Verizon Enterprise Center

Overview

August 2021



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Easily control your services.

Whenever. Wherever.



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Powerful tools to manage your business in one place



Order

Save time and control costs with a simple ordering process.



Manage your billing information in one place.



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



Make informed decisions about your network investments.



Fine-tune your network infrastructure.



Create and track change requests and incident tickets.

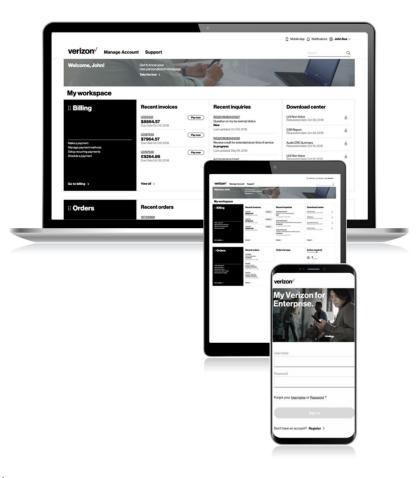
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Why Verizon Enterprise Center?

- 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

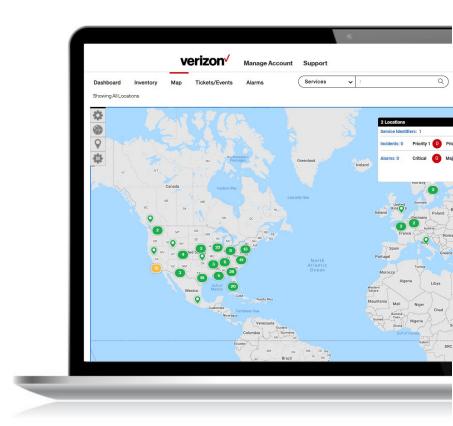
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Service management

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

- 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

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Verizon Manage Account Support	
Home Product tools	
Product Tools	
Network Management Configure and route your Voice; Data and Internet services.	Network Repr View up to date usag Internet services.
Application Assurance - Internet	Call Detail and sum
Monitor your network flow-based performance, reporting and application responsiveness. For customers signing in through the public internet.	View comprehensive inbound, traditional a
Aplication Assurance - PIP	PBX Report
Monitor your network flow-based performance, reporting and application responsiveness. For customers signing in through the Verizon PIP network.	View the private bran sold by Verizon.
Mobile Workforce Manager	Custom solution an
Manage the Verizon wireless applications on your employees' mobile devices.	Perform intelligent ro
Hosted IVR Feature Manager	VoIP SLA
Quickly access and manage your contact center's interactive voice reponse (IVR) capabilities.	View the service leve
Dynamic Network Manager	IP Performance rep
Change your PIP data rate parameters in near real-time based on network statistics	View your Public IP a
reports.	and quality of serv



Role-based access

Manage user permissions with ease.

- 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

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Manage users			
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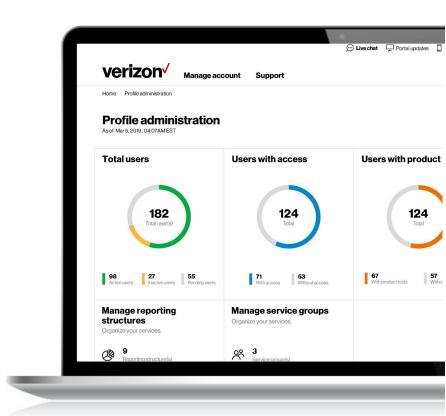
Primary Contact Authorization requests

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

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Analytics & reporting

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

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

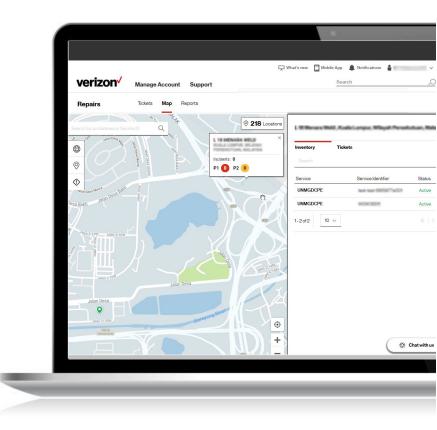
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Repairs

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

- 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.

- 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

Product catalo		
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All products Your templates	Create template View saved o	orders
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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

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	Service Groups
Don't have an account? Register >	No favorite service groups for

All Tickets

OPEN

OPEN

OPEN

Incidents

P2-P4 None



Customer Training & Resources

Register at: 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 <u>here</u> for additional information about Verizon Enterprise Center
- Need more information? Click <u>here</u> to view Verizon Enterprise Center Support pages
- <u>View</u> the different user roles and what each role can see and do in Verizon Enterprise Center





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