GLOBAL INCIDENT ESCALATIONS USER GUIDE

Purpose and Objectives

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:

verizon

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

Actions

Request A Progress Update

Add Attachment

Add your reference number

Request Escalation

Provide Test Release Window

Update Site Access Information

Update Site Access and Verify Power

Verify Power and Equipment

Confirm Repair or Request Close

Add Comment

Request Escalation ✕

⚠ **Do not include confidential information**

Do not include confidential information, third party names or customer proprietary network information (CPNI). The information you enter may be viewed by other users of Quick Functions who may gain access with a limited authentication.

More

Reason *

This is a critical service to my business ⌄

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

Comment *

Entered By

First Name *

Last Name *

Email *

Submit   **Cancel**

💬 **Chat with us**

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

Quick Status for ticket 20230816████

Your Reference No.: N/A | Status: OPEN - TO BE WORKED

🖨 ↻   **Manage e-Mail Notifications**

Ticket progression

We have your ticket.	We're working on your ticket.	Your ticket has been resolved
✓	○	○
Ticket created.	○ **Testing in progress.**	○ Resolved
	○ Repair in progress.	○ Closed

Summary

On 2023-08-16 at 07:59:27 GMT, incident ticket 20230816████ was created by ████████ for your service.

Your ticket is logged as priority 3 and is assigned to the Verizon Managed Services engineers.

'Verizon is conducting an initial validation and analysis of the incident and service.

Service ID:	**Service Type:**	**Issue Type:**
████████████	CIRCUIT	Other
Created on:	**Last updated:**	
08-16-2023 07:59:27 GMT	08-16-2023 08:24:28 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 supports you in dealing with Repair related technical issues via repair tickets, as well as 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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