

VoIP on demand

Solution brief

Customer self-help portal

Networks are not static and that includes your Voice over IP (VoIP) network. You probably make changes to your network often to support new business needs – sometimes without much warning.

Changes like:

- Adding new sites
- Changing your call capacity
- Modify call routing
- Responding to a disaster
- Accommodating sales spikes

To make management of your VoIP network easier, we've made some enhancements to the Verizon Enterprise Center (VEC). These enhancements don't just improve the user experience; they also increase your self-management capabilities.

We focused our efforts in four areas – provisioning, visibility, support and education – to provide you with:



More control to make timely changes



Better accuracy, by simplifying processes



Enhanced visibility of your environment to empower you with better-informed decision-making

Quickly and easily gain visibility into your network and utilize new capabilities with the enhanced VEC dashboard.

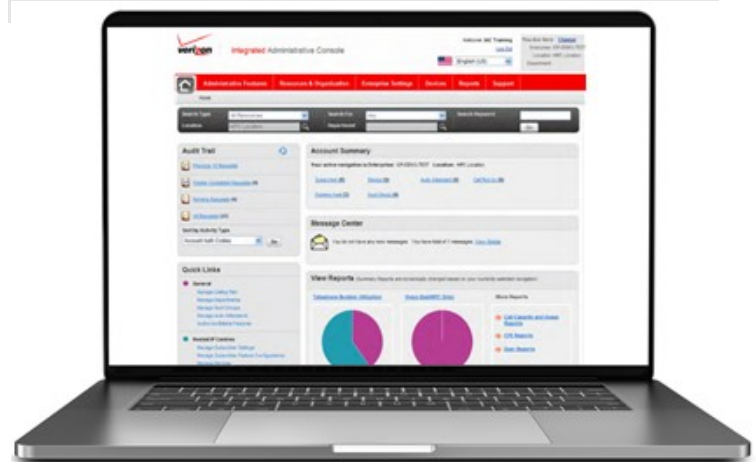
Provisioning

Companies grow and shrink with market changes. Whether you're acquiring new companies or sites, making changes to existing locations, or strategically downsizing, you'll need changes to your VoIP network. The VEC portal allows you to make changes easily. You also have the ability to order services at your convenience, for your US locations, via the portal, which could save time and increase order accuracy.

With enhanced VEC provisioning capabilities, you can:

- Add/delete sites *
- Add telephone numbers *
- Change your calling plan
- Adjust call routing to optimize your existing designed VoIP network
- Add/delete features
- Change your capacity or concurrent call limit (CCL) *

Add, change or delete sites, CCL and feature configurations *.



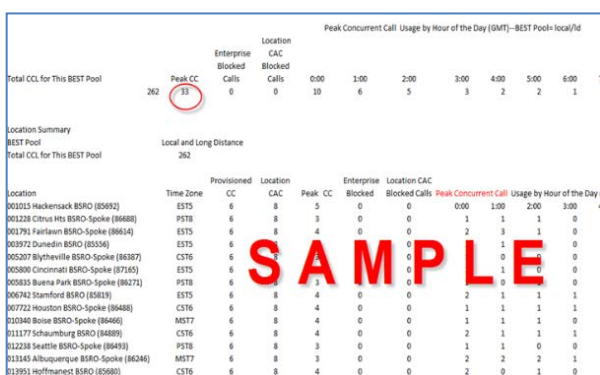
VEC - Global VoIP Management View

* Online ordering available for US locations only.

Visibility

Effectively managing a network without clear visibility into network operations is difficult, if not impossible. With enhanced VEC network visibility, you can:

- Monitor usage levels and trends
- View your VoIP network call routing set up
- View network service level agreement (SLA) compliance and quality reports
- Check order status



Easily view your VoIP usage to make faster, better-informed decisions.

Support

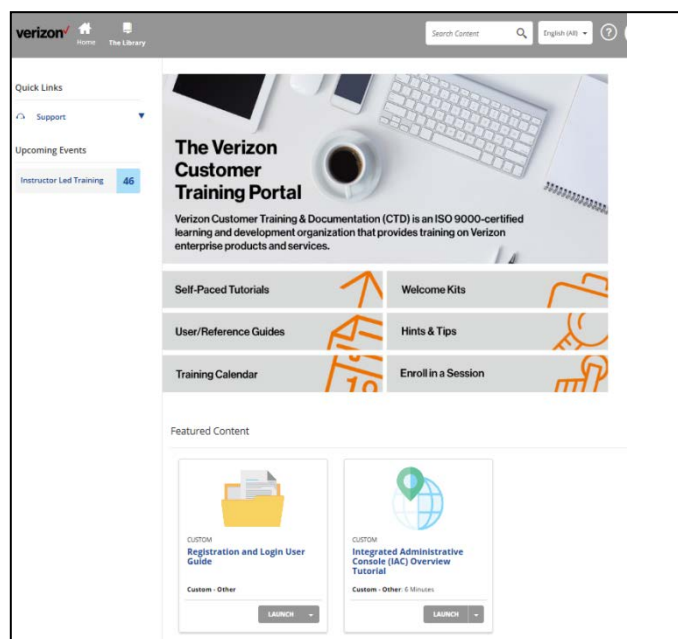
We've made it easier than ever to reach out to our experts for support. With our newly enhanced support capabilities, you can quickly and easily:

- Open and track tickets
- View invoices and call detail records (CDRs)
- Access contract details

Education

To help ensure that you have all of the information you need to manage your network, our enhanced educational resources include:

- User guides, tutorials and videos
- Online welcome kit (Implementation steps with customer and Verizon responsibilities)
- Frequently asked questions (FAQs)



Customer Training Website

Learn more:

Discover how Verizon Business Communications can help empower better, more effective communication and collaboration. Contact your Business Communications Specialist or visit <https://enterprise.verizon.com/products/business-communications/>