

# Verizon Enterprise Center

## Overview

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verizon<sup>v</sup>

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**Easily  
control your  
services.**

**Whenever.  
Wherever.**



# Powerful tools to manage your business in one place



## Order

Save time and control costs with a simple ordering process.



## Pay

Manage your billing information in one place.



## Monitor

Access near real-time data about your network's performance.



## Analyze

Make informed decisions about your network investments.



## Upgrade

Fine-tune your network infrastructure.



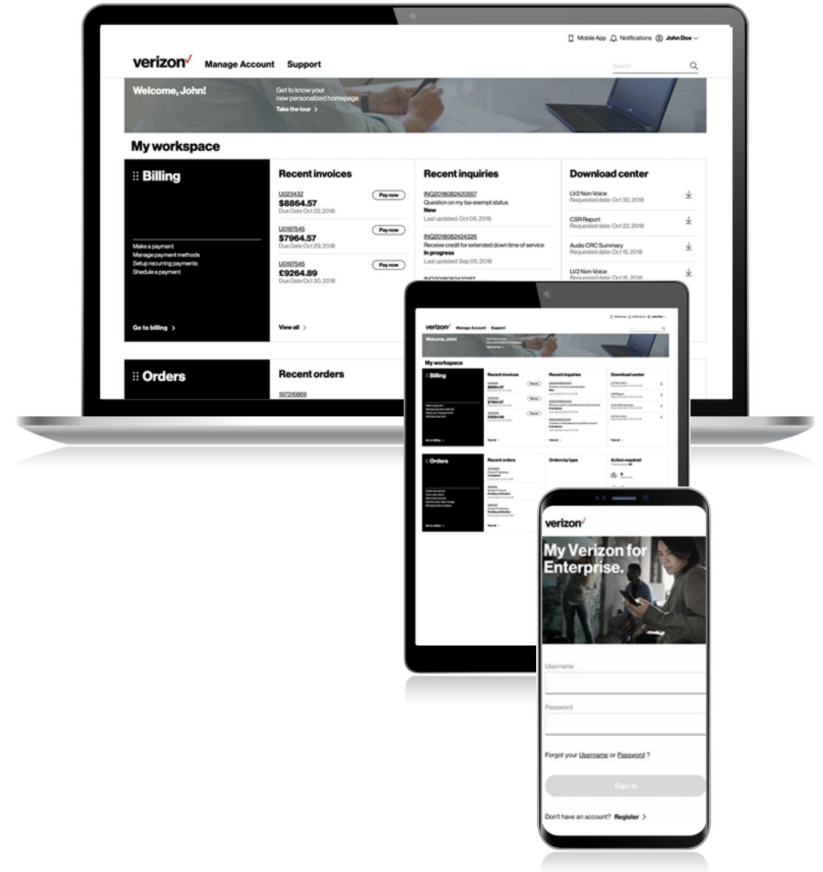
## Repair

Create and track change requests and incident tickets.



# Why Verizon Enterprise Center?

- Manage your Verizon services, streamline business processes, and control critical business functions in the office or on the go
- Get secure, simple and fast access to capabilities like opening trouble tickets, paying bills, and ordering new services
- Access powerful reporting tools for instant access to the information you need to make business decisions
- Use a comprehensive suite of digital tools to manage your services and support your business goals
- Take your business on the go or leave it all behind at the office - flex seamlessly between desktop, tablet and smartphone
- Stay ahead of the curve, managing your products in real-time by making changes to services that impact your network and business

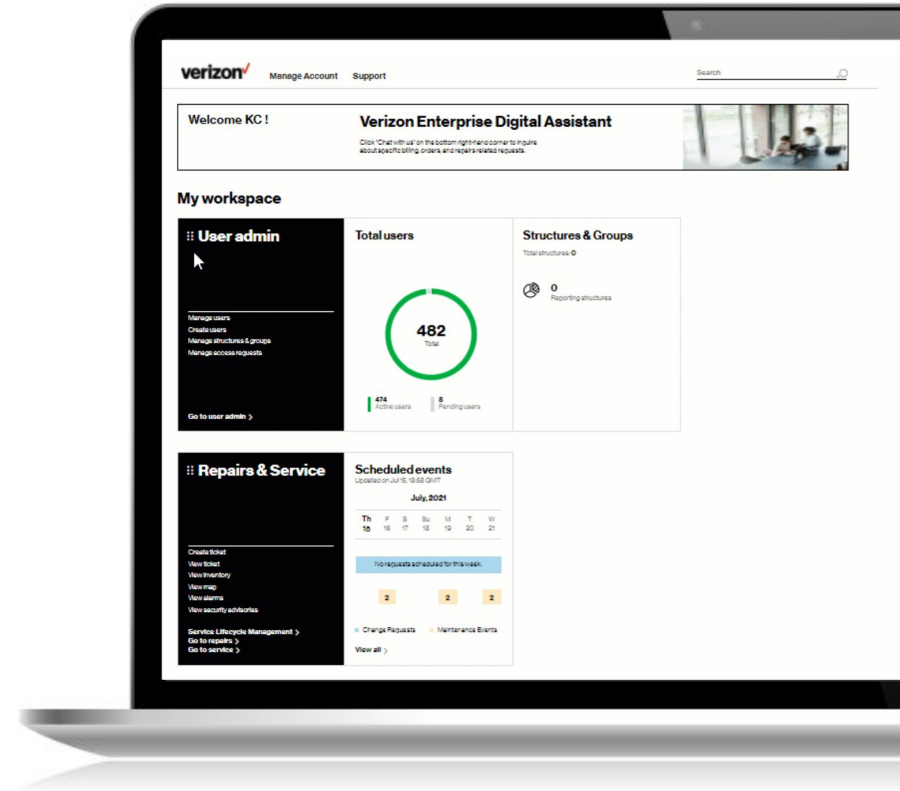


# Customizable homepage

Personalize your dashboard to highlight what matters most to you.

## Key features:

- View highly relevant data as soon as you sign in
- Visualize key performance metrics to uncover quick insights
- Track activity that supports your business processes
- Take action directly from your homepage

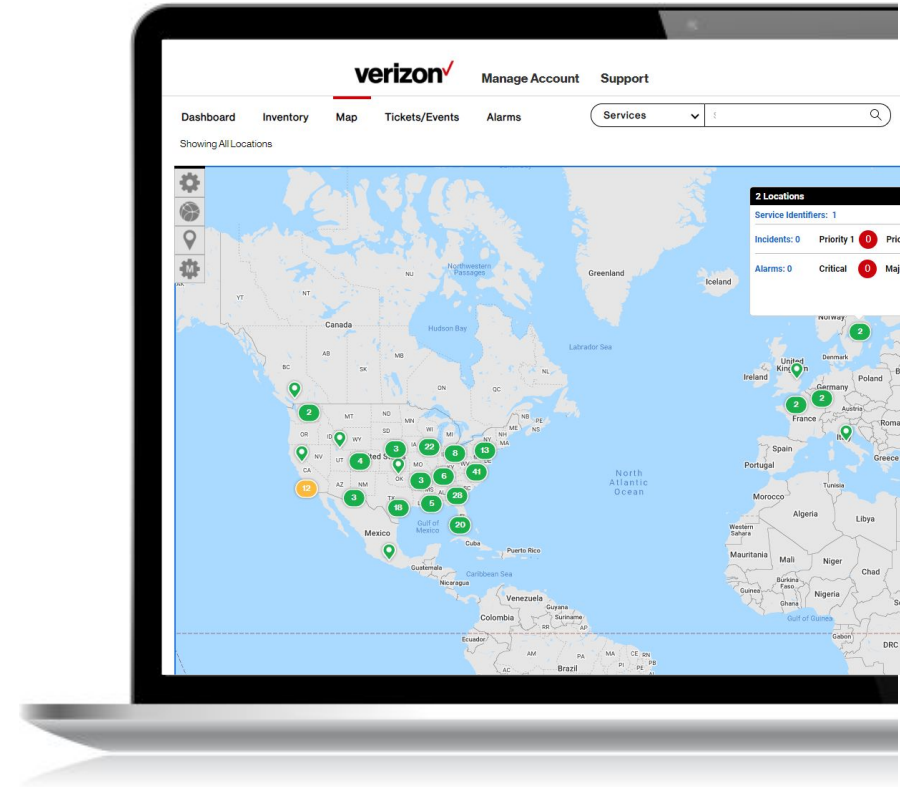


# Service management

Access the data and the tools you need to better manage your services.

## Key features:

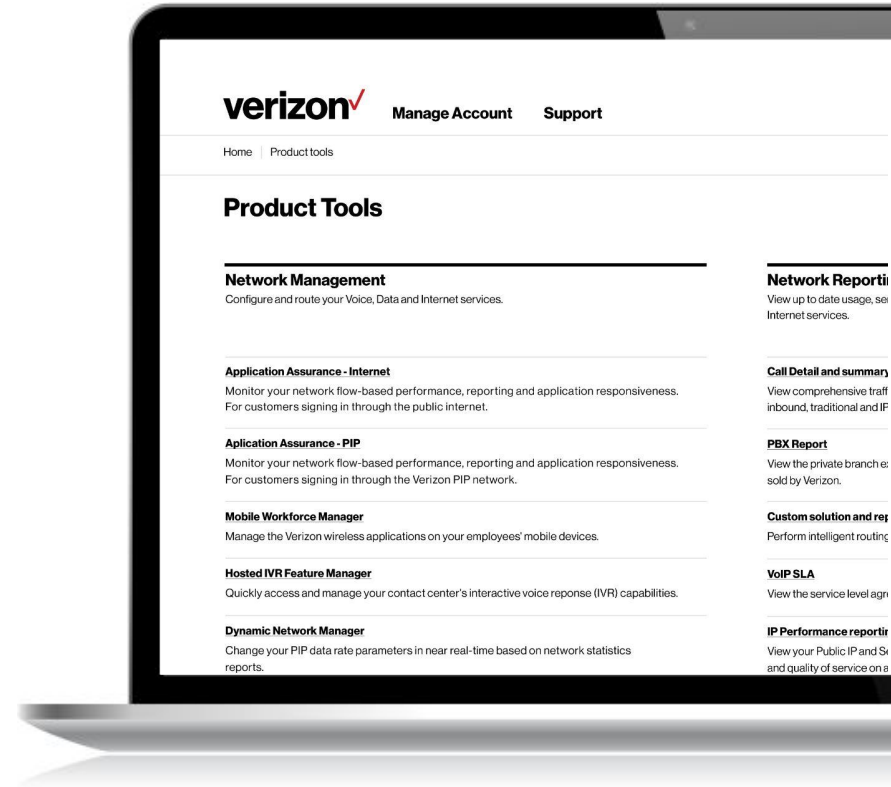
- View network health at-a-glance on a color-coded map
- Manage services: Place move, add, change and disconnect requests
- Access calendar of maintenance events and change requests impacting your services
- View and download inventory
- Replace equipment that has reached end-of-life



# Product management tools

Verizon Enterprise Center offers a variety of tools to manage products like Private IP, SD-WAN, Secure Cloud Interconnect, VoIP, and UCaaS to help you:

- Configure and route Voice, Data and Internet services
- Track product performance and customize services
- Upgrade bandwidth on demand
- Manage inbound numbers more efficiently
- Build alternate routing plans
- Generate reports to analyze capacity, view utilization and traffic statistics
- Track application and network performance
- Make network policy management changes



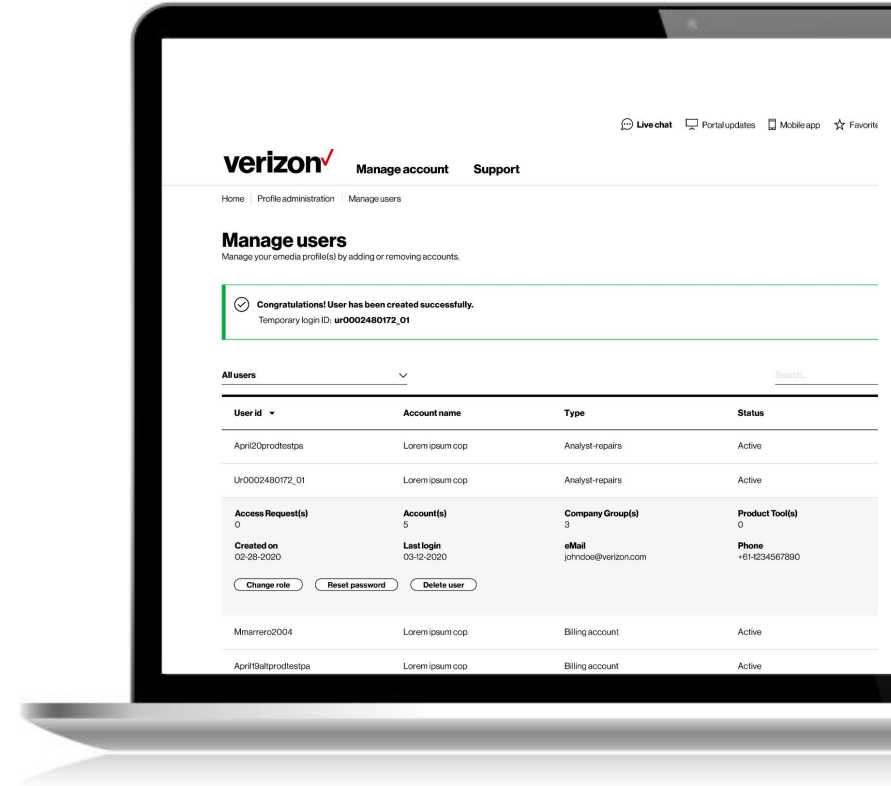


# Role-based access

Manage user permissions with ease.

## Key features:

- User administration capabilities (create, delete and update users)
- Grant and revoke Customer Proprietary Network Information (CPNI)
- Manage access to accounts and product tools
- Monitor active vs. pending users and take actions
- Review and approve access requests
- Grant access to productivity tools for users to manage the network and take action in real-time



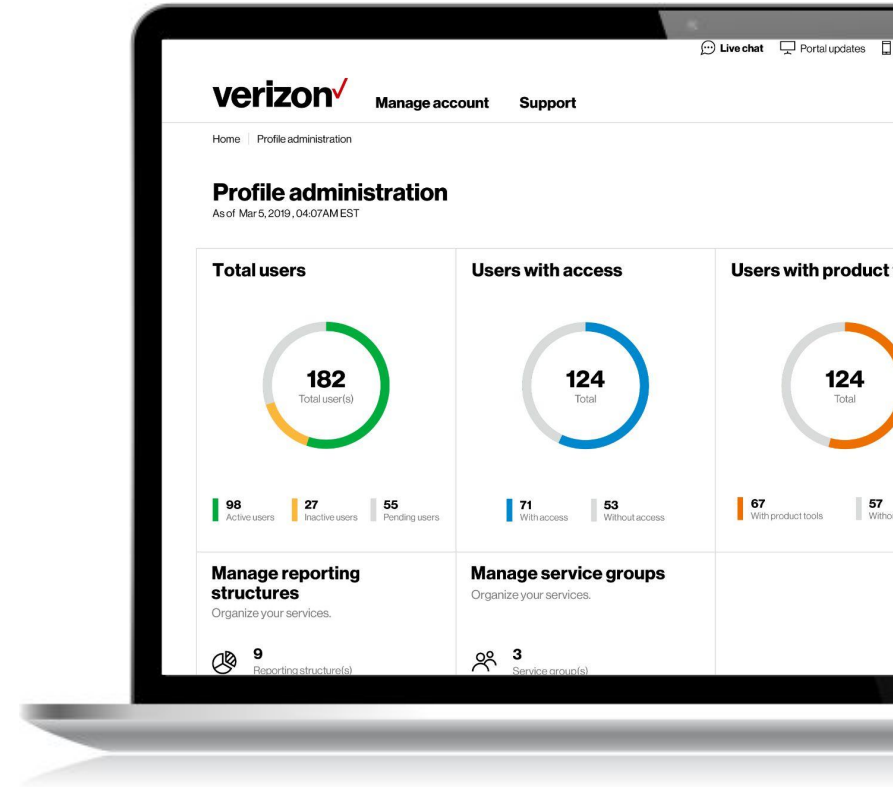
# Primary Contact Authorization requests

Review and authorize Primary Contact (POC) authorization requests quickly and easily.

The Primary Contact (POC) role enables customers to assign a company administrator to determine who can access the Verizon Enterprise Center.

Top 5 tasks a Primary Contact can perform in Verizon Enterprise Center:

- Create and delete users
- Change users' roles and permissions
- Grant access to additional accounts
- Grant access to most product tools
- Organize your services into custom groups



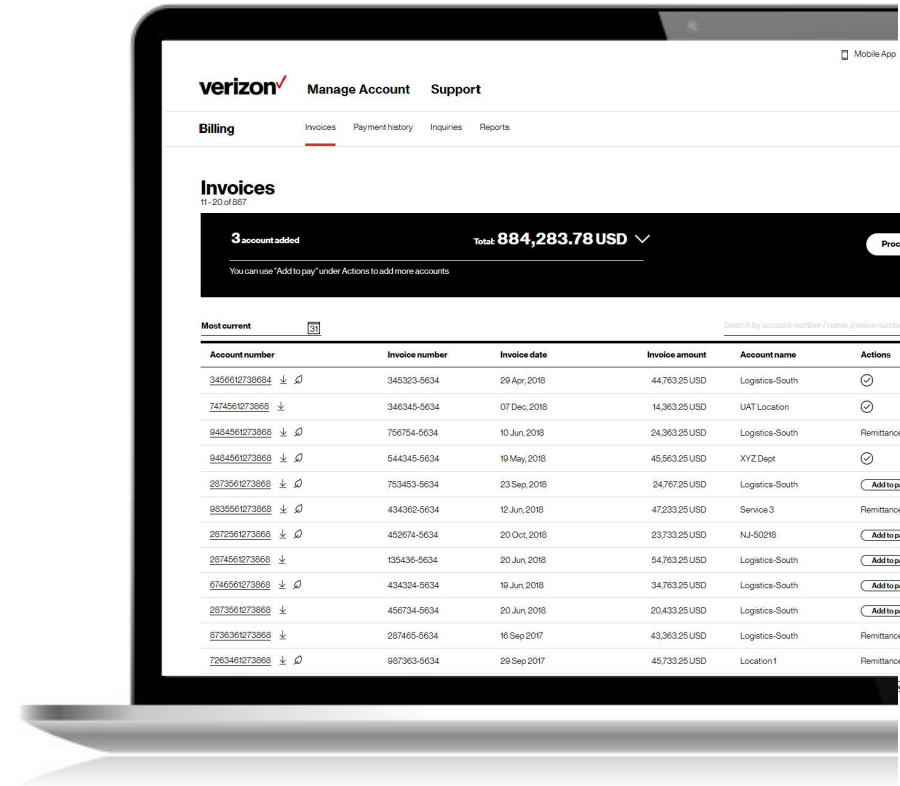
# Billing & payments

## Manage invoices.

- Retrieve invoices (up to seven years of past data)
- View invoices in print-image PDF or drill-down format
- Manage paperless and other bill media (i.e., EDI, Direct Data)
- Submit billing inquiries online

## Pay invoices (billed in US\$).

- Make payments via bank/credit card or ACH (Bank Account)
- One-time, recurring and scheduled payments
- Review payment status and history

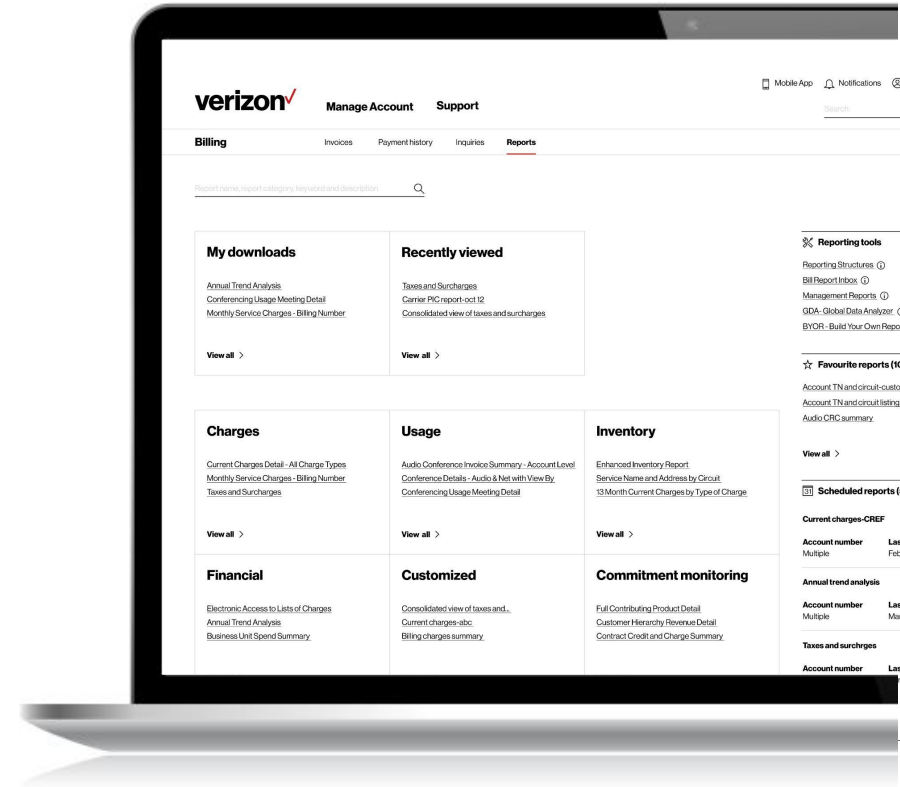


# Analytics & reporting

Quickly access reports using dashboard settings and keyword searches. Generate reports using simple filters and customizations.

## Key features:

- Dashboard view
- Keyword search
- Simplified report providing option for field filters
- Defined reporting categories for favorite and customized reports
- Scheduled reports
- Recent reports

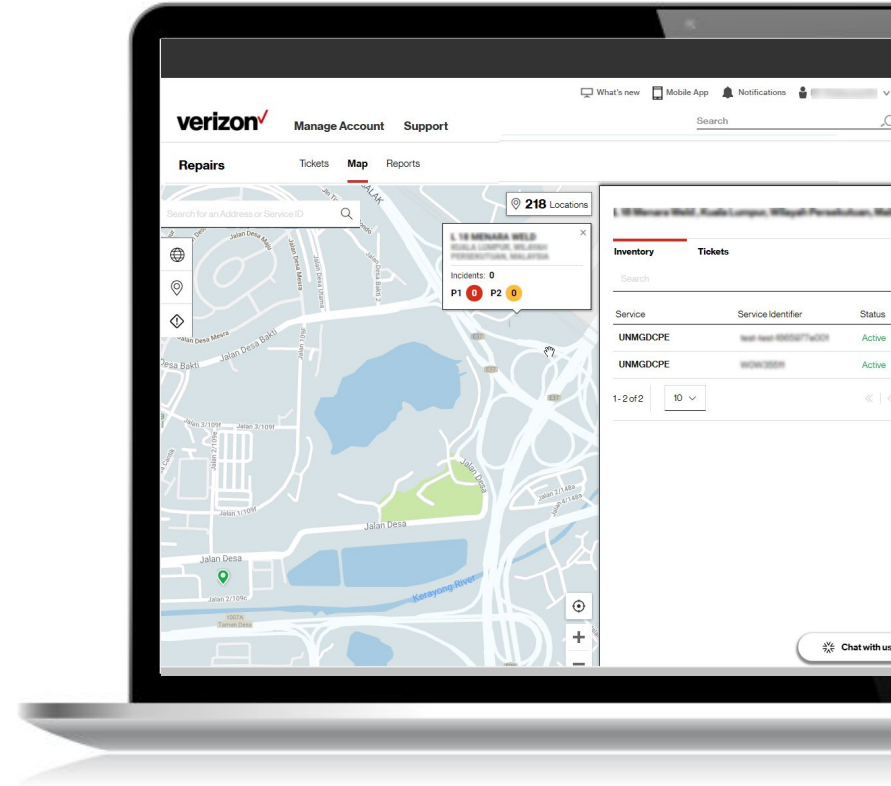


# Repairs

Open, track, or update trouble tickets. Find Service IDs on an interactive map.

## Key features:

- Manage time sensitive repair requests on Verizon Enterprise Center, no need to call Verizon to open a ticket
- Seamless access point to internal Verizon repair SMEs via ticket update options
- Holistic, personalized workspace flexible for one or multiple repair tickets
- Pre-defined options such as request for update, add additional information, request escalations
- Powerful filters enabling drill-down based on criteria meaningful to you and your organization
- Ideal for multi-user incident managers - enables teams to see singular view and in near real-time

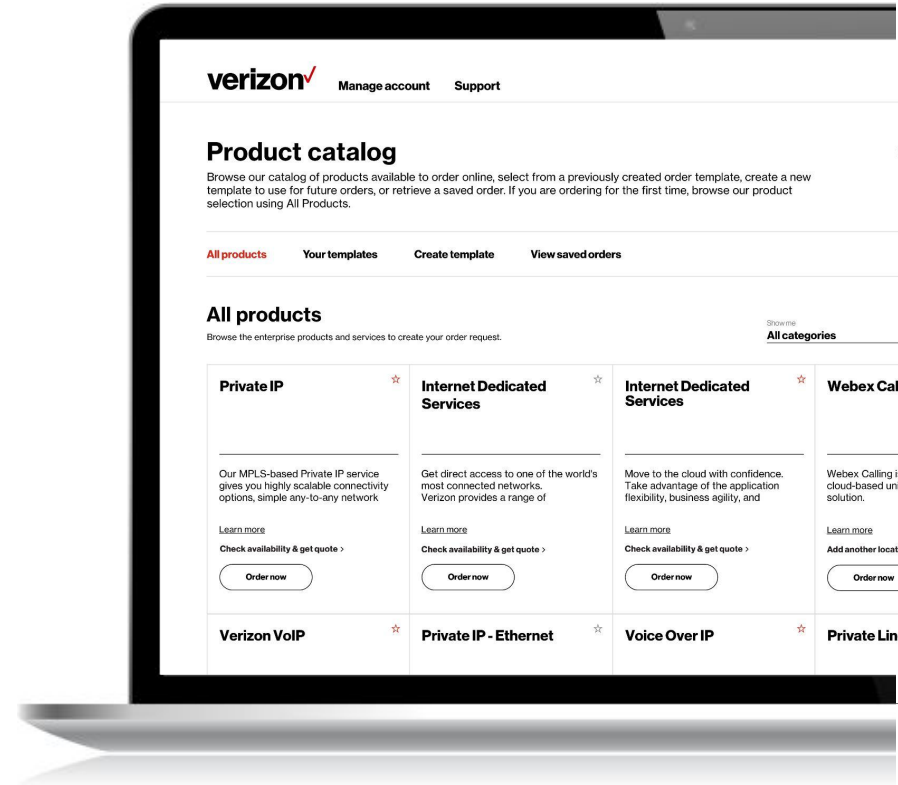


# Orders

**A simple quoting and ordering process helps you save time and manage costs.**

## Key features:

- View, accept and manage price quotes online for 32 global products
- Manage multiple quotes and orders easily
- Verify orders online quickly and easily
- Track the status of your global orders
- Select services from robust inventory to request changes, moves and disconnects - globally
- Contractual pricing displayed using the automated ordering tool for U.S. locations of VoIP, Private IP, Internet Dedicated and Secure Cloud Interconnect
- For VoIP: porting checks online, add/remove call paths, add more numbers

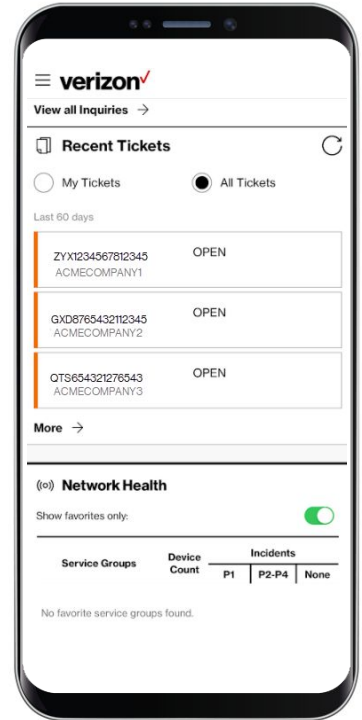
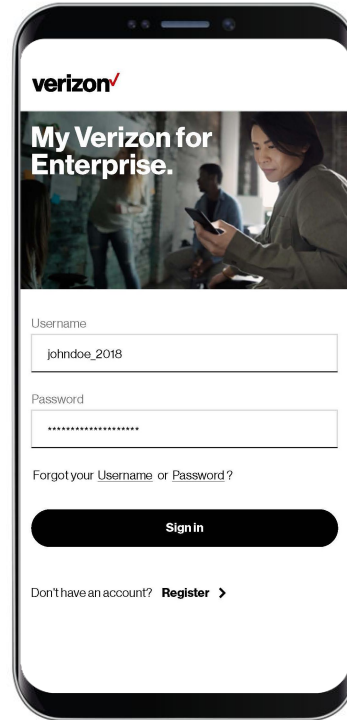


# My Verizon for Enterprise

A mobile app to conveniently manage your Verizon accounts from nearly anywhere at anytime.

## Key features:

- Personalized homepage
- Repairs ticket submission and ticket lifecycle management
- View invoices and billing inquiries
- Push notifications for repair tickets and alarms
- Review and track orders
- View inventory by country, service and service group
- View network health by service group
- View scheduled events and change requests



# Customer Training & Resources

Register at: [customertraining.verizon.com](https://customertraining.verizon.com)

- Create your User ID and password
- Sign in with your credentials
- Access complimentary training resources: Instructor-led classes and Self-paced tutorials
- Once registered, you can access the New User Orientation Program which includes the following self-paced training:
  - Verizon Enterprise Center - Overview
  - Verizon Enterprise Center - Navigation Video
  - Verizon Enterprise Center - Registration
  - Verizon Enterprise Center - Roles & Permissions
  - Verizon Enterprise Center - Primary Contact
- Click [here](#) for additional information about Verizon Enterprise Center
- Need more information? Click [here](#) to view Verizon Enterprise Center Support pages
- [View](#) the different user roles and what each role can see and do in Verizon Enterprise Center





