



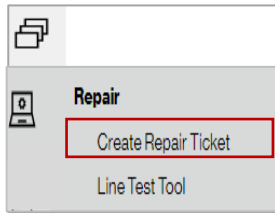
Repair Ticket Job Aid

Getting Started

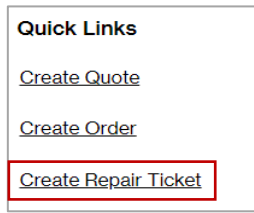
Note: User ID must have the Repair role enabled prior to creating a Repair Ticket

There are **three** ways to create a Repair Ticket

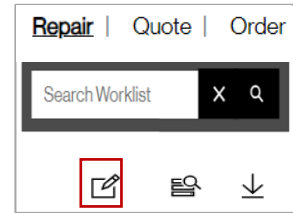
Option 1: From **Repair**



Option 2: From **Quick Links**



Option 3: From **Repair Worklist**



Identify Service | Create a Ticket

1. Use **Default Search** and enter any Service Identifier or Use Bypass Search (select from drop down) and enter formatted Identifier
2. Use **Advanced search** to enter at least 4 digits and location details

Click **Submit**

Note:

- System will prevent duplicate entry
- The following circuit details will be displayed: Service location, Company Alias, End Customer Name & Product offering

New Repair Ticket

1 Identify Service 2 Verify Service 3 TicketDetail Summary

Service Identifier (Default) 1

908551212

Submit

2 + Advanced search

* Please enter Partial Service Identifier with City, State and Country

Service Identifier*	City	Country	State
		United States	



Repair Ticket Job Aid

Identify Service

- Select the record, Click **“Next”** to proceed

Circuit Id Number	Service Location	Customer Alias	End Customer Name	Product Offering
33.KQXA.82	54321 MAIN ST ANYTOWN NY USA	ABC Company	123 Company	DS1

Next

Verify Service | Provide Ticket Details

- Enter **Customer Reference Number** (optional)
- Select **Issue Type**
- Select **Subtype** field
- Provide **additional information** (as applicable):
 - Has the equipment connected and powered on?
 - Indicate if you Accept Additional Charges
 - Indicate the notice date and/or time
 - Indicate if Multi-ticket (only applicable for POTs Line)
- Input **remarks**
- Input **Local Contact information**
- Click **Upload files** (if applicable)
- Testing and **Dispatch Authorizations** (hours)

Note:

- Ticket detail options will vary based on Product, Circuit id and Issue Type
- All required fields are denoted with an asterisk

Click **Submit**

1
 Identify Service

2
 Verify Service

Service ID: 33.KQXA.82

Circuit ID: 33.KQXA.82

Customer Alias: _____

End Customer Name: _____

Products: DS1

Location A: _____

Location Z: 4 STREET 6189 LN

Modify Ticket Details

Customer Reference Number 1

Issue Type * 2

Select an Issue type ▼

Sub Type * 3

Select an Subtype Category ▼

Accept Possibility for additional charges if a dispatch is required and the trouble is not on Verizon network? *

Yes No 4

Remarks * 5

A maximum of 500 characters are allowed in a remark.

500 remaining characters available

Site Information

Local Contact * 6

Contact Name*

Contact Phone*

Attachments 7

Authorizations 8

Do you authorize a dispatch? Yes No

When can Verizon access the premises? ANYTIME(24/7 Access) SPECIFIC HOURS

Discard
Submit

Repair Ticket Job Aid

Ticket Detail Summary

1. View **Ticket Detail Summary**
2. Click to **Expand All** (Ticket Details)
3. Show **History**
4. Click **Escalate** (select escalation level and provide reason for escalation)
5. Click **Edit** to modify ticket (Issue Type, Sub Type and Remarks cannot be modified)
6. Select **Cancel** Ticket (please provide a reason for ticket cancellation)

Ticket Details 1

Verizon Ticket Number: VMAAR04M63Z
 Transaction ID: 00005877
 Service ID:

Circuit ID:
 Customer Alias: ABC
 End Customer Name:
 High Level Status: IN PROGRESS

1 Identify Service

2 Verify Service

3 TicketDetail Summary

Location A : 	Products: 	↶
Location Z : 1100JIG #.# M-	Customer Reference :	
Detailed Status : Pending Manual Intervention	Issue Type : Down Hard	2 + Expand All

Trouble Ticket Status Progression ▼

Activity Log ▼

Additional Details ▼

Comments ▼

Show History 3

Escalate 4

Edit 5

Cancel 6

Escalation Level

▼

Reason for Escalations (Required)

500 remaining characters available.

Cancel
Submit

Repair Ticket Line Test

Click the link for more details on [how to initiate a Line Test](#) within the Verizon Partner Solutions Exchange Portal



Repair Ticket Job Aid

Repair Ticket Worklist

1. From the Worklist click **“Repair”**

The screenshot shows the Verizon Repair Ticket Worklist interface. At the top, there is a navigation bar with 'Quoting | Ordering | Voice | Request | **Repair** | Availability'. Below this is a search bar labeled 'Search Worklist'. A filter section is visible with 'Filter by: All Companies' and 'All Owners' dropdown menus, and an 'Apply' button. To the right of the filter section are buttons for 'Search VZ Alternate Tickets' and 'Download Worklist'. The main area contains a table of repair tickets with columns for Transaction ID, Verizon Ticket Number, Service Identifier, Customer Alias, Date Created, High Level Status, Detailed Status, and Issue Type. The first three rows of the table are highlighted with red flags, indicating they are flagged tickets.

Transaction ID	Verizon Ticket Number	Service Identifier	Customer Alias	Date Created	High Level Status	Detailed Status	Issue Type
20231013060300212	VNY11127101	33.KQXA.82	ABC Company	10/13/2023	CLOSED	Cancelled	DownHard
20231011130432748	202310100686	testseptemberdemo65	ABC Company	10/11/2023	Open	Open To Be Worked	Informational
20231010134924146	2023101000704	invalidseptemberdemo77	ABC Company	10/10/2023	Open	Open To Be Worked	Degraded

2. Use the search bar to look up a Repair Ticket by the Transaction ID, Verizon Ticket Number (ETMS Ticket # or VRepair Ticket #), or Service Identifier, by clicking the magnifying glass
3. Use Filter by to search for specific company, all companies or all owners
4. Flagged Tickets will appear at the top of the Worklist
5. Click Search for a Verizon Alternate Ticket (when needed)
6. Click Download Worklist to view all repair tickets into a Excel file