

# VIEWING TECHNICAL LOGS USER GUIDE

## Introduction

The Verizon Enterprise Center (VEC) Repairs portal may contain in addition to repair progress updates also Technical Logs.

The Technical Logs are for internal Verizon purposes but may sometimes be useful for your technicians that are actively involved with the troubleshooting. The Logs may include both commonly used technical abbreviations like 'BGP' and internal Verizon abbreviations like 'MARC'.

These Logs may be compiled by Verizon's technical diagnostics systems or by Verizon's technicians. The Logs compiled by technicians can be identified by the "SEANR" heading of the Log entry. See example.

The Quick Status portal and email Status Notifications do not contain Technical Logs for IT information security reasons.



# **Technical Log Examples**

The logs compiled by technicians can be identified by the "SEANR" heading of the Log entry (1).

Please note that not all tickets must necessarily have a technical log appended.

### **Technical Log Sections:**

• Symptom, Service, Extra Info (2)

Shows information about the incident & service

Action (3)

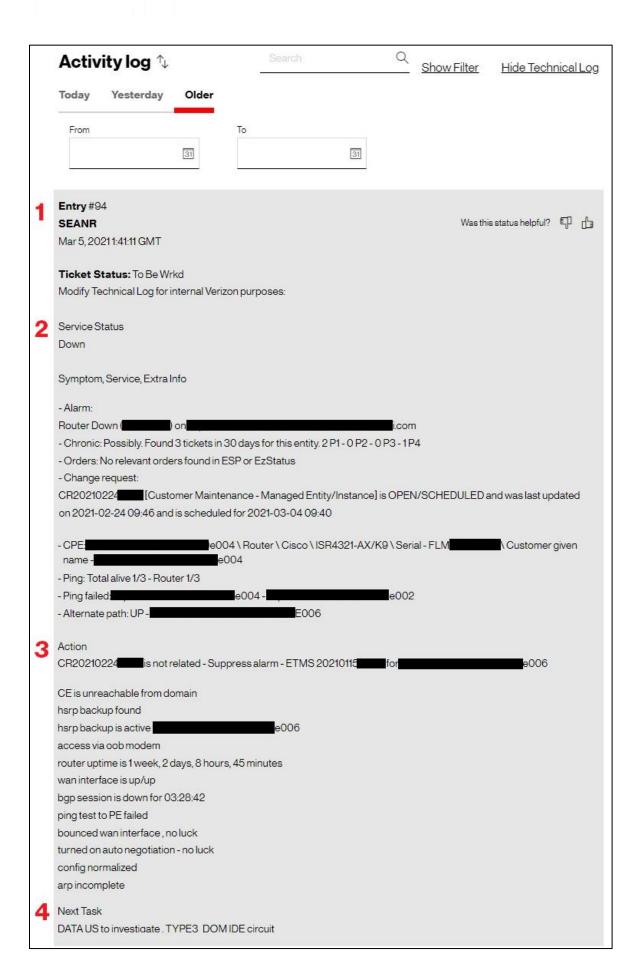
Shows testing diagnostics results and actions performed in chronological order; separated by time stamps like #2023-05-24 14:38 GMT#

Next Task (4)

Shows the next troubleshooting actions

(Please find examples below.)







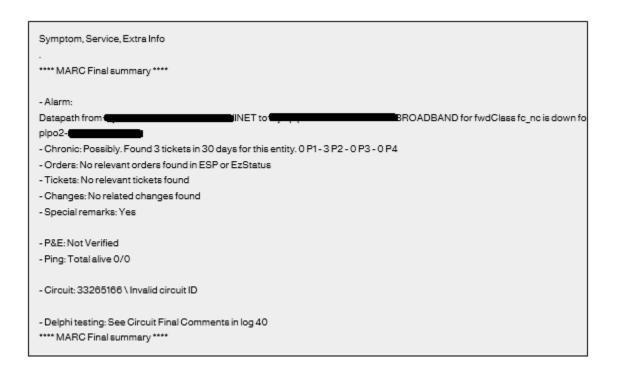
## Other example of a Technical Log entries

Delphi is an integrated test and diagnostic tool and used for services with Ethernet access.



#### **MARC Final Summary**

The Managed Services Automated Repair Controller (MARC) provides a summary of data gathering, service testing, analysis and repair path assignment. See example below.

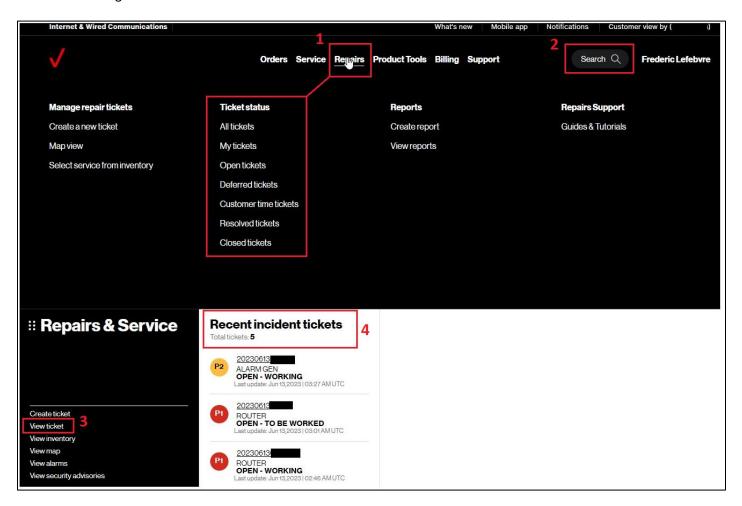




## **Accessing Your Tickets Through the VEC Portal**

Verizon Enterprise Center (VEC) offers multiple options how you can access your tickets:

- 1. 'Repairs' top side menu.
- 2. Direct ticket number search.
- 3. Left side menu.
- 4. Selecting a ticket from the 'Recent' ticket list.



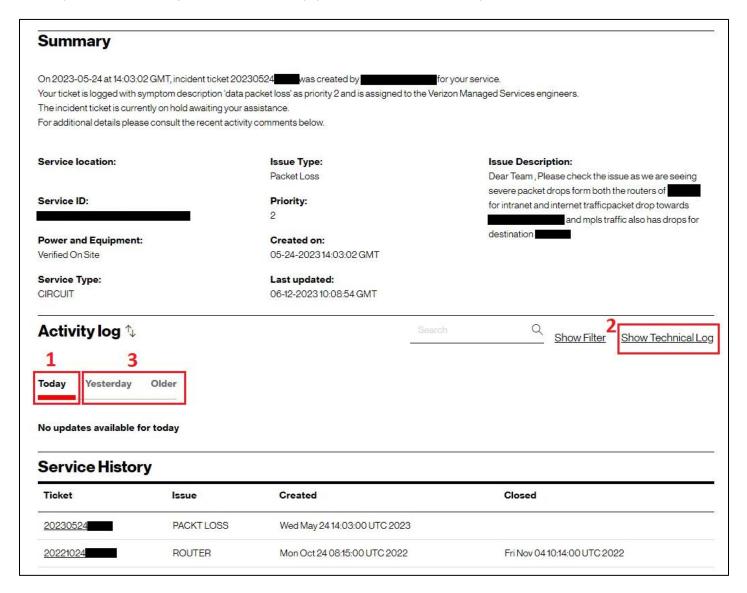


## The Default View and View Filters

When you first load a ticket, the default view will be showing only the most recent (1) and non-technical updates.

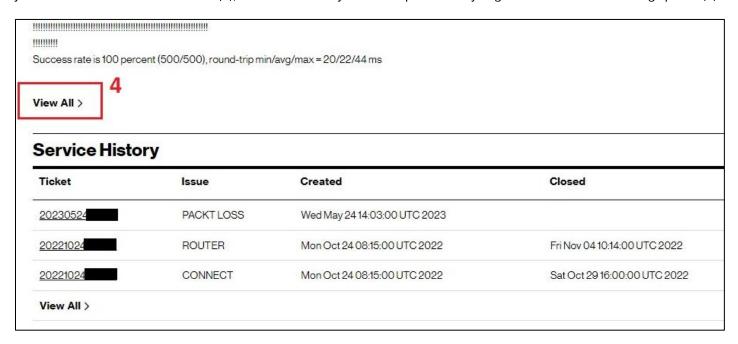
In order to access the technical updates, you need to click the "Show Technical Log" (2) button. (*Please note: This option is not available if you only have the Quick Status view enabled for your Account*).

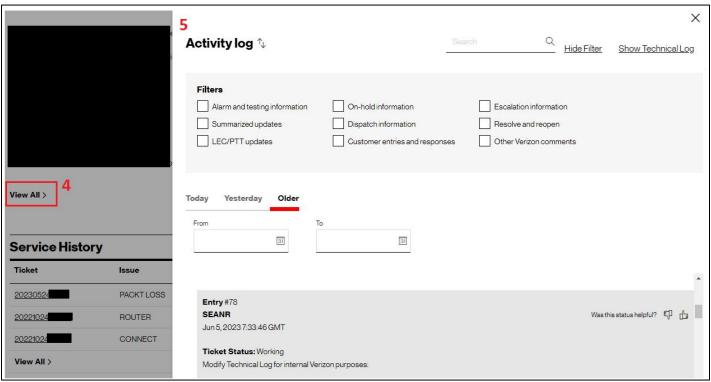
Similarly, to browse through more ticket history, you can use the "Yesterday" and "Older" buttons (3).





Should you require a more detailed view, at the end of the current Activity Log display (just above the 'Service History' section), you can click on the "View All" button (4), which will load for you the complete Activity Log view with additional filtering options (5).







## Service Assurance User Guides Library

Documents can be found on the <u>Service Assurance User Guides</u> page. The latest version of this document can be always found <u>here</u>.

#### **General Customer Training Information**

Go to our <u>Customer Training Portal\*</u> to enroll in training or to download other user and reference guides.

\*Registration is required

## **Verizon Enterprise Center**

The <u>Verizon Enterprise Center</u> 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 <u>here</u>.



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