



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:

New Ticket Notification

Ticket Number **20230816** | Your Reference Number *not provided*

Service ID | Issue Type **OTHER**

Service Location **Unknown**

We have your ticket.

Ticket created.

We're working on your ticket.

☐ Testing in progress

☐ Repair in progress

Your ticket has been resolved.

☐ Resolved

☐ Closed

Save this email! Use the button below at any time to:

- View most recent ticket status
- Provide additional information to Verizon such as:
 - ☐ Update site access information
 - ☐ Verify power and equipment
 - ☐ Confirm service restoration

View & Update Ticket >
Using Quick Status

To view additional repair progress ticket details, please login to [Verizon Enterprise Center](#)

Was this status helpful?

[Create New Ticket](#) | [Manage Notifications](#) | [Unsubscribe](#) | [FAQ](#) | [Privacy Policy](#)

Can't view pictures? [Click here to View & Update Ticket!](#)



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



Comment *

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

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 [REDACTED]



[Manage e-Mail Notifications](#)

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

Ticket progression

We have your ticket.



Ticket created.

We're working on your ticket.

☐ Testing in progress.

☐ Repair in progress.

Your ticket has been resolved

☐ Resolved

☐ Closed

Summary

On 2023-08-16 at 07:59:27 GMT, incident ticket 20230816 [REDACTED] was created by [REDACTED] 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:

[REDACTED]

Service Type:

CIRCUIT

Issue Type:

Other

Created on:

08-16-2023 07:59:27 GMT

Last updated:

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](#).



© 2024 Verizon. All Rights Reserved. The Verizon name and logo and all other names, logos, and slogans identifying Verizon's products and services are trademarks and service marks or registered trademarks and service marks of Verizon Trademark Services LLC or its affiliates in the United States and/or other countries. Microsoft and Excel are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks and service marks are the property of their respective owners.