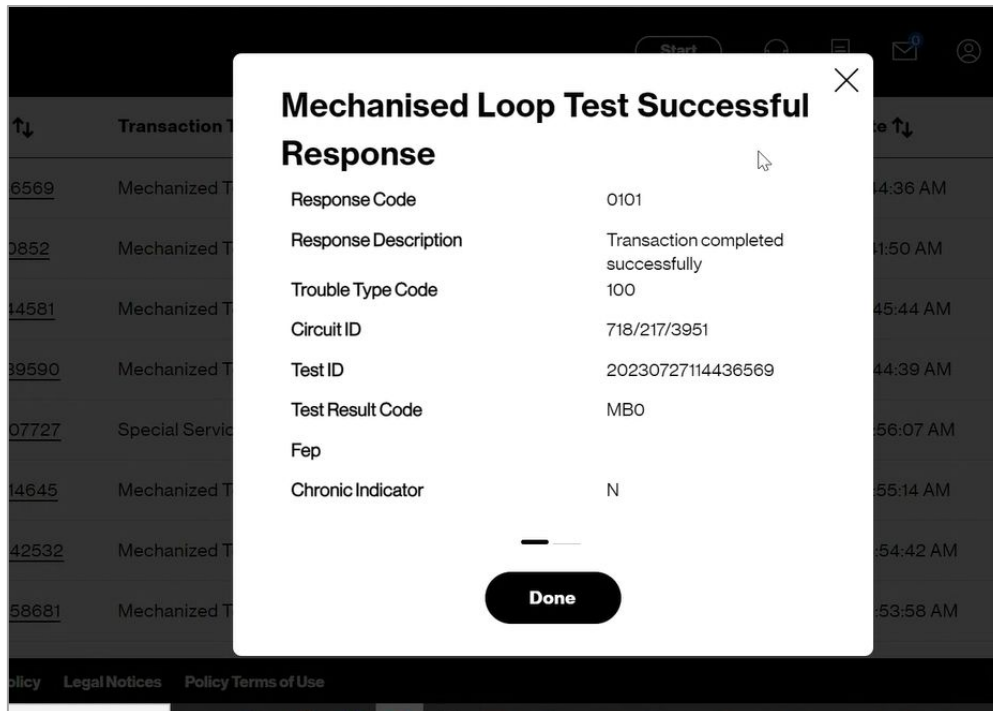
Step 2: The screen will return to the worklist,

Step 3: The worklist will present the status of the request. User can click on the Transaction ID of the request and see the result.

Transaction ID	Transaction Type	Service ID	State	Requested Date	Status
2023072	Mechanized Test	718/217/	NJ	07/27/2023 11:41:50 AM	COMPLETED
2023072	Mechanized Test	718/217/	NJ	07/27/2023 10:45:44 AM	COMPLETED
2023072	Mechanized Test	718/217/	NJ	07/27/2023 10:44:39 AM	COMPLETED
2023072	Special Service Test	32/HCG/	NY	07/27/2023 06:56:07 AM	COMPLETED
2023072	Mechanized Test	718/217/	NJ	07/27/2023 06:55:14 AM	COMPLETED
2023072	Mechanized Test	410/483/	NY	07/26/2023 06:54:42 AM	COMPLETED
2023072	Mechanized Test	410/483/	NY	07/26/2023 06:53:58 AM	COMPLETED
2023072	Special Service Test	32/HCG/	NY	07/26/2023 06:53:39 AM	COMPLETED

MLT|Response

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



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**

The screenshot displays the Verizon Partner Solution Exchange Portal interface. At the top, there is a navigation bar with a 'Start' button and several icons. Below this, a breadcrumb trail shows 'Quote| MultiQuote| Order| **Repair**| /Voice| Request| Maps|'. A search bar is present with the placeholder text 'Search by TransactionID, phone number, alias, or circuit ID'. Below the search bar, there are filters for 'Filter by Company' and 'Filter by Owner', an 'Apply' button, and a 'Search VZ Alternate Tickets' button (highlighted with a red box and a red circle '1'). A 'Download Worklist' button is also visible. Below the filters, a table shows 'Transaction ID' with values '00005877' and '00005122'. A blue banner below the table reads 'Verizon Partner Solutions Exchange: Read here about the changes implemented in this latest release'. A red circle '2' is placed over the search options. A zoomed-in view of the search options shows two radio buttons: 'Ticket Number' and 'Service Identifier' (selected and highlighted with a red box). Below the radio buttons is a search input field containing '793' and a 'Search' button. A dropdown menu is open below the search field, showing a list of search criteria: 'Serial Format', 'Special Telephone Format', 'Message Trunk', 'Message Trunk by 2-6 Code', 'Carrier Facility', and 'POTS;ISDN;Cntx;PBX;Sw Unbld'.

Note:

TAXI - Trouble Administration XML Interface

VTAG - Verizon Trouble Administration Gateway

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

Verizon Partner Solutions Exchange: Read here about the changes implemented in this latest release. [Read More]

Search by
 Ticket Number Service Identifier

NY1126497

Search

Ticket Details

Verizon Ticket Number :	NY1126497	Service ID :	33/KQ2XA/819704/VZNY
High Level Status :	TESTING	Detailed Status :	AUTOTEST COMPLETE
Ticket Source :	TAXI		

+ Expand All

Trouble Ticket Status Progression

Activity Log

Comments

Escalate Ticket Cancel Request

