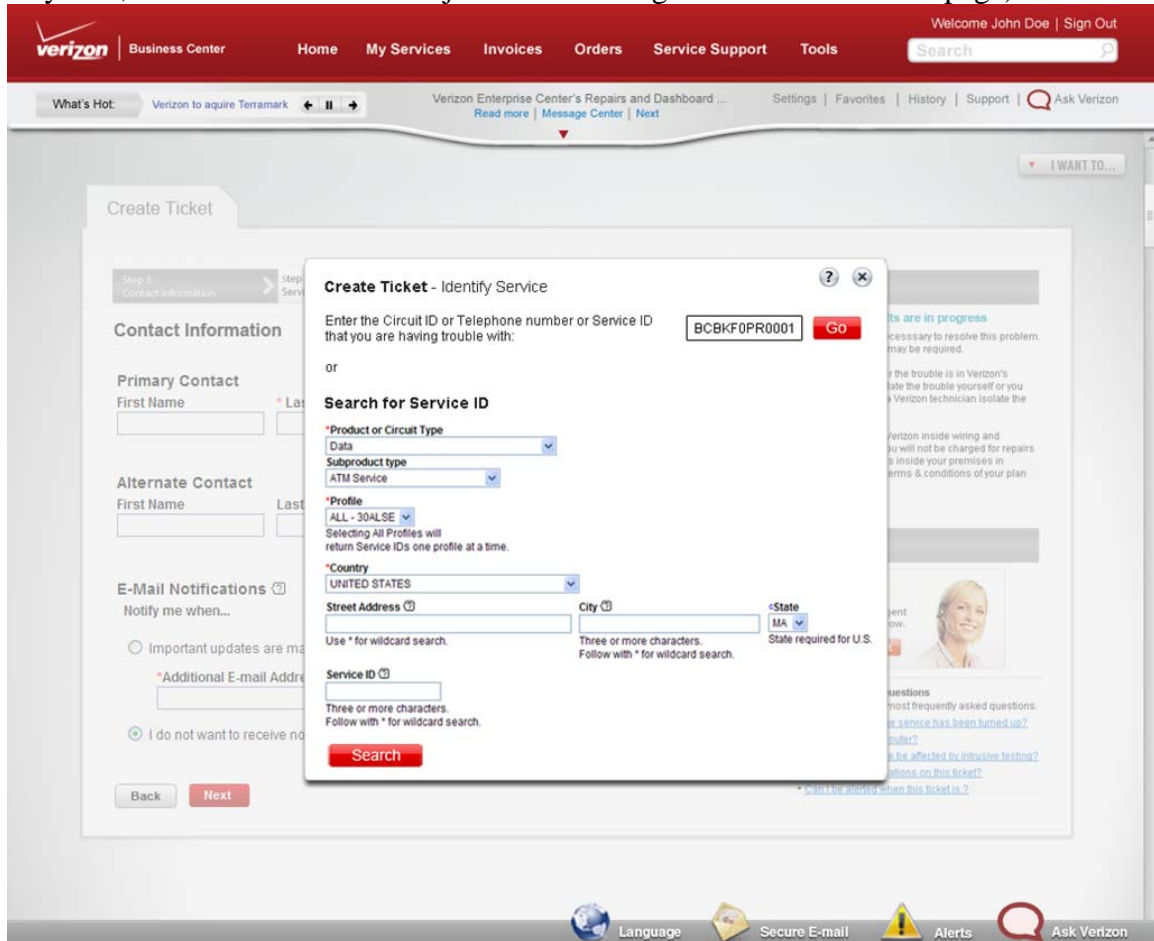


Focus on Create Ticket

The Verizon Enterprise Center 2.0 UX redesign was a large undertaking, so specific sections with new, complex functionality required a focused Pluralistic Walkthrough.

In the following walkthrough, we were trying to put a very fine point on the ticketing process. Historically, users became very frustrated and finally just called support. That's not the sign of a true online services company. This was our first initiative at a new stepped/wizard process.

The user has clicked create ticket from another page – most likely the Tickets page (although the new 2.0 design introduces quick tasks). The user is presented with a first stage modal window to enter identify the service they are creating the ticket for before actually engaging the wizard (get this stuff out of the way first because while it is necessary, we don't want to bog down the succinct flow of the wizard with a first step of identifying the service or searching for the necessary service ID. So we get that out of the way first, but let them see their objective of landing on the Create Ticket page).



Step 1: Contact Information

verizon Business Center Home My Services Invoices Orders Service Support Tools Welcome John Doe | Sign Out

Search

What's Hot: Verizon to acquire Terramark Verizon Enterprise Center's Repairs and Dashboard ... Settings | Favorites | History | Support | Ask Verizon

I WANT TO...

Create Ticket

Step 1: Contact Information > Step 2: Service and Access Information > Step 3: Issue Details > Step 4: Questions

Contact Information

Primary Contact

First Name	Last Name	E-mail Address	Phone Number / Extn
Jacqueline	St Martin	jstmartin1@comcast.net	703-622-8366

Alternate Contact

First Name	Last Name	E-mail Address	Phone Number / Extn

E-Mail Notifications

Notify me when...

Important updates are made to my ticket: [Customize](#)

*Additional E-mail Addresses

I do not want to receive notifications on this ticket.

Test Results

Your test results are in progress

A dispatch may be necessary to resolve this problem. Access to your office may be required.

To determine whether the trouble is in Verizon's network, you may isolate the trouble yourself or you may choose to have a Verizon technician isolate the trouble.

You currently have a Verizon inside wiring and maintenance plan. You will not be charged for repairs to the wiring and jacks inside your premises in accordance with the terms & conditions of your plan.

Self-Help

Live Chat

Ask a Verizon agent your question now.

Frequently Asked Questions

Get answers to the most frequently asked questions.

- How do I know if the service has been turned up?
- How do I ping my router?
- How will my service be affected by intrusive testing?
- Can I set up notifications on this ticket?
- Can I be alerted when this ticket is?



Language



Secure E-mail



Alerts



Ask Verizon

Step 2: Service and Access Information

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Search

What's Hot: Verizon to acquire Terramark | Verizon Enterprise Center's Repairs and Dashboard ... | Settings | Favorites | History | Support | Ask Verizon

I WANT TO...

Create Ticket

Step 1: Contact Information | **Step 2: Service and Access Information** | Step 3: Issue Details | Step 4: Questions

Service and Access Information

Please review the Service Address information below to confirm the proper Service ID is identified for a trouble ticket

Service ID BCBK0PR0001	Service Address 12238 SILICON DR	City SAN ANTONIO
State TX	Postal Code 78249	Product Information PIP

* Site Country
UNITED STATES

Location A Access Information

* Site Access Information
 24 hours a day, 7 days a week
 Business Hours
 Specific Hours

* Site Contact Name

* Site Contact Phone Number

Access remarks (Max. length: 500 characters)

500 characters remaining

Location Z Access Information

Use the same access information of Location A for Location Z
 Use different access information for Location Z
 Not applicable

Back Next

Test Results

Your test results are ready
A dispatch may be necessary to resolve this problem. Access to your office may be required.

To determine whether the trouble is in Verizon's network, you may isolate the trouble yourself or you may choose to have a Verizon technician isolate the trouble.

You currently have a Verizon inside wiring and maintenance plan. You will not be charged for repairs to the wiring and jacks inside your premises in accordance with the terms & conditions of your plan.

Self-Help

Live Chat

Ask a Verizon agent your question now.

Start Live Chat

Frequently Asked Questions

Get answers to the most frequently asked questions.

- How do I know if the service has been turned up?
- How do I find my router?
- How will my service be affected by intrusive testing?
- Can I set up notifications on this ticket?
- Can I be alerted when this ticket is?



Language



Secure E-mail



Alerts



Ask Verizon

Step 3: Issue Details

The screenshot shows the Verizon Business Center interface for creating a ticket. The top navigation bar includes the Verizon logo, 'Business Center', and links for Home, My Services, Invoices, Orders, Service Support, and Tools. A search bar is present on the right. Below the navigation, a breadcrumb trail shows 'What's Hot' > 'Verizon to acquire Terramark' > 'Verizon Enterprise Center's Repairs and Dashboard ...'. The main content area is titled 'Create Ticket' and shows a progress bar with four steps: Step 1: Contact Information (completed), Step 2: Service and Access Information (completed), Step 3: Issue Details (current), and Step 4: Questions. The 'Issue Details' section contains the following fields: 'Entered By' (Jacqueline St Martin), 'Customer Ticket Number' (input field), '* Issue Type' (dropdown menu), and '* Issue Description' (text area with a maximum length of 80 characters and a '80 characters remaining' indicator). 'Back' and 'Next' buttons are located at the bottom of the form. On the right side, there are three sections: 'Test Results' with a 'Your test results are ready' message and a dispatch notice; 'Self-Help' with a 'Live Chat' button and a 'Start Live Chat' button; and 'Frequently Asked Questions' with a list of links.

Business Center Home My Services Invoices Orders Service Support Tools Search

Welcome John Doe | Sign Out

What's Hot: Verizon to acquire Terramark | Verizon Enterprise Center's Repairs and Dashboard ... | Settings | Favorites | History | Support | Ask Verizon

I WANT TO...

Create Ticket

Step 1: Contact Information ✓ Step 2: Service and Access Information ✓ Step 3: Issue Details Step 4: Questions

Issue Details

Entered By
Jacqueline St Martin

Customer Ticket Number

* Issue Type

* Issue Description (Max. length: 80 characters)

80 characters remaining

Back Next

Test Results

Your test results are ready
A dispatch may be necessary to resolve this problem. Access to your office may be required.

To determine whether the trouble is in Verizon's network, you may isolate the trouble yourself or you may choose to have a Verizon technician isolate the trouble.

You currently have a Verizon inside wiring and maintenance plan. You will not be charged for repairs to the wiring and jacks inside your premises in accordance with the terms & conditions of your plan.

Self-Help

Live Chat

Ask a Verizon agent your question now.

Start Live Chat

Frequently Asked Questions

Get answers to the most frequently asked questions.

- How do I know if the service has been turned up?
- How do I ping my router?
- How will my service be affected by intrusive testing?
- Can I set up notifications on this ticket?
- Can I be alerted when this ticket is?

Language Secure E-mail Alerts Ask Verizon

Step 4: Questions

verizon Business Center Home My Services Invoices Orders Service Support Tools Welcome John Doe | Sign Out

Search

What's Hot: Verizon to acquire Terramark ← || → Verizon Enterprise Center's Repairs and Dashboard ... Read more | Message Center | Next Settings | Favorites | History | Support | Ask Verizon

I WANT TO...

Create Ticket

Step 1: ✓ Contact Information Step 2: ✓ Service and Access Information Step 3: ✓ Issue Details Step 4: Questions

Questions

* Do you authorize a dispatch on this circuit if needed, understanding that there is a possibility that additional charges may be incurred if the trouble found is not on Verizon's network?
 Yes, anytime Yes, within business hours only No

* Has any work been done at the "Circuit" location recently?
 Yes No

* Was this service ever turned up?
 Yes No

* Is it intermittent?
 Yes No

Additional Description of the issue: (Please include additional technical details, such as trace-routes, logs, error messages and recordings, etc.)

1000 characters remaining


Test Results

Your test results are ready
A dispatch may be necessary to resolve this problem. Access to your office may be required.

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Self-Help

Live Chat
Ask a Verizon agent your question now.
 

Frequently Asked Questions

Get answers to the most frequently asked questions.

- [How do I know if the service has been turned up?](#)
- [How do I ping my router?](#)
- [How will my service be affected by intuitive testing?](#)
- [Can I set up notifications on this ticket?](#)
- [Can I be alerted when this ticket is?](#)

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