
ADDING YOUR REFERENCE TO VERIZON'S INCIDENT TICKET User Guide

Document ID: VZK67721



Verizon Public

Benefits

Adding your reference to Verizon's incident ticket has the following benefits:

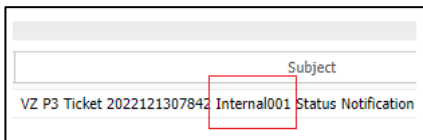
- **Easy to relate** email Status Notifications to your IT operations
- **Easy to relate** tickets on the Verizon On-Line portal to your IT operations
- It makes it **easier to reconcile** Verizon's SLA performance reports with your data

Choose any reference that works for you! - Your reference can be:

- Your own incident ticket number [Internal001]
- The location name that is impacted by the incident [Superstore16]
- Or any other reference useful to you [Internet outage]

Example Email Status Notification

Your provided reference number will be displayed on the Status Notifications:



verizon Status Notification

Ticket Number 20221213 [redacted] | Your Reference Number **Internal001**
Service ID [redacted] | Issue Type **Priority 3**

We have your ticket. **We're working on your ticket.** **Your ticket has been resolved.**

Ticket created. Testing completed. Resolved
 Repair in progress. Closed

Your ticket is on hold pending your input.

Contact Method: Unsuccessful phone call - with Email

Dear [redacted]

View & Update Ticket
Confirm Access/Power & Equip
Using Quick Status >

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

Was this status helpful?

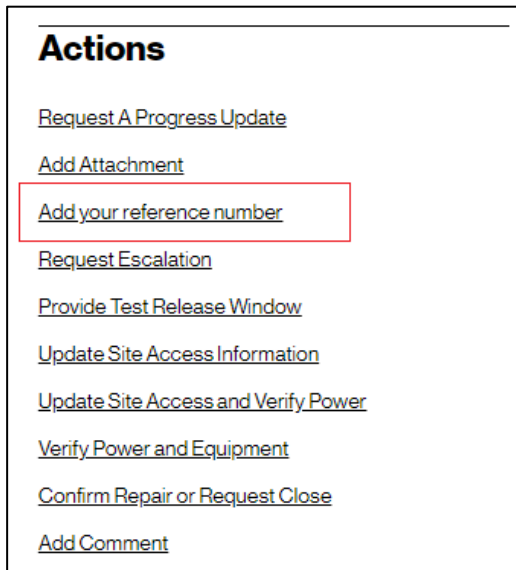
[Create New Ticket](#) | [Manage Notifications](#) | [Unsubscribe](#) | [FAQ](#) | [Privacy Policy](#)

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

How to add your Reference to Verizon's Ticket

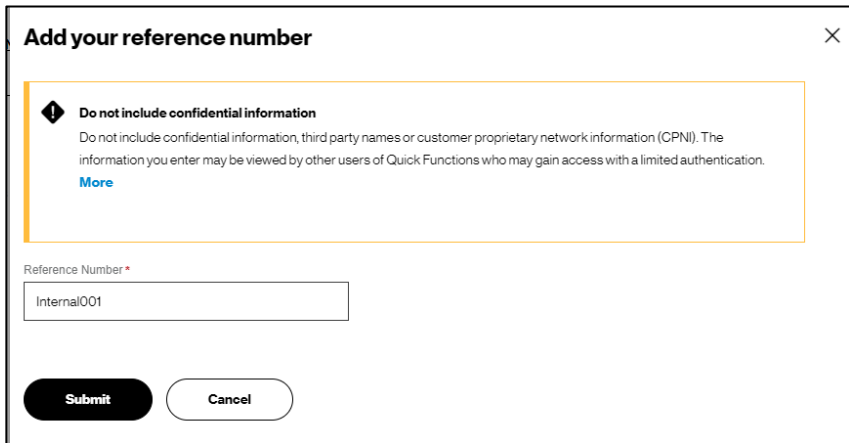
1. Click the **'View & Update Ticket'** button in the email notification (see previous page) to access your ticket On-Line.

2. Then select **'Add Your Reference Number'** in the 'Actions' menu on the right.



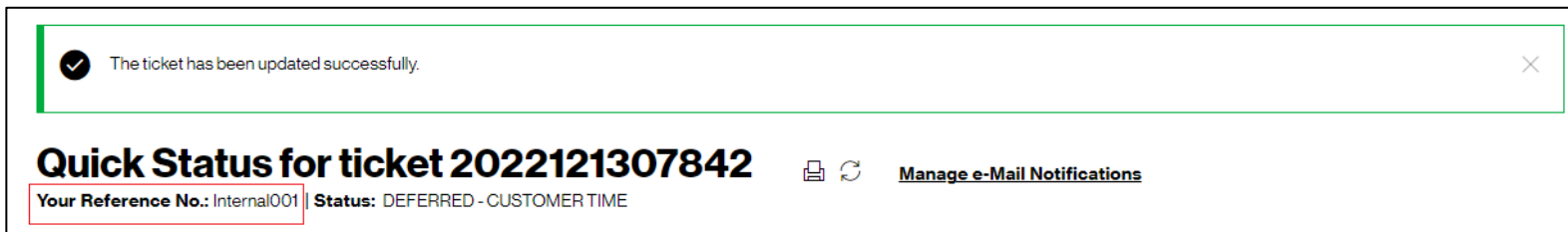
How to add your Reference to Verizon's Ticket

3. In the next pop-up window **input your reference and click Submit.**



The screenshot shows a pop-up window titled "Add your reference number" with a close button (X) in the top right corner. Inside the window, there is a warning icon and text: "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](#)". Below this is a text input field labeled "Reference Number *" containing the text "Internal001". At the bottom, there are two buttons: "Submit" and "Cancel".

4. You will receive a **confirmation** that the ticket was updated successfully and your reference will now be visible as part of the ticket header.



The screenshot shows a confirmation message at the top: "The ticket has been updated successfully." with a checkmark icon and a close button (X). Below this is the "Quick Status for ticket 2022121307842" section. It includes a "Your Reference No.:" field with "Internal001" and a "Status: DEFERRED - CUSTOMER TIME" field. To the right of the status are icons for printing and refreshing, and a link for "Manage e-Mail Notifications".