



Medium Business 2.0

Online User Experience Overview

April 27, 2011

- **Current Usability Issues**
- **Redesign Objectives**
- **Home Page**
 - Service Overview on Map
 - Quick tasks & Events
 - Dashboard
 - Message Center
 - Global Navigation
 - Top Menus
 - Google like Search
 - Floating bottom bar
 - I want to menus
- **Global Search**
- **My Services**
- **Repair/Service Support**
- **Tools**
- **Billing**
- **Orders**
- **Goal Names**
- **Home page portlets**



User Experience Objectives

- **Adoption and Seamless User Experience**
 - Increase adoption by providing seamless user experience
 - Improve usability via efficient global navigation
 - Provide role driven and customizable content across all functional areas
 - Services, Topology, Transactions & Events on Google maps enabled with point-and-click actions
 - Consistent and standard UI flow, look and feel of widgets and UI elements across Medium Business
- **Cost saving / Reduce calls**
 - Improve self-service via “Call to Action”
 - Improve online status content across all functional areas (Billing Inquiry, Repair, Order)
 - Reduce calls to center via collaboration tools (click to chat)



Current Usability Issues

Functional Silos

- **Lack of “call to action” focus**
 - No unified calendar with actionable events (consolidated timeline from ticketing, ordering, alarms etc.)
- **Inefficient navigation**
 - User unaware of actions available under each functional area
 - Sub-menu becomes only available on the individual, siloed goal page
 - Lots of clicks to do key tasks
- **Inconsistencies across siloes**
 - E.g., table controls such as customize, filters; How links are grouped

Overall Look & Feel

- **White space – Inefficient use of screen real-estate**
 - Too much scrolling to get to functions and content
- **Visually monotonous representation**
 - Too many links, static text, and white space.
 - Does not feel dynamic and interactive



Global Navigation & Home Page



Home Page UI Experience

- Improve usability via global navigation improvements (megamenus, global search, bottom floating bar)
- Role driven and Customizable content
- “Call to Action” to drive self-service via timeline events and Quick tasks

Enterprise Center

Welcome to the Verizon Enterprise account management hub.

WAN LAN Inventory

Circuit Inventory

As of Feb 13 10:07 GMT

Top Circuits by Service Type

167 174 168

All Circuits by Service Type

Support & Communications

Live Chat [Need help? Live Chat](#)

vBlog [Share your thoughts through Verizon Business blog](#)

Document Management [Collaborate and manage documents](#)

Verizon on Twitter [Check Verizon Business tweets](#)

[Go to Support & Communications](#)

Global Scorecard Tickets

Report: Ticket Scorecard

Region: ALL

TROUBLE TICKET	Current Month
Proactive P1 Trouble Ticket	45
Reactive P1 Trouble Ticket	1
Total P1 Ticket	46
Other Priority Tickets	1
V2B Resp. WO-PTT P1 Tickets	34

LAN WAN Inventory

Auxiliary Inventory

As of Feb 13 19:21 GMT

Auxiliary Inventory by Type

46 100 26



Enterprise Center

Welcome John Doe | Sign Out

Business Center Home My Services Invoices Orders Service Support Tools

What's Hot: Verizon to acquire TerraMark

Verizon Enterprise Center's Reports and Dashboard

Settings | Favorites | History | Support | Ask Verizon

Quick Tasks

Invoices [Pay | View | Learn more](#)

Tickets [Learn more](#)

Wireless [Manage Accounts | Manage Numbers | Friends & Family | Learn more](#)

Orders [Create | Update | Status | View | Learn more](#)

Timeline Events

Today, Mon, April 25, 2011

- Ticket 2011010112345 is **ON HOLD**. Requires Test Access Window
- Ticket 2011010154321 is **RESOLVED**. Pending Customer Confirmation
- Ticket 2011010154321 has updated comments. Pending Customer Action
- Order C0020357930 is accepted
- Invoice for Account 001276872939 is ready (due Feb 20)

Friday, April 22, 2011

- Billing Inquiry for Account 001276872939 has been resolved
- Order Request 320515_2 is pending acceptance

Order Type Summary

All products

Billing Charge Category Trend

Integrated Charge Category Summary

Total Billing Spend Trend

Integrated Monthly Statement Summary

Total Charge Breakdown by Invoice Type

Network Alarms and Tickets

Alarm Severity Status

Operational Performance

P1 MTTR

Priority 1 Private P1 Mean Time to Repair

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PROMO Pod for marketing promotions

Fly over menus for quick function access.

Redesigned Home Page

Google like search across all domains

Customizable
– User will be able to add and organize the page as he wishes
– Also theme based pre-defined charts (e.g. Service Delivery vs. Network)

Consolidated cross domain collection of charts, trends and analytics
(Ordering, Billing, Repair, Alarms, Network Utilization etc.)



My Verizon header in line with VZW and VZT

Quick tasks
– Do frequent tasks directly on the home page
– Call to action to work on pending items in the timeline.
– One-Click or Drag and drop actionable tasks from the timeline

Wireless quick task updated

Explore entitled services
Point and click to perform ordering, ticketing etc.

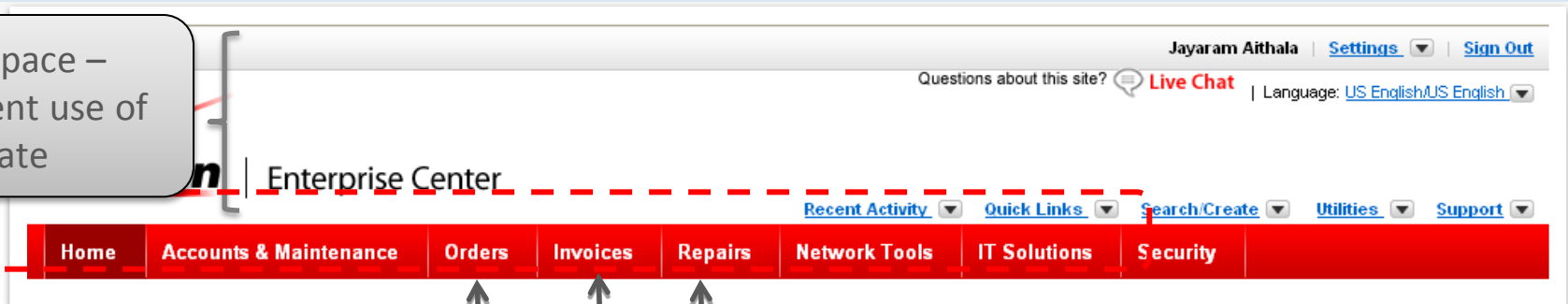
Footer display with Floating bar at bottom



Global Navigation - Menus

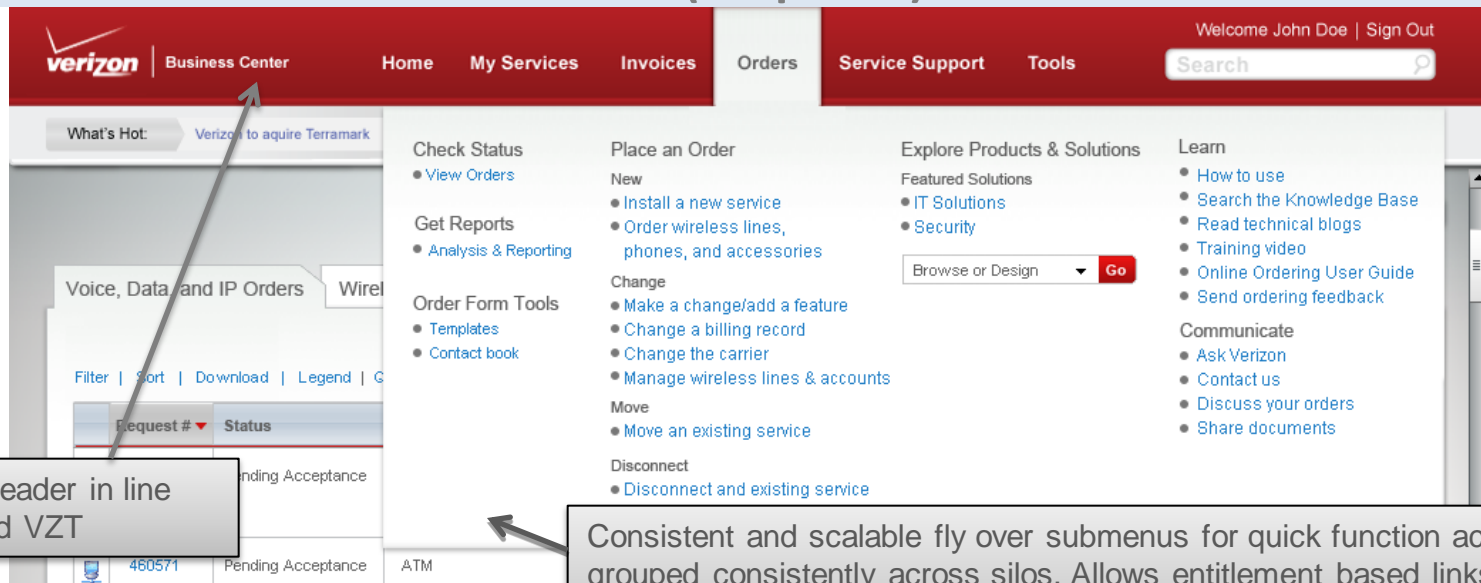
Header (Current)

White space – inefficient use of real-estate



Functional “Silos” – User unaware of actions available under each Tabs
Sub-menu becomes only available on the individual, siloed home page

Header (Proposed)



My Verizon header in line with VZW and VZT

Consistent and scalable fly over submenus for quick function access. Links grouped consistently across silos. Allows entitlement based links to be presented without requiring dedicated screen space.



Global Navigation – Menus

Menus & Submenus (Proposed)

Graphical representation of services and associated activities (orders, tickets, alarms etc.) on Google Map with point and click to initiate transactions

Order (new install, MACDs) for new or existing services with online Status updates

Collection of tools (network, service and product related) that customer has access to – to manage his service/network

Google-like key word based search



Bottom Floating Bar (Proposed)



Persistent bar for: Collaboration & context sensitive tools
Houses features like Chat, Secure Email, Discussions, Alerts, VA etc.
As updates (e.g., new alerts) are available, user sees on-screen indication. Can use these features while navigating the site.



Redesigned Home Page – Settings menu

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

- Access Request
- Current Access Settings
- My Profile
- Profile Administration
- Billing Structure
- Reporting Structure

US English

Quick Tasks

- Invoices
- Tickets
- Wireless
- Orders

Timeline Events

Today, Mon, April 25, 2011

- Ticket 2011010112345 is **ON HOLD**, Requires Test Access Window
- Ticket 2011010154321 is **RESOLVED**, Pending Customer Confirmation
- Ticket 2011010154321 has updated comments, **Pending Customer Action**
- Order C0020357930 is accepted
- Invoice for Account 001276872939 is ready (due Feb 20)

Friday, April 22, 2011

- Billing inquiry for Account 001276872939 has been resolved
- Order Request 320515_2 is pending acceptance

Dashboard Details

Order Type Summary

All products

Install Service

Change Service

Disconnect Service

Move Service

Request Count

Billing Charge Category Trend

Billing Period: Mar 11

Integrated Charge Category Summary

Usage

Taxes

Non-Usage

Total Billing Spend Trend

Integrated Monthly Statement Summary

Mar 2010 - Feb 2011

Total Charge Breakdown by Invoice Type

Billing Period: Jul 10

Total Charged by Invoice Type - Jul 2010

Access

Integrated Business

Local

US Wireless

Network Alarms and Tickets

As of Feb 01 20:17 GMT

Alarm Severity Status

Trouble Ticket Priority

Operational Performance

PIP MTTR

All Locations

Previous 4 Months

Priority 1 Private IP Mean Time to Repair

US MTTR

US

Tier A MTTR

Tier A

Tier B MTTR

Tier B

MTTR Hours

Settings menu link moused – menu displayed.



Redesigned Home Page – Settings menu

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

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

Quick Tasks: Invoices, Tickets, Wireless, Orders

Timeline Events: Today, Mon, April 25, 2011. Ticket 2011010112345 is ON HOLD, Ticket 2011010154321 is RESOLVED, Order C0020357930 is accepted, Invoice for Account 001276872939 is...

Settings menu link moused – and Language Selector selected – drop-down displays:

- Access Request
- Current Access Settings
- My Profile
- Profile Administration
- Billing Structure
- Reporting Structure

Language Selector: US English, Chinese (Simplified), Dutch/Nederlands, French/Francais, German/Deutsch, Italian/Italiano, Japanese, Korean, Portuguese/portugues, Spanish/espanol, Swedish/Svenska, UK English

Order Type Summary: All products. Install Service, Change Service, Disconnect Service, Move Service. Request Count: 0, 5, 10, 15, 20.

Billing Charge Category Trend: Billing Period: Mar 11. Integrated Charge Category Summary. Usage, Taxes, Non-Usage. \$0, \$1K, \$2K, \$3K, \$4K, \$5K, \$6K.

Total Billing Spend Trend: Integrated Monthly Statement Summary. Mar 2010 - Feb 2011. \$0 K, \$6 K, \$12 K, \$18 K, \$24 K, \$30 K. Date: Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec, Jan.

Total Charge Breakdown by Invoice Type: Billing Period: Jul 10. Total Charged by Invoice Type - Jul 2010. \$0, \$500K, \$1000K, \$1500K, \$2000K, \$2500K. Access, Integrated Business, Local, US Wireless.

Network Alarms and Tickets: As of Feb 01 20:17 GMT. Alarm Severity Status. Trouble Ticket Priority. View All Alarms, View All Tickets.

Operational Performance: PIP MTTR, All Locations, Previous 4 Months. Priority 1 Private IP Mean Time to Repair. Tickets, MTTR hours.

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Settings menu link moused – and Language Selector selected – drop-down displays.



Redesigned Home Page – Favorites menu

The screenshot displays the Verizon Business Center Home Page. The top navigation bar includes links for Home, My Services, Invoices, Orders, Service Support, and Tools. A search bar is located on the right. The main content area is divided into several sections: Quick Tasks (Invoices, Tickets, Wireless, Orders), Timeline Events (Today, Mon, April 25, 2011; Friday, April 22, 2011), and Dashboard Details (Order Type Summary, Billing Charge Category Trend, Total Billing Spend Trend, Total Charge Breakdown by Invoice Type, Network Alarms and Tickets, Operational Performance). A Favorites menu is open on the right side, showing a list of links including Add to Favorites, Add from Presets, Organize Favorites, Verizon.com, Verizon Business, Private IP Layers - Tools, Tools, Change Requests - Service Support, ATM - Tools, Frame Relay - Tools, Invoice # 000012836 - Invoices, Reports - Invoices, Payments - Invoices, Claims - Invoices, Inquiries - Invoices, Tests - Service Support, Incidents - Service Support, Request # 460573 - Orders, PBK Report - Reports, Alarms Report - Reports, Monthly Statement Summary, Ticket # 2011010154321 - Service..., My Services, Request Service Modification, and Access Guarantee Forms. An arrow points to the Favorites menu link in the top navigation bar, and a callout box states: "Favorites menu link moused – menu displayed".

Favorites menu link moused – menu displayed



Redesigned Home Page – History menu

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

What's Hot: Verizon to acquire Terramark

Verizon Enterprise Center's Repairs and Dashboard

Filter by: All

- Ticket # 2011030400008 (Service ID PLB0705G00001)
- Service Support
- My Services
- Ticket # 2011030300004 (Service ID SFH000000031441)
- Ticket # 2011030200043 (Service ID SFH000000031421)
- Invoice for Account 001276872939 - April 25, 2011 - \$2,235.00
- Order 23467 for Private IP

Ticket 2011010112345 is **ON HOLD**, Requires Test Access Window

Ticket 2011010154321 is **RESOLVED**, Pending Customer Confirmation

Ticket 2011010154321 has updated comments, **Pending** Customer Action

Order C0020357930 is accepted

Invoice for Account 001276872939 is ready (due Feb 20)

Friday, April 22, 2011

Billing inquiry for Account 001276872939 has been resolved

Order Request 320515_2 is pending acceptance

Quick Tasks

- Invoices
- Tickets
- Wireless
- Orders

Order Type Summary

All products

Integrated Change Category Summary

Billing Period: Mar 11

Usage

Tax

Non-Charge

Total Billing Spend Trend

Integrated Monthly Statement Summary

Mar 2010 - Feb 2011

Total Charge Breakdown by Invoice Type

Billing Period: Jul 10

Network Alarms and Tickets

As of Feb 01 20:17 GMT

Alarm Severity Status

Trouble Ticket Priority

Operational Performance

PIP MTTR

All Locations

Previous 4 Months

Priority 1 Private IP Mean Time to Repair

US MTTR

Tor A MTTR

Tor B MTTR

US

Tor A

Tor B

Tickets

MTTR Hours

History menu link
moused – menu
displayed



Redesigned Home Page – Quick Tasks & Events

In this example – Verify Power and Equipment Quick Task, user will be able to verify P&E and submit a ticket request without having to navigate to the repair part of the application

The screenshot displays the Verizon Business Center Home Page. The top navigation bar includes links for Business Center, Home, My Services, Invoices, Orders, Service Support, and Tools. A search bar is located on the right. Below the navigation bar, there's a 'What's Hot' section with links to 'Verizon to acquire Terramark' and 'Verizon Enterprise Center's Repairs and Dashboard...'. The main content area is divided into two primary sections: 'Quick Tasks' and 'Timeline Events'. The 'Quick Tasks' section features a 'Update Ticket' form for ticket # TXEF026267 (Service ID 8172513593). The form includes a dropdown menu for 'Verify Power and Equipment', a 'Verify on-site' button, and fields for 'First Name' (John) and 'Last Name' (Doe). A red arrow points from the 'Verify Power and Equipment' dropdown to the 'Submit' button. The 'Timeline Events' section lists recent tickets, including 'Ticket # TXEF026267 (Service ID 8172513593) Open, pending load' and 'Ticket # 2011030400008 (Service ID RLB070G00001) Open'. A black arrow points from the 'Timeline Events' section to the 'Submit' button. Below these sections, there are several charts and graphs: 'Order Type Summary', 'Total Billing Spend Trend', 'Integrated Monthly Statement Summary', 'Total Charge Breakdown by Invoice Type', 'Network Alarms and Tickets', and 'Operational Performance'. The bottom of the page contains a footer with copyright information, privacy policy, terms and conditions, and links for Language, Secure E-mail, Alerts, and Ask Verizon.

Click on submit to perform the action.

List of tickets events that the customer can take action on

Click on the event to start the quick task.



Quick Tasks & Events - Invoices

In this example – Pay Invoice Quick Task, user will be able to view bill summary and pay the bill without having to navigate to the Invoices part of the application

Dock with other quick functions

List of events that the customer can take action on – for e.g. Invoice available for account xxxxxxxxxx

Click on the event to start the quick task. In this case – it will automatically populate Pay/View invoices QT

The screenshot displays the Verizon Business Center dashboard. At the top, the navigation bar includes links for Home, My Services, Invoices, Orders, Service Support, and Tools. A search bar is also present. Below the navigation bar, the 'Quick Tasks' section is highlighted, featuring a 'Pay Invoices' task. This task includes a form for entering the Billing Account (001276872939), Invoice Date (February 20), Payment Amount (\$109.84), and Pay from Account (BA 86456 - 23345). A 'Pay' button is visible. To the right of the 'Pay Invoices' task is a 'Timeline Events' section, which lists recent invoice events. A red arrow points from the 'Pay Invoices' task to the 'Timeline Events' section, and another red arrow points from the 'Timeline Events' section to the 'Pay Invoices' task. The 'Timeline Events' section shows a list of events, including 'Invoice for Account 001276872939 is ready (due Feb 20) - \$109.84' and 'Invoice for Account 001678972921 is ready (due Feb 20) - \$1,225.47'. Below the 'Pay Invoices' task, there is a dock with other quick functions, including 'Billing Reports', 'Billing Inquiry', and 'Pay'. The dashboard also features several charts and graphs, such as 'Order Type Summary', 'Billing Charge Category Trend', 'Total Billing Spend Trend', 'Total Charge Breakdown by Invoice Type', 'Network Alarms and Tickets', and 'Operational Performance'. The footer contains copyright information and links for Privacy Policy, Terms & Conditions, and Verizon Business.



Quick Tasks & Events – Order Status

verizon

Business Center

Home

My Services

Invoices

Orders

Service Support

Tools

Welcome John Doe | Sign Out

Search

What's Hot: [Verizon to acquire Terramark](#) [Read more](#) | [Message Center](#) | [Next](#) | [Settings](#) | [Favorites](#) | [History](#) | [Support](#) | [Ask Verizon](#)

Customize

Quick Tasks >

Order Status

Start typing or drag an order from the right to this field

Order ID:

[View Summary](#) [Go to Detail Page](#)

[Search](#)

Timeline Events

Filter: Orders

Today, Tue, Feb 1, 2011

Order 23467 for Account 001276872939 is due for creation on Feb 20

Order 45698 for Account 001678972921 is due for creation on Feb 20

Mon, Jan 20, 2011

Order 98345 for Account 001276872939 Created

Order 75682 for Account 001678972921 Created

Mon, Dec 20, 2010

Order 98456 for Account 001276872939 Created

Order 55568 for Account 001678972921 Created

Order Type Summary

All products

Install Service

Change Service

Disconnect Service

Move Service

Request Count

0 5 10 15 20

Billing Charge Category Trend

Billing Period: Mar 11

Integrated Charge Category Summary

Jan 2011 - Mar 2011

Usage

Taxes

Non-Usage

\$0 \$1 K \$2 K \$3 K \$4 K \$5 K \$6 K

Total Billing Spend Trend

Integrated Monthly Statement Summary

Mar 2010 - Feb 2011

\$0 K \$12 K \$24 K \$36 K

Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb

Date

Total Charge Breakdown by Invoice Type

Billing Period: Jul 10

Total Charged by Invoice Type - Jul 2010

Access

Integrated Business

Local

US Wireless

\$0 \$400 K \$800 K \$1200 K \$1600 K \$2000 K \$2400 K

Network Alarms and Tickets

As of Feb 01 20:17 GMT

Alarm Severity Status

1

5

[View All Alarms](#)

Trouble Ticket Priority

PRI 1

PRI 2

PRI 3

PRI 4

PRI 5-10

No Priority

0 2.5 5 7.5

[View All Tickets](#)

Operational Performance

PIP MTTR

All Locations

Previous 4 Months

Priority 1 Private IP Mean Time to Repair

US MTTR

Tier A MTTR

Tier B MTTR

0 16.0 32.0 48.0 64.0 80.0 96.0 112.0 128.0 144.0 160.0

Mar 10 Apr 10 May 10 Jun 10

MTTR Hours

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Message Center Transformation

Enterprise Center ?
Welcome to the Verizon Enterprise account management hub.

Accounts & Maintenance
Manage your existing lines and accounts, including billing and service changes.
• [Manage Wireless Lines & Accounts](#)
• [Manage Friends & Family](#)
Search for Wireless Number: []
[Go to Accounts](#)

Invoices
Manage billing, payments, and reporting online.
• [View Invoices](#)
• [Payments](#)
• [Analysis & Reporting](#)
[Go to Invoices](#)

Orders
Place orders and check status for new Voice, Data, IP and Wireless services.
• [Create Order](#)
• [View Orders](#)
[Go to Orders](#)

Repairs
Manage your network tickets and perform testing online.
• [View Tickets](#)
• [Create Ticket](#)
• [Initiate Test](#)
[Go to Repairs](#)

Message Center
1 to 4 of 4
Your Enterprise Center home page has a new look and feel.
[Delete](#) [Read more](#)

Announcing new enhancements to Orders....
Learn More
[Delete](#) [Read more](#)

Notification of End of Life
Access Manager Versions 6.2 and earlier
[Delete](#) [Read more](#)

2009 Data Breach Investigations Supplemental....
Review Data Breaches and Common Attack Types
[Delete](#) [Read more](#)



Enterprise Center ?
Welcome to the Verizon Enterprise account management hub.

Accounts & Maintenance
Manage your existing lines and accounts, including billing and service changes.
• [Manage Wireless Lines & Accounts](#)
• [Manage Friends & Family](#)
Search for Wireless Number: []
[Go to Accounts](#)

Invoices
Manage billing, payments, and reporting online.
• [View Invoices](#)
• [Payments](#)
• [Analysis & Reporting](#)
[Go to Invoices](#)

Orders
Place orders and check status for new Voice, Data, IP and Wireless services.
• [Create Order](#)
• [View Orders](#)
[Go to Orders](#)

Repairs
Manage your network tickets and perform testing online.
• [View Tickets](#)
• [Create Ticket](#)
• [Initiate Test](#)
[Go to Repairs](#)

Message Center
1 to 4 of 4
Your Enterprise Center home page has a new look and feel.
Personalize your Verizon Enterprise Center home page by adding, moving, or removing content to put the tools you use the most directly at your fingertips. Learn more about using these new personalization features:
• [Download the Quick Start Guide](#)
• [View Demo](#)
[Delete](#) [Read more](#)

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

Announcing desktop alerts for repairs' users
[Learn More](#)

Message Center
1 to 4 of 20 >>
Settings | Favorites | History | Support | [Ask Verizon](#)

Verizon Enterprise Center maintenance notification due to...
Mar 13
[Delete](#)

Updates Repairs Tickets and Updates experiencing a delay
Mar 13
[Delete](#)

2009 Data Breach Investigations supplemental report
Feb 20
[Delete](#)

Verizon Enterprise Center's repairs and dashboard
Feb 18
[Delete](#)

Verizon Enterprise Center maintenance notification
Mar 13
[Delete](#)

Updates Repairs Tickets and Updates experiencing a delay
Mar 13
[Delete](#)

2009 Data Breach Investigations supplemental report
Feb 20
[Delete](#)

Verizon Enterprise Center's repairs and dashboard
Feb 18
[Delete](#)

1 to 8 of 20 >>

Verizon Enterprise Center maintenance notification due to...
Mar 13
[Delete](#)

Due to systems maintenance activities, the Verizon Enterprise Center will be unavailable from 12:01 AM EST through 6:30 AM EST on Sunday, March 13th.

We Apologize for any inconvenience these maintenance activities may cause. If you have questions or concerns, please contact us by calling toll free - +1.800.569.8799 or send email to: vec-help@verizonbusiness.com

Sincerely,
Verizon Enterprise Center Product Marketing

Updates Repairs Tickets and Updates experiencing a delay
Mar 13
[Delete](#)

2009 Data Breach Investigations supplemental report
Feb 20
[Delete](#)

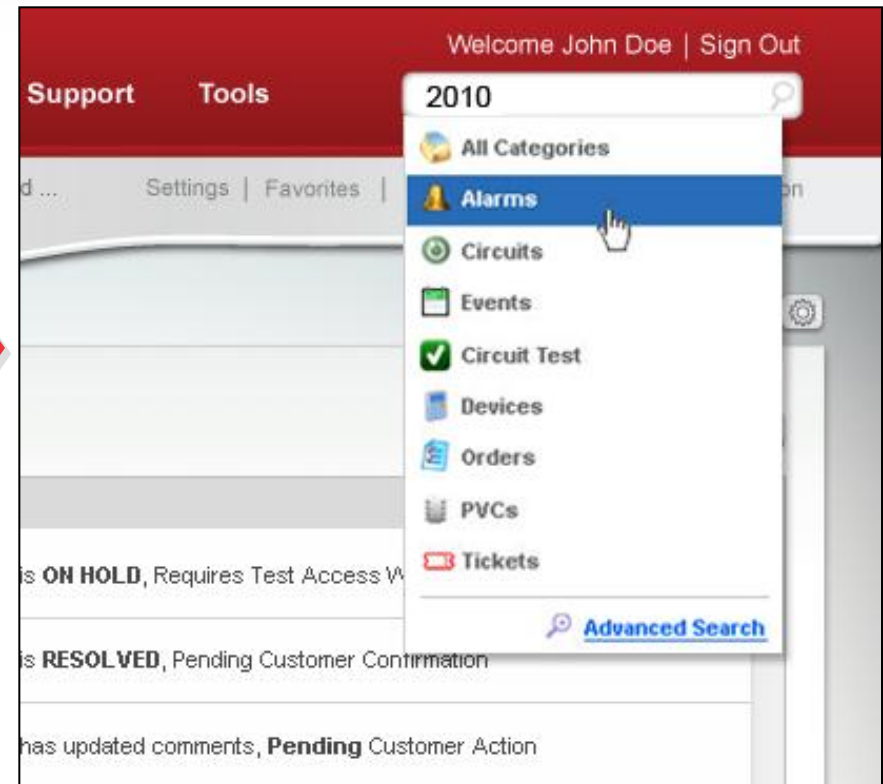
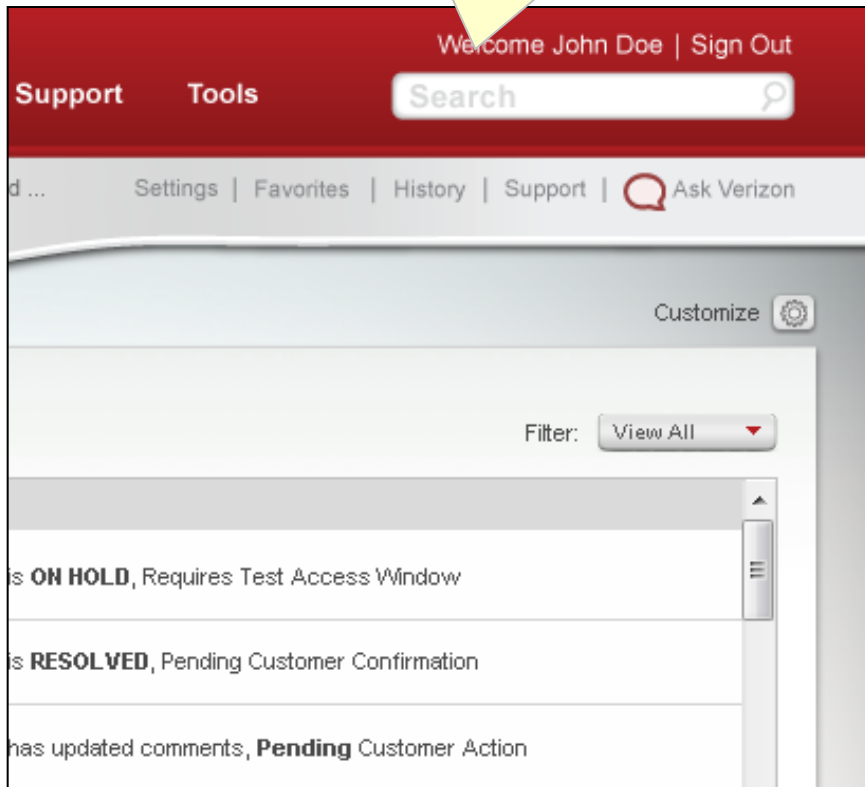
1 to 8 of 20 >>



Global Search

Deploying a box with all the options referent to the written text.

Clicking on the text box to carry on the search.



Advanced Search



Search Results View

Global Search always visible

"Hide" button offers the possibility to increase the visualization of the table content.

Navigation options area, "Show rows", "Previous" and "Next" page" and "Go to Page".

Category selected in Bold

"Show more criteria" option, appears at the bottom left side. Clicking in "Show more criteria" option, it deploys the rest of the criteria options with the vertical scroll offering the possibility to see all the options.

Alarm ID	Severity	Created Date/Time	Type	State	Status	Alarm Category	Service ID	Ticket Number	Service
3555892	Critical	12/30/2008 10:48 AM GMT	Router	Acknowledged	Handled	Category Name 1	BCR#7V#0760001	2008032005700	Circu
3555890	Critical	12/30/2008 10:48 AM GMT	Router	Acknowledged	Handled	Category Name 1	BCR#7V#0760001	2209999999700	Circu
38228441	Critical	12/30/2008 10:48 AM GMT	Router	Acknowledged	Handled	Category Name 1	BCR#7V#0760001	2008032023458	Circu
39558912	Critical	12/30/2008 10:48 AM GMT	Router	Acknowledged	Handled	Category Name 1	BCR#7V#0760001		Circu
55558906	Clear	12/30/2008 10:48 AM GMT	Router	Acknowledged	Handled	Category Name 1	BCR#7V#0760001		Circu
68228441	Clear	12/30/2008	Router	Acknowledged	Handled	Category	BCR#7V#0760001		Circu



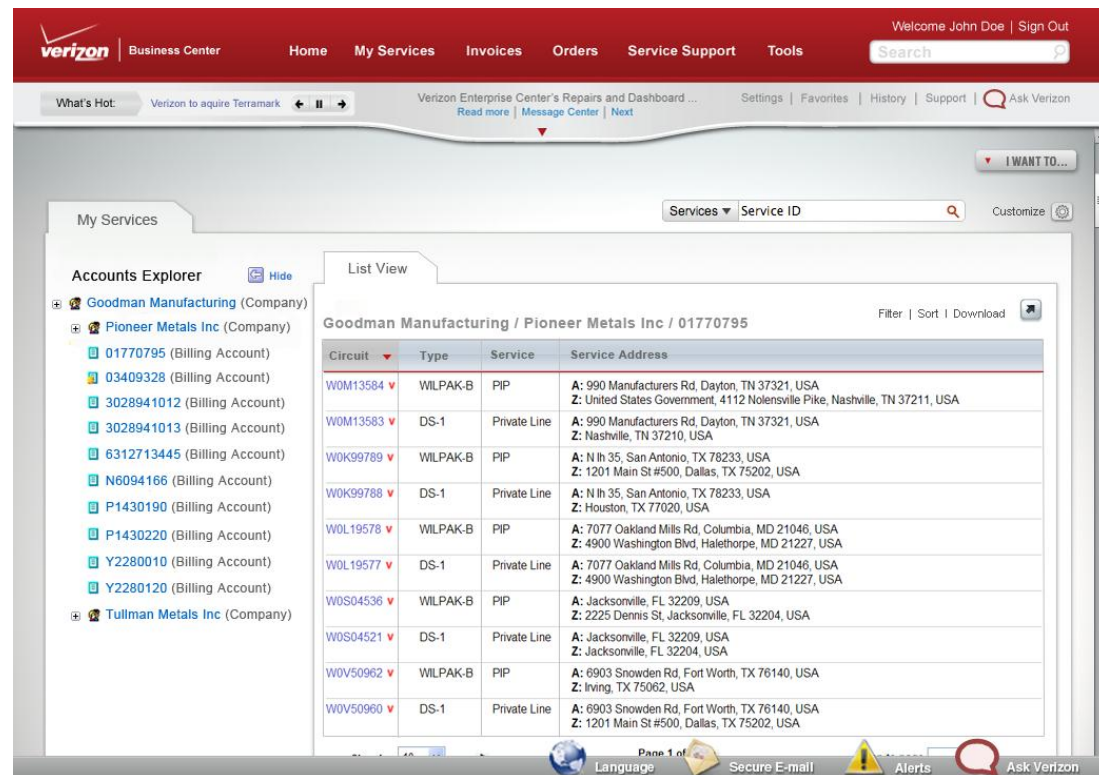
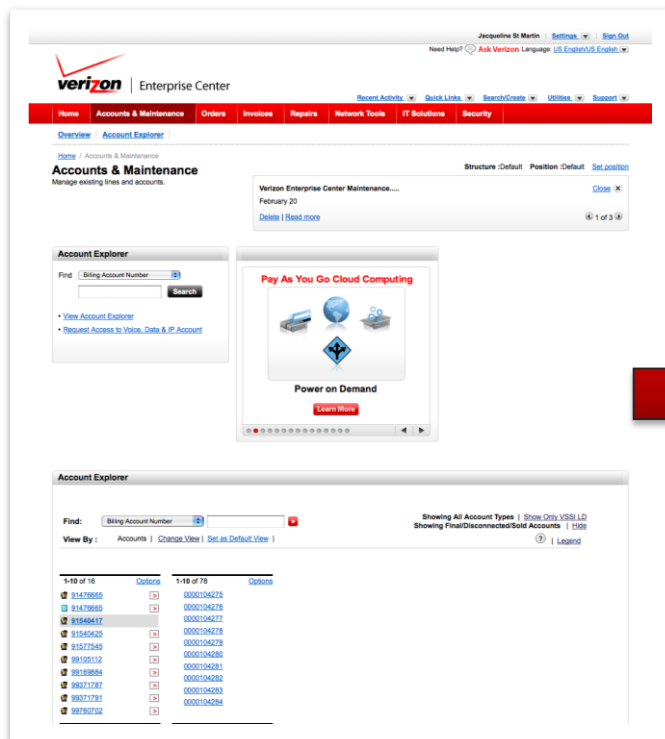
Accounts & Services

“My Services”



My Services Experience

- Integrated account and services explorer
- Various view of customer inventory – By Accounts
- Display of customer's services
- Ability to initiate transactions like repair, ordering (MACD), network tools from the list





Redesigned My Services – List View

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...

Services Service ID

Customize

My Services

Accounts Explorer

Hide

Goodman Manufacturing (Company)

Pioneer Metals Inc (Company)

01770795 (Billing Account)

03409328 (Billing Account)

3028941012 (Billing Account)

3028941013 (Billing Account)

6312713445 (Billing Account)

N6094166 (Billing Account)

P1430190 (Billing Account)

P1430220 (Billing Account)

Y2280010 (Billing Account)

Y2280120 (Billing Account)

Tullman Metals Inc (Company)

List View

Goodman Manufacturing / Pioneer Metals Inc / 01770795

Filter | Sort | Download

Circuit	Type	Service	Service Address
W0M13584	WILPAK-B	PIP	A: 990 Manufacturers Rd, Dayton, TN 37321, USA Z: United States Government, 4112 Nolensville Pike, Nashville, TN 37211, USA
W0M13583	DS-1	Private Line	A: 990 Manufacturers Rd, Dayton, TN 37321, USA Z: Nashville, TN 37210, USA
W0K99789	WILPAK-B	PIP	A: N Ih 35, San Antonio, TX 78233, USA Z: 1201 Main St #500, Dallas, TX 75202, USA
W0K99788	DS-1	Private Line	A: N Ih 35, San Antonio, TX 78233, USA Z: Houston, TX 77020, USA
W0L19578	WILPAK-B	PIP	A: 7077 Oakland Mills Rd, Columbia, MD 21046, USA Z: 4900 Washington Blvd, Halethorpe, MD 21227, USA
W0L19577	DS-1	Private Line	A: 7077 Oakland Mills Rd, Columbia, MD 21046, USA Z: 4900 Washington Blvd, Halethorpe, MD 21227, USA
W0S04536	WILPAK-B	PIP	A: Jacksonville, FL 32209, USA Z: 2225 Dennis St, Jacksonville, FL 32204, USA
W0S04521	DS-1	Private Line	A: Jacksonville, FL 32209, USA Z: Jacksonville, FL 32204, USA
W0V50962	WILPAK-B	PIP	A: 6903 Snowden Rd, Fort Worth, TX 76140, USA Z: Irving, TX 75062, USA
W0V50960	DS-1	Private Line	A: 6903 Snowden Rd, Fort Worth, TX 76140, USA Z: 1201 Main St #500, Dallas, TX 75202, USA

Page 1 of 1

Language Secure E-mail Alerts Ask Verizon

Explore services via accounts.

Explore entitled services, solutions & products

Point and click to perform ordering, ticketing etc.



Redesigned My Services – List View

User can make selections from billing account menu layer (e.g., Select this account)

Verizon Business Center Home My Services Invoices Orders Service Support Tools Search

Welcome John Doe | Sign Out

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

My Services Services Service ID Customize

Accounts Explorer Hide

- Goodman Manufacturing (Company)
- Pioneer Metals Inc (Company)
- 01770795 (Billing Account)
 - Select this account
 - View details
 - View invoice
- 6312713445 (Billing Account)
- N6094166 (Billing Account)
- P1430190 (Billing Account)
- P1430220 (Billing Account)
- Y2280010 (Billing Account)
- Y2280120 (Billing Account)
- Tullman Metals Inc (Company)

List View

Goodman Manufacturing / Pioneer Metals Inc / 01770795 Filter | Sort | Download

Circuit	Type	Service	Service Address
W0M13584	WILPAK-B	PIP	A: 990 Manufacturers Rd, Dayton, TN 37321, USA Z: United States Government, 4112 Nolensville Pike, Nashville, TN 37211, USA
W0M13583	DS-1	Private Line	A: 990 Manufacturers Rd, Dayton, TN 37321, USA Z: Nashville, TN 37210, USA
W0K99789	WILPAK-B	PIP	A: N Ih 35, San Antonio, TX 78233, USA Z: 1201 Main St #500, Dallas, TX 75202, USA
W0K99788	DS-1	Private Line	A: N Ih 35, San Antonio, TX 78233, USA Z: Houston, TX 77020, USA
W0L19578	WILPAK-B	PIP	A: 7077 Oakland Mills Rd, Columbia, MD 21046, USA Z: 4900 Washington Blvd, Halethorpe, MD 21227, USA
W0L19577	DS-1	Private Line	A: 7077 Oakland Mills Rd, Columbia, MD 21046, USA Z: 4900 Washington Blvd, Halethorpe, MD 21227, USA
W0S04536	WILPAK-B	PIP	A: Jacksonville, FL 32209, USA Z: 2225 Dennis St, Jacksonville, FL 32204, USA
W0S04521	DS-1	Private Line	A: Jacksonville, FL 32209, USA Z: Jacksonville, FL 32204, USA
W0V50962	WILPAK-B	PIP	A: 6903 Snowden Rd, Fort Worth, TX 76140, USA Z: Irving, TX 75062, USA
W0V50960	DS-1	Private Line	A: 6903 Snowden Rd, Fort Worth, TX 76140, USA Z: 1201 Main St #500, Dallas, TX 75202, USA

Page 1 of 1

Language Secure E-mail Alerts Ask Verizon



Redesigned My Services - Grid View

Business Center

Welcome John Doe | Sign Out

Orders Service Support Tools

Search

What's Hot: Verizon to acquire Terra

User sees a constant progression in their path that instills confidence.

User clicked Select this account from the previous slide. User can make selections from services menu layer for circuits

I WANT TO...

Services Service ID

Customize

Services Explorer

Hide

Goodman Manufacturing (Company)

Pioneer Metals Inc (Company)

01770795 (Billing Account)

03409328 (Billing Account)

3028941012 (Billing Account)

3028941013 (Billing Account)

6312713445 (Billing Account)

N6094166 (Billing Account)

P1430190 (Billing Account)

P1430220 (Billing Account)

Y2280010 (Billing Account)

Y2280120 (Billing Account)

Tullman Metals Inc (Company)

List View

Goodman Manufacturing / Pioneer Metals Inc / 01770795

Filter | Sort | Download

Circuit	Type	Service	Service Address
WOM13584	WILPAK-B	PIP	A: 990 Manufacturers Rd, Dayton, TN 37321, USA Z: United States Government, 4112 Nolensville Pike, Nashville, TN 37211, USA
		Private Line	A: 990 Manufacturers Rd, Dayton, TN 37321, USA Z: Nashville, TN 37210, USA
		PIP	A: N Ih 35, San Antonio, TX 78233, USA Z: 1201 Main St #500, Dallas, TX 75202, USA
		Private Line	A: N Ih 35, San Antonio, TX 78233, USA Z: Houston, TX 77020, USA
WOL19578	WILPAK-B	PIP	A: 7077 Oakland Mills Rd, Columbia, MD 21046, USA Z: 4900 Washington Blvd, Halethorpe, MD 21227, USA
WOL19577	DS-1	Private Line	A: 7077 Oakland Mills Rd, Columbia, MD 21046, USA Z: 4900 Washington Blvd, Halethorpe, MD 21227, USA
WOS04536	WILPAK-B	PIP	A: Jacksonville, FL 32209, USA Z: 2225 Dennis St, Jacksonville, FL 32204, USA
WOS04521	DS-1	Private Line	A: Jacksonville, FL 32209, USA Z: Jacksonville, FL 32204, USA
WOV50962	WILPAK-B	PIP	A: 6903 Snowden Rd, Fort Worth, TX 76140, USA Z: Irving, TX 75062, USA
WOV50960	DS-1	Private Line	A: 6903 Snowden Rd, Fort Worth, TX 76140, USA Z: 1201 Main St #500, Dallas, TX 75202, USA

Page 1 of 1

Language Secure E-mail Alerts Ask Verizon



Service Support (Service Assurance)



Repairs - Current Page

Jacqueline St Martin | Settings | Sign Out
Need Help? Ask Verizon Language: US English/US English

Enterprise Center

Recent Activity | Quick Links | Search/Create | Utilities | Support

Home | Accounts & Maintenance | Orders | Invoices | Repairs | Network Tools | IT Solutions | Security

Overview | View Tickets | Create Ticket | Reports

Home / Repairs

Repairs ?

Manage service issues by creating, viewing, updating, and testing tickets for your voice, data, and IP accounts.

Verizon Enterprise Center Maintenance.....
February 20
[Delete](#) | [Read more](#) [Close](#) X

1 of 6

Tickets

Manage service issues by creating, viewing, updating and testing tickets for your Voice, Data and IP accounts.

- [View Tickets](#)
- [Create Tickets](#)

Reports

Create custom reports or choose from standard reports to trend ticket activities for your voice, data and IP services.

- [View Reports](#)

Repair Tools

Enhance online maintenance with these tools.

- [Create/View Hosting Service Trouble Tickets](#)
- [Request IP Address Management](#)
- [Manage Ticket Status Notifications](#)

Pay As You Go Cloud Computing

Power on Demand

[Learn More](#)

View Tickets ?

Find Tickets by Ticket Number State

Trouble Ticket Summary (All open tickets and 1 days of closed tickets) [Open in new window](#)

[Filter](#) [Sort](#) [Customize](#) [Legend](#) [Save to File](#) [Refresh List](#)

Showing all | [Show flagged](#)

Tickets Showing 1 to 10 of 14

Ticket Number	Service ID	Issue Type	Last Updated	Status	Status Description	Milestone	Milestone Summary	
2009100606180	ALLSTA-HUDSON-466481E001	Usage Stats Inquiry	3 days 16 hrs 41 mins	OPEN - TO BE WORKED		Analyze	The ticket has been assigned to a Verizon technician.	
2010091712435	BCBKFOPR0001	Test Assistance Requested	3 days 19 hrs 32 mins	OPEN - TO BE WORKED	CPE	Analyze/Dispatch	Queued for work by a Verizon technician./The Verizon technician has arrived at the dispatch location.	
2011012006280	STERL-SANANTONIO-	Modem issue	23 hrs 21 mins	DEFERRED - CUSTOMER	VERIFY CPE	Analyze/On Hold	A Verizon technician has been assigned./Indication is that there is	

Inefficient use of space with links and static text

No access to map view with same filter options as table view

No access to calendar / time-based view (e.g. last month's tickets)

Important information scrolled out of view

Inconsistencies between tables in different goal areas, e.g., customize and filters

User has to click and navigate to ticket details page to view info or make updates. Context within table is lost.



Service Assurance / Support Experience

- Integration of calendar, charts, graphs and maps for repair view
- Quick access to all functionality related to repairs (“I want to”)
- “Call to Action” indicators on incidents that require customer action
- In-line actions for quicker transactions
- Collaboration via click to chat and discussion

Verizon Enterprise Center

Home Accounts & Maintenance Orders Invoices Repairs Network Tools IT Solutions Security

Repairs

Manage service issues by creating, viewing, updating, and testing tickets for your voice, data and IP accounts.

Tickets

Repair Tools

Pay As You Go Cloud Computing

Power on Demand

Learn More

View Tickets

Find Tickets by Ticket Number State

Trouble Ticket Summary (All open tickets and 1 days of closed tickets)

Filter Sort Customize Legend

Tickets

Ticket Number	Service ID	Issue Type	Last Updated	Status	Service Description	Milestones	Milestones Summary
20110908130	ALLSTA-HUDSON-46641E001	Usage Stats Inquiry	3 days 16 hrs 41 mins	OPEN - TO BE WORKED		Analyze	The ticket has been assigned to a Verizon technician.
2011090712433	BCBKFP0R0001	Test Assistance Requested	3 days 19 hrs 32 mins	OPEN - TO BE WORKED	CPE	Analyze / Dispatch	Quoted for work by a Verizon technician. The Verizon technician has arrived at the dispatch location.
201101000580	STERL-SANANTONIO	Modem issue	23 hrs 21 mins	DEFERRED - CUSTOMER	VERIFY CPE	Analyze / On Hold	A Verizon technician has been assigned. Indication is that there is

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 ...

Check Status

- View tickets/incidents
- View tests
- View changes
- View other service requests

Get Reports

- Analysis & reporting

Manage Notifications

- Manage ticket status notifications
- Manage custom notifications

Submit a Request

- Report an incident/trouble
- Test a line
- Request a change
- Enter a billing inquiry
- Other service requests

Communicate

- Ask Verizon
- Contact us
- Discuss your services & requests
- Share documents

Learn

- How to use
- Search the Knowledge Base
- Troubleshoot your services
- Read technical blogs

View: List | Calendar | Charts/Graphs | Map Customize

Find tickets

Filter | Sort | Save to File | Legend | Refresh

Showing 1 to 10 of 10

Ticket Number	Service ID	Issue Type	Last Updated	Service Type	Creation Date / Time	Status	Milestone
2011100608180	ALLSTA-HUDSON-466481E001	Usage Stats Inquiry	02/13/2011 04:03PM EST	SVCManaged	01/14/2011 09:23AM EST	Open - to be worked	Analyze
2011094837562	BCBKFP0R0001	Test Assistance Requested	02/11/2011 14:42PM EST	Circuit	01/12/2011 10:34AM EST	Open - to be worked	Analyze / Dispatch
2011012004287	Steril - SanAntonio 662243E001	Modem Issue Priority 4	02/03/2011 09:03AM EST	SVCManaged	01/14/2011 09:23AM EST	Deferred customer time	Analyze / On Hold
2011094837562	BCBKFP0R0001	Test Assistance Requested	02/11/2011 14:42PM EST	Circuit	01/12/2011 10:34AM EST	Open - to be worked	Analyze / Dispatch
2011100608180	ALLSTA-HUDSON-466481E001	Usage Stats Inquiry	02/13/2011 04:03PM EST	SVCManaged	01/14/2011 09:23AM EST	Open - to be worked	Analyze
2011020802874	W0V93012-187769	Circuit Down Hard	02/14/2011	Ge...	01/14/2011	Resolved auto close	Resolve

Language Secure E-mail Alerts Ask Verizon



Redesigned Repairs

Important information no longer scrolled out of view

Click to view calendar / time-based view.

View repairs related charts and graphs.

Map view with same filter options as table view

Efficient use of space.

Entitlement-based links are inside mega menus and collapsible 'I want to' section.

(Allows variable number of links without requiring dedicated screen real estate.)

Tickets requiring action are sorted to the top of the table

Roll-over to see status details and milestone summary

Menu for task or details choice



Redesigned Repairs - Row Expanded (Milestone Log)

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...

All Incidents Tests

View: List | Calendar | Charts/Graphs | Map Customize

Find tickets Go

Filter | Sort | Save to File | Legend | Refresh

Showing 1 to 10 of 10

Ticket Number	Service ID	Issue Type	Last Updated	Service Type	Creation Date / Time	Status	Milestone
2011100606180	ALLSTA-HUDSON-466481E001	Usage Stats Inquiry	02/13/2011 04:03PM EST	SVCmanaged	01/14/2011 09:23AM EST	Open - to be worked	Analyze
2011094837562	BCBKF0PR0001	Test Assistance Requested	02/11/2011 14:42PM EST	Circuit	01/12/2011 10:34AM EST	Open - to be worked	Analyze / Dispatch

Update Ticket Add Comment

Submit

View By Milestone Log

Date/Time	Milestone	Task
Thursday, Jan 20, 2011 10:20:25 AM EST	Create	Open
Thursday, Jan 20, 2011 3:26:28 PM EST	Analyze	Tech working issue
Thursday, Jan 20, 2011 4:34:52 PM EST	On hold	CPE Verification
Thursday, Feb 09, 2011 3:34:55 PM EST	Analyze	CPE Verification
Thursday, Feb 10, 2011 3:34:55 PM EST	Analyze	Tech working issue

2011012004287 Sterl - SanAntonio 662243E001 Modern Issue Priority 4 02/03/2011 09:03AM EST SVCmanaged 01/14/2011 09:23AM EST Deferred customer time Analyze / On Hold

2011094837562 BCBKF0PR0001 Test Assistance Requested 02/11/2011 14:42PM EST Circuit 01/12/2011 10:34AM EST Open - to be worked Analyze / Dispatch

2011094837562 BCBKF0PR0001 Test Assistance 02/11/2011 14:42PM EST Circuit 01/12/2011 10:34AM EST Open - to be worked Analyze / Dispatch

Language Secure E-mail Alerts Ask Verizon

View by: Milestone log selected. Other choices include Ticket Information, Service Information or Ticket Activity

User can expand row to:

- See additional ticket details
- Make updates directly within table.
- Easy to maintain context within table



Redesigned Repairs - Row Expanded (View by menu)

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...

All Incidents Tests

View: List | Calendar | Charts/Graphs | Map Customize

Find tickets Go

Filter | Sort | Save to File | Legend | Refresh

Showing 1 to 10 of 10

Ticket Number	Service ID	Issue Type	Last Updated	Service Type	Creation Date / Time	Status	Milestone
2011100606180	ALLSTA-HUDSON-466481E001	Usage Stats Inquiry	02/13/2011 04:03PM EST	SVCmanaged	01/14/2011 09:23AM EST	Open - to be worked	Analyze
2011094837562	BCBKF0PR0001	Test Assistance Requested	02/11/2011 14:42PM EST	Circuit	01/12/2011 10:34AM EST	Open - to be worked	Analyze / Dispatch

Update Ticket Add Comment

Submit

View By

- Milestone Log
- Milestone Log
- Ticket Information
- Service Information
- Ticket Activity

Milestone Task

Thursday, Jan 20, 2011 5:34:55 AM EST	Create	Open
Thursday, Jan 20, 2011 4:34:52 PM EST	Analyze	Tech working issue
Thursday, Jan 20, 2011 4:34:52 PM EST	On hold	CPE Verification
Thursday, Feb 09, 2011 3:34:55 PM EST	Analyze	CPE Verification
Thursday, Feb 10, 2011 3:34:55 PM EST	Analyze	Tech working issue

2011012004287 Sterl - SanAntonio 662243E001 Modern Issue Priority 4 02/03/2011 09:03AM EST SVCmanaged 01/14/2011 09:23AM EST Deferred customer time Analyze / On Hold

2011094837562 BCBKF0PR0001 Test Assistance Requested 02/11/2011 14:42PM EST Circuit 01/12/2011 10:34AM EST Open - to be worked Analyze / Dispatch

2011094837562 BCBKF0PR0001 Test Assistance 02/11/2011 14:42PM EST Circuit 01/12/2011 10:34AM EST Open - to be worked Analyze / Dispatch

Language Secure E-mail Alerts Ask Verizon

View by: menu drop-down with Ticket Activity selected.

User can expand row to:

- See additional ticket details
- Make updates directly within table.
- Easy to maintain context within table



Redesigned Repairs - Row Expanded (Ticket Activity)

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...

All Incidents Tests

View: List | Calendar | Charts/Graphs | Map Customize

Find tickets Go

Filter | Sort | Save to File | Legend | Refresh

Showing 1 to 10 of 10

Ticket Number	Service ID	Issue Type	Last Updated	Service Type	Creation Date / Time	Status	Milestone
2011100606180	ALLSTA-HUDSON-466481E001	Usage Stats Inquiry	02/13/2011 04:03PM EST	SVCmanaged	01/14/2011 09:23AM EST	Open - to be worked	Analyze
2011094837562	BCBKF0PR0001	Test Assistance Requested	02/11/2011 14:42PM EST	Circuit	01/12/2011 10:34AM EST	Open - to be worked	Analyze / Dispatch

Update Ticket Add Comment

Submit

View By Ticket Activity

#	Activity	Activity Workgroup	Activity Date	Resulting State
24	Update Customer	NCCAR.IPMCC	12/23/2009 05:03 PM GMT-04:00	Open

Comments: Automated customer notification sent

View all Ticket Activity

Jump to number

2011012004287	Sterl - SanAntonio 662243E001	Modem Issue Priority 4	02/03/2011 09:03AM EST	SVCmanaged	01/14/2011 09:23AM EST	Deferred customer time	Analyze / On Hold
2011094837562	BCBKF0PR0001	Test Assistance Requested	02/11/2011 14:42PM EST	Circuit	01/12/2011 10:34AM EST	Open - to be worked	Analyze / Dispatch
		Test Assistance	02/11/2011	Circuit	01/12/2011	Open - to be worked	Analyze / Dispatch

Language Secure E-mail Alerts Ask Verizon

View by: Ticket Activity selected. Other choices include Ticket Information, Service Information or Milestone Log

User can expand row to:

- See additional ticket details
- Make updates directly within table.
- Easy to maintain context within table



Redesigned Repairs – View By: Ticket Activity

Verizon Business Center | Home | My Services | Invoices | Orders | Service Support | Tools | 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

Ticket Details

Trouble Ticket - 2009100606180

View By [Back to list]

- All
- Milestones
- Milestone Log
- Ticket Information
- Service Information
- Ticket Activity**
- Ticket Tools
- History
- Flag Ticket

Times displayed on the Ticket Details page are displayed in US Eastern Time unless the user sets a time zone preference in the user profile using [My Profile](#).

Update Ticket [Add Comment]

Ticket Number	Service ID	Alternate Service ID	Status
2009100606180	ALLSTA-HUDSON-466481E001	U107290	OPEN/TO BE WRKD

Ticket Activity

Filter Log Entries Find [] Jump to number []

#	Activity	Activity Workgroup	Activity Date	Resulting State	Resulting Status
24	Update Customer	NCCAR.IPMCC	12/23/2009 05:03 PM GMT-04:00	Open	To be worked
Comments: Automated customer notification sent					
23	Ticket Notification	NCCAR.IPMCC	12/23/2009 05:03 PM GMT-04:00	Open	To be worked
Comments: none					
21	Notify	NOTIFICATION.CNP	10/06/2009 09:28 PM GMT-04:00	Open	To be worked
Comments: none					
20	Release	DATA.IP-ADMIN	10/06/2009 09:27 PM GMT-04:00	Open	To be worked
Comments: Suspension released due to Transfer entered by jhfogerty on 2009-10-07-01.27.44.348302 Internal Escalation suspension released					

Language Secure E-mail Alerts Ask Verizon

Make a selection from View By. This layout is prominent and easily navigable with less cognitive load than the current design in production.

New Ticket Activity table is easier to understand and use.



Redesigned Repairs – View By: All

The screenshot shows the Verizon Business Center interface. The top navigation bar includes links for Home, My Services, Invoices, Orders, Service Support, and Tools. A search bar is present on the right. Below the navigation bar, a 'What's Hot' section displays a link to 'Verizon to acquire Terramark'. The main content area is titled 'Ticket Details' and shows a 'Trouble Ticket - 2009100606180'. On the left, a 'View By' section lists various views: All (highlighted), Milestones, Milestone Log, Ticket Information, Service Information, Ticket Activity, Ticket Tools, History, and Flag Ticket. The main content area displays ticket details, including the ticket number, service ID, alternate service ID, and status. Below this is a 'Milestone Summary' section with a table of milestones. The table has columns for Date/Time, Milestone, Task, and Summary. The first row shows a 'Create' milestone at 'Tuesday, October 06, 2009 10:46:31 AM EDT' with the task 'Ticket Open' and summary 'Ticket successfully created'. A 'New Ticket Activity table is easier to understand and use.' callout points to the table. A 'Clicking all from the View By section presents a one page, long form, scrollable – and more importantly – printable view of Milestones, Milestone Log, Ticket Information, Service Information, and Ticket Activity.' callout points to the 'View By' section. The bottom of the page features a footer with links for Language, Secure E-mail, Alerts, and Ask Verizon.

Verizon Business Center | Home | My Services | Invoices | Orders | Service Support | Tools | 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

Ticket Details

Trouble Ticket - 2009100606180

View By [Back to list]

- All
- Milestones
- Milestone Log
- Ticket Information
- Service Information
- Ticket Activity
- Ticket Tools
- History
- Flag Ticket

Update Ticket [Add Comment]

Ticket Number	Service ID	Alternate Service ID	Status
2009100606180	ALLSTA-HUDSON-466481E001	U107290	OPEN/TO BE WRKD

Milestone Summary

The ticket lifecycle below shows this ticket's current milestones in yellow. When a customer action is needed to progress the ticket, the milestone is shown in red. For more details, refer to the milestone log or activity log.

Date/Time	Milestone	Task	Summary
Tuesday, October 06, 2009 10:46:31 AM EDT	Create	Ticket Open	Ticket successfully created

Clicking all from the View By section presents a one page, long form, scrollable – and more importantly – printable view of Milestones, Milestone Log, Ticket Information, Service Information, and Ticket Activity.

New Ticket Activity table is easier to understand and use.



Redesigned Repairs – Create Ticket (Step 1)

verizon

Business Center

Home

My Services

Invoices

Orders

Service Support

Tools

Welcome John Doe | Sign Out

Search

What's Hot: [Verizon to acquire Terramark](#) [Read more](#) | [Message Center](#) | [Next](#)

Settings | Favorites | History | Support | [Ask Verizon](#)

I WANT TO...

Create Ticket

Step 1: Contact Information

Step 2: Service Information

Contact Information

Primary Contact

First Name

Last Name

Alternate Contact

First Name

Last Name

E-Mail Notifications

Notify me when...

☐ Important updates are made to my account.

☐ I do not want to receive notifications.

Back

Next

Create Ticket - Identify Service

Enter the Circuit ID or Telephone number or Service ID that you are having trouble with:

BCBKF0PR0001

Go

or

Search for Service ID

*Product or Circuit Type

Data

Subproduct type

ATM Service

*Profile

ALL - 30ALSE

Selecting All Profiles will return Service IDs one profile at a time.

*Country

UNITED STATES

Street Address

City

State

MA

State required for U.S.

Use * for wildcard search.

Three or more characters.

Follow with * for wildcard search.

Service ID

Three or more characters.

Follow with * for wildcard search.

Search

its are in progress

necessary to resolve this problem. may be required.

the trouble is in Verizon's. late the trouble yourself or you a Verizon technician isolate the

Verizon inside wiring and you will not be charged for repairs inside your premises in terms & conditions of your plan

gent ow.

Questions

most frequently asked questions.

the service has been turned up?

router?

be affected by intrusive testing?

ations on this ticket?

Can't be altered when this ticket is?

Language

Secure E-mail

Alerts

Ask Verizon



Redesigned Repairs – Create Ticket (Step 1)

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

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

jstmartin1@comcast.net

☒ I do not want to receive notifications on this ticket.

[Back](#) [Next](#)

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.

[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



Redesigned Repairs – Create Ticket (Step 2)

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

Create Ticket

Step 1: ✓ Contact Information

Step 2: Service and Access Information

Step 3: Issue Details

Step 4: Questions

Service ID

BCBKF0PR0001

State

TX

Service Address

12238 SILICON DR

Postal Code

78249

City

SAN ANTONIO

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 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



Redesigned Repairs – Create Ticket (Step 3)

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

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



Redesigned Repairs – Create Ticket (Step 4)

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

Back

Submit

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

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Get answers to the most frequently asked questions.

- [How do I know if the service has been turned up?](#)
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- [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



Invoices



Invoices - Current Page

"Invoices" page requires additional navigation to see a list of invoices.

User has to scan links for key items like payments and inquiries

No indication of actions needed (e.g., bills to pay).
Key info about accounts/invoices not highlighted (paper free, payment status)

The screenshot shows the Verizon Enterprise Center interface. At the top, the user is logged in as Jacqueline St Martin with links for Settings and Sign Out. Below the Verizon logo, the page title is "Enterprise Center". A red navigation bar contains links: Home, Accounts & Maintenance, Orders, Invoices, Repairs, Network Tools, IT Solutions, and Security. Below this, a secondary navigation bar includes Overview, View Invoices, View Inquiries, Payments, Analysis & Reporting, and Paperless Billing. The main content area is titled "Invoices" and includes a sub-header "View invoices and make payments online. Use the Reporting and Analysis tools to manage costs." To the right, there's a section for "Verizon Enterprise Center Maintenance....." dated February 20, with links for Delete and Read more. Below this, a tabbed interface shows Overview, Invoice List, and Charts & Graphs. The Invoice List tab is active, showing a "View" section with filters for Account / Telephone / Circuit, Billing Period (Most Recent), and a "Payments" section with links for Make Voice, Data & IP Payments and Manage Payment Accounts. To the right, the "Analysis & Reporting" section lists links for Integrated Reports, Voice, Data & IP, Manage Reporting Structures, Global Billing Report Request, and Manage Global Billing Report. At the bottom, there's a "Manage Voice, Data & IP eMedia" section with links for Manage Electronic Media, Access Billing Data Downloads, and Manage Custom Notifications. A large banner at the bottom right celebrates the "Verizon Enterprise Center B/OSS BILLING & OSS WORLD Excellence Award Winner 2010 Best Business Process Automation".

Inefficient use of space with links and static text

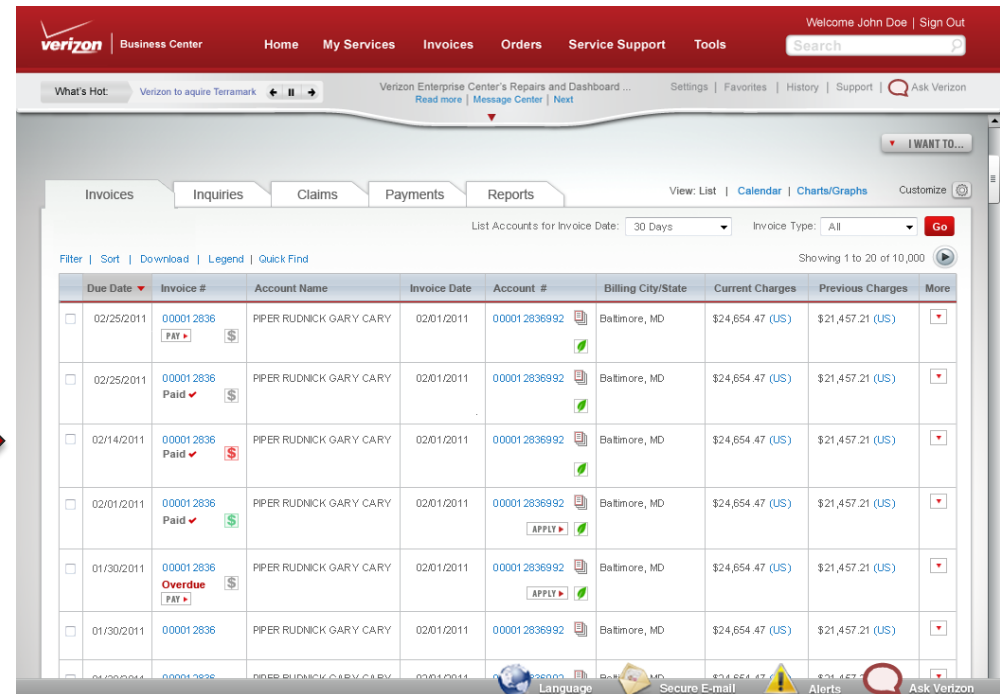
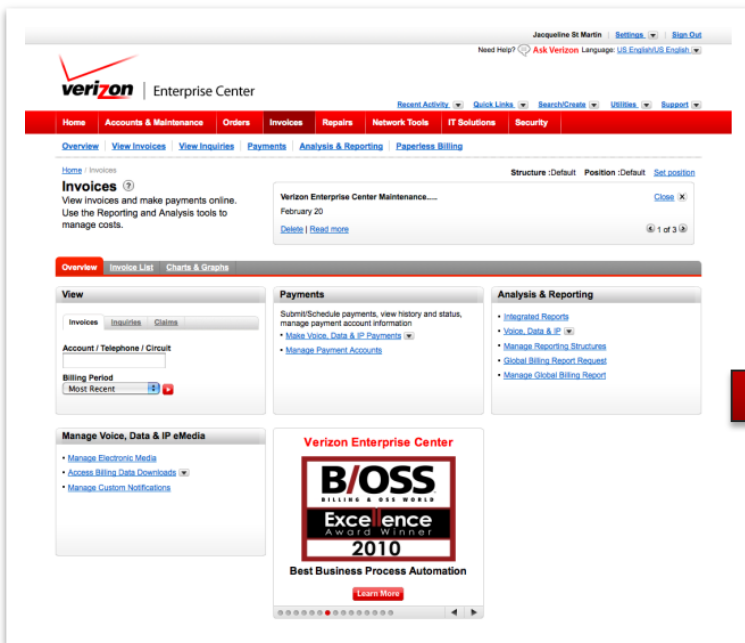
Users complain about multiple clicks to pay a bill

No access to calendar / time-based view (e.g. bills due this week)



Invoices UI Experience

- Integration of calendar / time-based view for invoices goal page
- Quick access to all functionality related to Invoices (“I want to”)
- “Call to Action” indicators on incidents that require customer action
- In-line actions for quicker transactions





Redesigned Invoices

Efficient use of space.

Entitlement-based links are inside mega menus and collapsible 'I want to' section.

(Allows variable number of links without requiring dedicated screen real estate.)

Inquiries, Invoices, and Claims displayed in separate tabs; easy to find and no search required

Click to view calendar / time-based view

Important information no longer scrolled out of view

Overdue bills clearly marked

Icons to indicate paper-free billing and one click to apply

One click access to Pay a bill

Due Date	Invoice #	Account Name	Invoice Date	Account #	Billing City/State	Current Charges	Previous Charges	More
02/25/2011	000012836	PIPER RUDNICK GARY CARY	02/01/2011	000012836992	Baltimore, MD	\$24,654.47 (US)	\$21,457.21 (US)	
02/25/2011	000012836	PIPER RUDNICK GARY CARY	02/01/2011	000012836992	Baltimore, MD	\$24,654.47 (US)	\$21,457.21 (US)	
02/14/2011	000012836	PIPER RUDNICK GARY CARY	02/01/2011	000012836992	Baltimore, MD	\$24,654.47 (US)	\$21,457.21 (US)	
02/01/2011	000012836	PIPER RUDNICK GARY CARY	02/01/2011	000012836992	Baltimore, MD	\$24,654.47 (US)	\$21,457.21 (US)	
01/30/2011	000012836	PIPER RUDNICK GARY CARY	02/01/2011	000012836992	Baltimore, MD	\$24,654.47 (US)	\$21,457.21 (US)	
01/30/2011	000012836	PIPER RUDNICK GARY CARY	02/01/2011	000012836992	Baltimore, MD	\$24,654.47 (US)	\$21,457.21 (US)	



Redesigned Invoices

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...

Check Status

- View payments
- View inquiries
- View claims

Get Reports

- Download available reports
- Request & manage reports
- Manage reporting structures

Manage Invoices

- View invoices
- Manage electronic media
- Manage custom notifications
- Download eMedia billing data

Make Payments

- Make a payment
- Manage payment accounts
- Manage global consolidated payment

Communicate

- Ask Verizon
- Contact us
- Discuss your invoices
- Share documents

Learn

- How to use
- Search the Knowledge Base
- Read technical blogs

Invoices Inquiries Claims Payments Reports

View: List | Calendar | Charts/Graphs Customize

Filter | Sort | Download | Legend | Quick Find

Showing 1 to 20 of 10,000

	Due Date ▼	Invoice #	Account Name	Invoice Date	Account #	Billing City/State	Current Charges	Previous Charges	More
<input type="checkbox"/>	02/25/2011	000012836 PAY ▶ \$	PIPER RUDNICK GARY CARY	02/01/2011	000012836992	Baltimore, MD	\$24,654.47 (US)	\$21,457.21 (US)	▼
<input type="checkbox"/>	02/25/2011	000012836 Paid ✓ \$	PIPER RUDNICK GARY CARY	02/01/2011	000012836992	Baltimore, MD	\$24,654.47 (US)	\$21,457.21 (US)	▼
<input type="checkbox"/>	02/14/2011	000012836 Paid ✓ \$	PIPER RUDNICK GARY CARY	02/01/2011	000012836992	Baltimore, MD	\$24,654.47 (US)	\$21,457.21 (US)	▼
<input type="checkbox"/>	02/01/2011	000012836 Paid ✓ \$	PIPER RUDNICK GARY CARY	02/01/2011	000012836992	Baltimore, MD	\$24,654.47 (US)	\$21,457.21 (US)	▼
<input type="checkbox"/>	01/30/2011	000012836	PIPER RUDNICK GARY CARY	02/01/2011	000012836992	Baltimore, MD	\$24,654.47 (US)	\$21,457.21 (US)	▼

Language Secure E-mail Alerts Ask Verizon



Invoices page - Large accounts

For users with very large numbers of invoices:

- The first few invoices will display
- A message will indicate: "Too many invoices to display all"
- User will have ability to choose what invoice date and invoice type to view.

Welcome John Doe | Sign Out

Support Tools Search

Settings | Favorites | History | Support | Ask Verizon

I WANT TO...

Invoices Inquiries Claims Payments Reports View: List | Calendar | Charts/Graphs Customize

Too many invoices to display all (showing first 20 invoices) View more invoices

Filter | Sort | Download | Legend | Quick Find

Showing 1 to 20 of 10,000

	Due Date	Invoice #	Account Name	Invoice Date		Charges	Previous Charges	More
<input type="checkbox"/>	02/25/2011	00001 2836 PAY	PIPER RUDNICK GARY CARY	02/01/2011		\$24,654.47 (US)	\$21,457.21 (US)	
<input type="checkbox"/>	02/25/2011	00001 2836 Paid	PIPER RUDNICK GARY CARY	02/01/2011	00001 2836992 Baltimore, MD	\$24,654.47 (US)	\$21,457.21 (US)	
<input type="checkbox"/>	02/14/2011	00001 2836 Paid	PIPER RUDNICK GARY CARY	02/01/2011	00001 2836992 Baltimore, MD	\$24,654.47 (US)	\$21,457.21 (US)	
<input type="checkbox"/>	02/01/2011	00001 2836 Paid	PIPER RUDNICK GARY CARY	02/01/2011	00001 2836992 Baltimore, MD	\$24,654.47 (US)	\$21,457.21 (US)	
<input type="checkbox"/>	01/30/2011	00001 2836 Overdue	PIPER RUDNICK GARY CARY	02/01/2011	00001 2836992 Baltimore, MD	\$24,654.47 (US)	\$21,457.21 (US)	
<input type="checkbox"/>	01/30/2011	00001 2836	PIPER RUDNICK GARY CARY	02/01/2011	00001 2836992 Baltimore, MD	\$24,654.47 (US)	\$21,457.21 (US)	

Language Secure E-mail Alerts Ask Verizon



Ordering



Orders – Current page (production GA)

Michelle Vincow | Settings | Sign Out
Need Help? Ask Verizon Language: US English/US English

verizon | Enterprise Center

Recent Activity | Quick Links | Search/Create | Utilities | Support

Home | Accounts & Maintenance | **Orders** | Invoices | Repairs | Network Tools | IT Solutions | Security

Overview | View Orders | Create Orders


Orders ?
The tools you need to submit orders, track order status and review order history.

Notification of End of Life
Access Manager Versions 6.2 and earlier
[Delete](#) | [Read more](#) 1 of 2


Data, Voice & IP Ordering Tools
Submit VoIP orders or perform service changes.
• [Request Service Change for former MCI Products](#)

Create Orders
Expand your network with new services including Voice, Data, Internet & Wireless Products.
• [Create Orders](#)
• [Manage my Contact Book](#)
• [Manage my Order Templates](#)
• [Data Calculator](#)

Manage Data, Voice & IP
Moves/Changes/Disconnects
[Change Billing Record](#)

Extend Anytime Access From Your Mobile Device...

[Learn More](#)

View Orders

Quick find by 

[Filter](#) [Sort](#) [Customize](#) [Save to File](#) [Re...](#)

My Current	All Current	Completed/Cancelled	Saved	All									
Date Submitted	Request #	Type	Product	Order ID	Order Status	Customer Name	Street Address	City/State	Country	Requested Due Date	LEC Circuit ID	Verizon Business Circuit ID	Service Activated
		Change		C5QU5715	Pending Original	VERIZON INFORM...		NE	USA	11/20/2007	61/IDZD /214426/NE		11/20/2007
	7768073	Install	Private IP		Submitted	VERIZON INFORM...	test2	boston/MA	USA				
		Discont.		D5PW2546	Pending Original	VERIZON INFORM...		NE	USA	11/27/2007	61/HNCA /978/739 /1100/D3		11/27/2007
		Discont.		D5PW2547	Pending Original	VERIZON INFORM...		NE	USA		61/HNCA /978/750 /7000/D1		11/27/2007
	1833241	Install	Private IP			VERIZON INFORM...				04/11/2008			
	1833241	Install	Private IP			VERIZON INFORM...				04/11/2008			
	2218152	Install	Private IP			VERIZON INFORM...				06/19/2008			
	2218152	Install	Private IP			VERIZON INFORM...				06/19/2008			
	2551112	Install	Private IP			VERIZON INFORM...				09/25/2008			
	2551112	Install	Private IP			VERIZON INFORM...				09/25/2008			

Show 10 rows [Update](#) Page 1 of 179 Jump to Page [GO](#)

Inefficient use of space

Inefficient use of space with links and static text

No access to calendar / time-based view (e.g. orders to be installed this week)

User has to scroll to see their orders



Orders – Pilot (CCS Ordering)

Abel Cruz | Settings | Sign Out
Need Help? Ask Verizon Forums | Language: US English | US English

verizon | Enterprise Center

Recent Activity | Quick Links | Search/Create | Utilities | Support

Home | Accounts & Maintenance | Orders | Change Management | Invoices | Repairs | Network Tools | IT Solutions | Security

Overview | View Orders | Create Orders | vBridge | Packages

Home / Orders

Orders

The tools you need to submit orders, track order status and review order history.

Notification of End of Life
Access Manager Versions 6.2 and earlier
[Delete](#) | [Read more](#) Close X 1 of 2

Create Order

You have 19 saved items. [Resume Order](#)

[Create Order](#)

Copy recent order [View More](#)

- #9858486, Private IP, Boston, Massachusetts
- #9238762, Private IP, Boston, Massachusetts
- #9238577, Private IP, Boston, Massachusetts

Order Type Summary

All products

Request Count

Order Information Center

Need help with online ordering? Check out the training video, view online help, or Live Chat now with customer service.

- [Training Video](#)
- [Online Ordering User Guide](#)
- [Send Feedback about Ordering](#)

[Chat with Customer Service](#)

View Orders

[Show Filters](#) [Customize](#) [Save View to File](#) [Save All to File](#) [Refresh](#)

Showing 1 to 10 of 21

Request # (Tracking ID)	Scheduled Facilities Install Date	Status	Product	Order Type	City	State/Region	Request Submitted Date	Requested Due Date	Service Identifier	Firm Order Confirmation Date	Order Closed Date
9858486		Submitted	Private IP	New Installati...	Boston	Massachusetts	2010-11-21				
9238762		Submitted	Private IP	New Installati...	Boston	Massachusetts	2010-10-17				
9238577		Submitted	Private IP	New Installati...	Boston	Massachusetts	2010-10-17				
8780521		Submitted	Private IP	New Installati...			2010-09-19				
8286172		Submitted	Indirect Voice (PIC)	New Installati...			2010-08-22	2010-09-29			
7988125		Cancelled	Private IP	New Installati...	Boston	Massachusetts	2010-08-04	2010-08-18			
7773066		Submitted	Centrex	New Installati...	Boston	Massachusetts	2010-07-21	2010-07-30			
7732240		Submitted	Business Line Service	New Installati...	Boston	Massachusetts	2010-07-19				
7716329 (453455)		Scheduled Facilities Install	Private IP	New Installati...	Boston	Massachusetts	2010-07-18				
7506348		Submitted	Private IP - Ethernet	New Installati...	Boston	Massachusetts	2010-07-07	2010-06-29			

Show 10 rows [Update](#) Page 1 of 3 Jump to page [Go](#)

Inefficient use of space with links and static text

Chart not very informative/useful. User cannot remove this.

User has to scroll to see their orders



Orders Transformation

- Integration of calendar / time-based view for invoices goal page
- Quick access to all functionality related to Invoices (“I want to”)
- Click to view calendar / time-based view.
- Important information no longer scrolled out of view
- Clear, easy to read access to information about orders.

Verizon Enterprise Center

Home Accounts & Maintenance Orders Invoices Repairs Network Tools IT Solutions Security

Overview View Orders Create Orders

Orders

The tools you need to submit orders, track order status and review order history.

Notification of End of Life
Access Manager Versions 6.2 and earlier
[Delete](#) [Read more](#)

Data, Voice & IP Ordering Tools

Submit VoIP orders or perform service changes.
• [Request Service Change for former MCI Products](#)

Create Orders

Expand your network with new services including Voice, Data, Internet & Wireless Products.
• [Create Orders](#)
• [Manage my Contact Book](#)
• [Manage my Order Templates](#)
• [Data Calculator](#)

Manage Data, Voice & IP

Expand your network with new services including Voice, Data, Internet & Wireless Products.
• [Change Billing Record](#)

Extend Anytime Access From Your Mobile Device...

Learn More

View Orders

Quick find by: [Select](#)

Filter Sort Customize

Showing 1 to 10 of 178

Request #	Status	Product	Type	City/State	Request Submitted	Requested Due	Committed Due	More
460573	Pending Acceptance	Metro Private Line	New installation	Boston, MA	2010-10-07	2010-10-08	2010-10-08	
460571	Pending Acceptance	ATM	New installation	Anaheim, CA	2010-10-07	2010-10-08	2010-10-08	
460570	Pending Acceptance	Frame Relay	New installation	Scottdale, PA	2010-10-07	2010-10-08	2010-10-08	

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...

Check Status

- [View Orders](#)

Get Reports

- [Analysis & Reporting](#)

Order Form Tools

- [Templates](#)
- [Contact book](#)

Place an Order

New

- [Install a new service](#)
- [Order wireless lines, phones, and accessories](#)

Change

- [Make a change/add a feature](#)
- [Change a billing record](#)
- [Change the carrier](#)
- [Manage wireless lines & accounts](#)

Move

- [Move an existing service](#)

Disconnect

- [Disconnect and existing service](#)

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- [Security](#)

Browse or Design [Go](#)

Learn

- [How to use](#)
- [Search the Knowledge Base](#)
- [Read technical blogs](#)
- [Training video](#)
- [Online Ordering User Guide](#)
- [Send ordering feedback](#)

Communicate

- [Ask Verizon](#)
- [Contact us](#)
- [Discuss your orders](#)
- [Share documents](#)

Voice, Data, and IP Orders Wireless Orders

View: List [Calendar](#) [Charts/Graphs](#) [Map](#) Customize

Order type: [All](#) [Go](#)

Filter | Sort | Download | Legend | Quick Find

Showing 1 to 5 of 5

Request #	Status	Product	Type	City/State	Request Submitted	Requested Due	Committed Due	More
460573	Pending Acceptance	Metro Private Line	New installation	Boston, MA	2010-10-07	2010-10-08	2010-10-08	
460571	Pending Acceptance	ATM	New installation	Anaheim, CA	2010-10-07	2010-10-08	2010-10-08	
460570	Pending Acceptance	Frame Relay	New installation	Scottdale, PA	2010-10-07	2010-10-08	2010-10-08	



Orders

Click to view
calendar / time-
based view.

View orders
related charts
and graphs.

Map view with
same filter
options as
table view

Important information
no longer scrolled out
of view

Clear, easy to read
access to information
about orders.

Efficient use of space.

Entitlement-based
links are inside mega
menus and
collapsible 'I want to'
section.

(Allows variable
number of links
without requiring
dedicated screen real
estate.)

Business Center Home My Services Invoices Orders Service Support Tools

Welcome John Doe | Sign Out

Search

Verizon to acquire Terramark

Settings | Favorites | History | Support | Ask Verizon

I WANT TO...

Place an Order

New

- Install a new service
- Order wireless lines, phones, and accessories

Move

- Move an existing service

Disconnect

- Disconnect and existing service

Explore Products & Solutions

Featured Solutions

- IT Solutions
- Security

Browse or Design

Go

Learn

- How to use
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- Training video
- Online Ordering User Guide
- Send ordering feedback

Communicate

- Ask Verizon
- Contact us
- Discuss your orders
- Share documents

Order Form Tools

- Templates
- Contact book

Change

- Make a change/add a feature
- Change a billing record
- Change the carrier
- Manage wireless lines & accounts

Voice, Data, and IP Orders Wireless Orders

View: List | Calendar | Charts/Graphs | Map Customize

Order type: All Go

Showing 1 to 5 of 5

Request #	Status	Product	Type	City/State	Request Submitted	Requested Due	Committed Due	More
460573	Pending Acceptance	Metro Private Line	New installation	Boston, MA	2010-10-07	2010-10-08	2010-10-08	
460571	Pending Acceptance	ATM	New installation	Anaheim, CA	2010-10-07	2010-10-08	2010-10-08	
460570	Pending Acceptance	Frame Relay	New installation	Scotland, PA	2010-10-07	2010-10-08	2010-10-08	

Language Secure E-mail Alerts Ask Verizon



Orders with Megamenu

Business Center

HomeMy ServicesInvoicesOrdersService SupportTools

Welcome John Doe | Sign Out

Search

What's Hot: Verizon to acquire Terramark

Voice, Data, and IP OrdersWireless

Filter | Sort | Download | Legend | G

Request #	Status
460573	Pending Acceptance
460571	Pending Acceptance
460570	Pending Acceptance
449329	Pending Acceptance
449328	Pending Acceptance

Check Status

- View Orders

Get Reports

- Analysis & Reporting

Order Form Tools

- Templates
- Contact book

Place an Order

New

- Install a new service
- Order wireless lines, phones, and accessories

Change

- Make a change/add a feature
- Change a billing record
- Change the carrier
- Manage wireless lines & accounts

Move

- Move an existing service

Disconnect

- Disconnect and existing service

Explore Products & Solutions

Featured Solutions

- IT Solutions
- Security

Browse or DesignGo

Learn

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- Read technical blogs
- Training video
- Online Ordering User Guide
- Send ordering feedback

Communicate

- Ask Verizon
- Contact us
- Discuss your orders
- Share documents

Request #	Status	Service	Location	Start Date	End Date	End Date		
460573	Pending Acceptance	ATM	New installation	Anaheim, CA	2010-10-07	2010-10-08	2010-10-08	
460571	Pending Acceptance	Frame Relay	New installation	Scotland, PA	2010-10-07	2010-10-08	2010-10-08	
460570	Pending Acceptance	Metro Private Line	New installation	Albany, NY	2010-09-24	2010-09-25	2010-09-25	
449329	Pending Acceptance	ATM	New installation	Chicago, IL	2010-09-24	2010-09-25	2010-09-25	

Language

Secure E-mail

Alerts

Ask Verizon



Tools (Network Tools & More)



Tools Transformation

Verizon Enterprise Center

Home Accounts & Maintenance Orders Invoices Repairs Network Tools IT Solutions Security

Network Tools

Provision, configure, monitor and report on your Voice, Data and IP network and products. Plus, get your Wireless Coverage Locator online.

MNS Change Management
Change Requests may impact Immersive Video
[Delete](#) | [Read more](#)

1 of 2

Network Management

Configure your Voice, Data and IP network and products.

- Access Managed Services
- Access My Managed Mobility Solutions
- Manage Hosted IP (AsiaPac)
- Manage My Call Costs
- Manage My Data Circuits
- Manage My Email Streaming Services
- Manage My Enterprise Firewall
- Manage My Hosted ICR
- Manage My Hosting Services
- Manage My Inbound Network
- Manage My Internet DSL (Australia only)
- Manage My Internet DSL (Australia only)
- Manage My Private IP WAN Analysis Settings
- Manage My Speech Tools
- Manage Remote Access Users
- Manage Voice Over IP
- Manage Your Internet Dial Select Accounts
- Perform Inbound Routing Changes
- Provision My Voice Customers
- View IP Account List
- View/Change my eHealth Report Settings

Network Reporting

Report on your Voice, Data and IP network and products.

- View Call Detail & Summary Reports
- View Data & Voice Reports
- View Highlight Reporting
- View Hosting Services
- View IP Latency & Packet Delivery Network Statistics
- View IP Performance Reporting
- View Looking Glass / Dynamic Bandwidth
- View Managed WAN Optimization Services Reporting
- View Managed Wireless LAN Reporting
- View My Internet Dial Select Usage Reports
- View My PBX Report
- View My eHealth Reports
- View Private IP WAN Analysis
- View Remote Access User Usage Reports
- View SLA for Verizon Business Services
- View VoIP Performance Reporting

Network Monitoring

Monitor your Voice, Data and IP network and products.

- Colocation - View My Bandwidth Statistics
- Manage Custom Notifications
- View Alerts & Maps
- View IP Global Utilization Statistics
- View My CMC
- View Near Real-Time Traffic

Current Network Tools is a collection of links

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

Tools

Search Tools

I WANT TO...

Customize

Highlight Tools for My Products

- Private IP Layers
- Internet Dedicated
- Private IP Ethernet
- VoIP Product
- ATM
- Frame Relay
- Secure Gateway
- Managed Networks
- ...View More

Recently Used Tools

- View My PBX Report
- Computing as a Service
- View IP Globalization Stats

Network Management

Configure your Voice, Data and IP network and products.

- Access My Managed Mobility Solutions
- Analyze Application Performance
- Computing as a Service
- Manage Dedicated SONET Ring
- Manage Enterprise Mobility as a Service
- Manage Internet Dedicated Access Features
- Manage My Hosted IVR
- Manage My Hosting Services
- Manage My Speech Tools
- Manage Voice Mail
- Manage Global Alliances
- Access My Application Assurance-Internet
- Access My Application Assurance-IP
- View more of your tools

Network Reporting

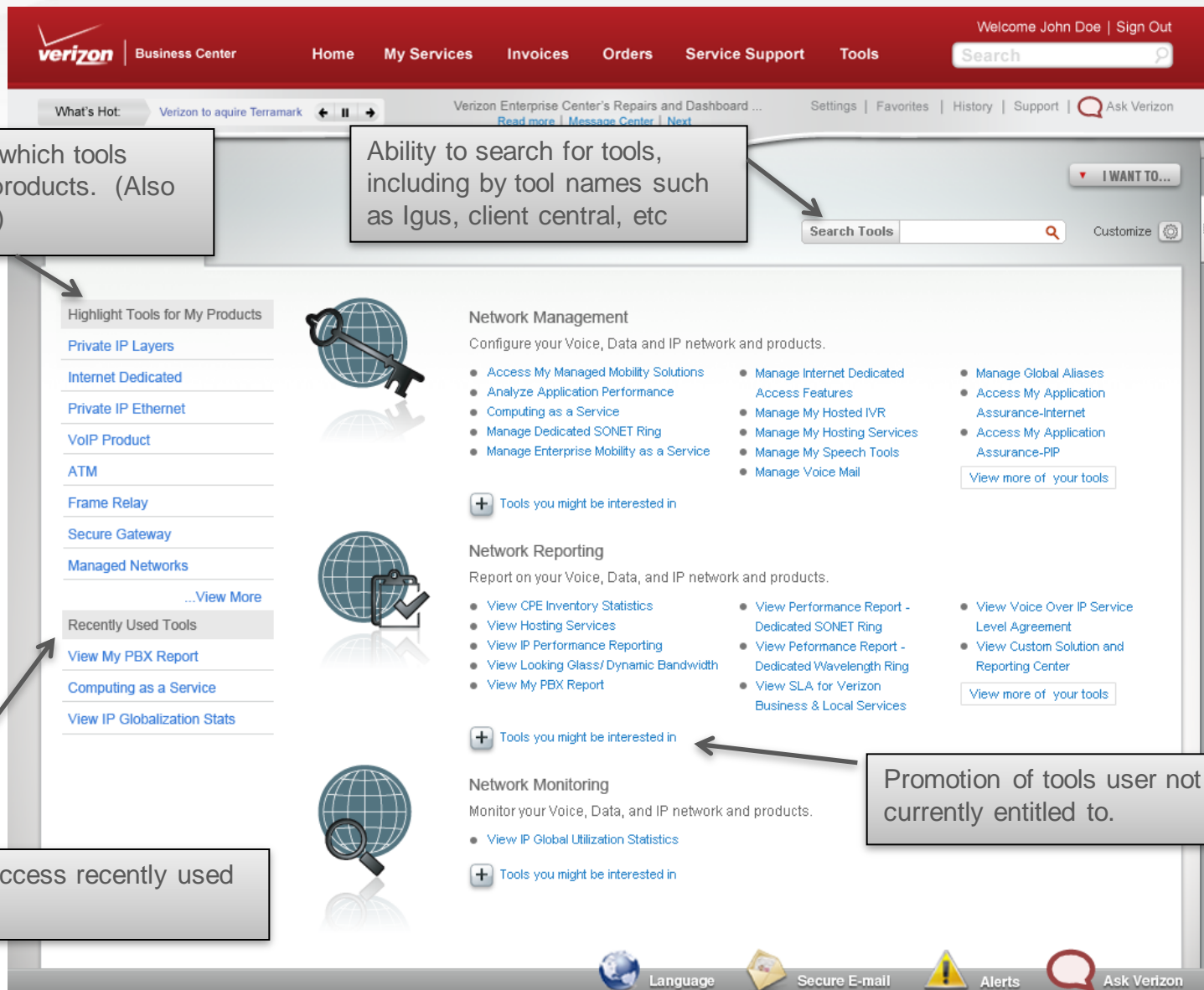
Report on your Voice, Data, and IP network and products.

- View CPE Inventory Statistics
- View Hosting Services
- View IP Performance Reporting
- View Looking Glass / Dynamic Bandwidth
- View My PBX Report
- View Performance Report - Dedicated SONET Ring
- View Performance Report - Dedicated Wavelength Ring
- View SLA for Verizon Business & Local Services
- View Voice Over IP Service Level Agreement
- View Custom Solution and Reporting Center
- View more of your tools

Network Monitoring

Monitor your Voice, Data, and IP network and products.

- View IP Global Utilization Statistics
- Tools you might be interested in



The screenshot shows the Verizon Business Center interface. At the top is a red navigation bar with the Verizon logo, 'Business Center', and links for Home, My Services, Invoices, Orders, Service Support, and Tools. A search bar is on the right. Below the navigation bar is a 'What's Hot' section with a slider showing 'Verizon to acquire Terramark'. The main content area is divided into sections: 'Highlight Tools for My Products' (with links like Private IP Layers, Internet Dedicated, etc.), 'Network Management' (with links like Access My Managed Mobility Solutions, etc.), 'Network Reporting' (with links like View CPE Inventory Statistics, etc.), and 'Network Monitoring' (with links like View IP Global Utilization Statistics). A 'Recently Used Tools' section is on the left. Annotations with arrows point to various features: 'User can see which tools support their products. (Also can "view all").' points to the 'Highlight Tools for My Products' section; 'Ability to search for tools, including by tool names such as Iqus, client central, etc' points to the 'Search Tools' bar; 'Easy to access recently used tools' points to the 'Recently Used Tools' section; and 'Promotion of tools user not currently entitled to.' points to a 'Tools you might be interested in' link.

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...

Search Tools

Customize

Highlight Tools for My Products

Private IP Layers

Internet Dedicated

Private IP Ethernet

VoIP Product

ATM

Frame Relay

Secure Gateway

Managed Networks

...View More

Recently Used Tools

View My PBX Report

Computing as a Service

View IP Globalization Stats

Network Management

Configure your Voice, Data and IP network and products.

- Access My Managed Mobility Solutions
- Analyze Application Performance
- Computing as a Service
- Manage Dedicated SONET Ring
- Manage Enterprise Mobility as a Service
- Manage Internet Dedicated Access Features
- Manage My Hosted IVR
- Manage My Hosting Services
- Manage My Speech Tools
- Manage Voice Mail
- Manage Global Aliases
- Access My Application Assurance-Internet
- Access My Application Assurance-PIP

View more of your tools

Tools you might be interested in

Network Reporting

Report on your Voice, Data, and IP network and products.

- View CPE Inventory Statistics
- View Hosting Services
- View IP Performance Reporting
- View Looking Glass/ Dynamic Bandwidth
- View My PBX Report
- View Performance Report - Dedicated SONET Ring
- View Performance Report - Dedicated Wavelength Ring
- View SLA for Verizon Business & Local Services
- View Voice Over IP Service Level Agreement
- View Custom Solution and Reporting Center

View more of your tools

Tools you might be interested in

Network Monitoring

Monitor your Voice, Data, and IP network and products.

- View IP Global Utilization Statistics

Tools you might be interested in

Language

Secure E-mail

Alerts

Ask Verizon



Redesigned Tools

The screenshot shows the Verizon Business Center interface. The top navigation bar includes links for Home, My Services, Invoices, Orders, Service Support, and Tools. A search bar is located in the top right corner. The main content area is divided into sections: Highlight Tools for My Products, Network Management, Network Reporting, and Network Monitoring. Each section contains a list of tools and a 'Tools you might be interested in' section. Annotations highlight specific features: 'User can see which tools support their products. (Also can "view all").' points to the 'Highlight Tools for My Products' section; 'Ability to search for tools, including by tool names such as Icus, client central, etc' points to the search bar; 'Easy to access recently used tools' points to the 'Recently Used Tools' section; and 'Promotion of tools user not currently entitled to.' points to a tool in the 'Network Monitoring' section.

User can see which tools support their products. (Also can "view all").

Ability to search for tools, including by tool names such as Icus, client central, etc

Easy to access recently used tools

Promotion of tools user not currently entitled to.

Verizon Business Center

Home My Services Invoices Orders Service Support Tools

Welcome John Doe | Sign Out

Search

Settings | Favorites | History | Support | Ask Verizon

I WANT TO...

Search Tools

Customize

Highlight Tools for My Products

Private IP Layers [un-highlight]

Internet Dedicated

Private IP Ethernet

VoIP Product

ATM

Frame Relay

Secure Gateway

Managed Networks

...View More

Recently Used Tools

View My PBX Report

Computing as a Service

View IP Globalization Stats

Network Management

Configure your Voice, Data and IP network and products.

- Access My Managed Mobility Solutions
- Analyze Application Performance
- Computing as a Service
- Manage Dedicated SONET Ring
- Manage Enterprise Mobility as a Service
- Manage Internet Dedicated Access Features
- Manage My Hosted IVR
- Manage My Hosting Services
- Manage My Speech Tools
- Manage Voice Mail
- Manage Global Aliases
- Access My Application Assurance-Internet
- Access My Application Assurance-PIP

View more of your tools

Tools you might be interested in

Network Reporting

Report on your Voice, Data, and IP network and products.

- View CPE Inventory Statistics
- View Hosting Services
- View IP Performance Reporting
- View Looking Glass/Dynamic Bandwidth
- View My PBX Report
- View Performance Report - Dedicated SONET Ring
- View Performance Report - Dedicated Wavelength Ring
- View SLA for Verizon Business & Local Services
- View Voice Over IP Service Level Agreement
- View Custom Solution and Reporting Center

View more of your tools

Tools you might be interested in

Network Monitoring

Monitor your Voice, Data, and IP network and products.

- View IP Global Utilization Statistics

Tools you might be interested in

Language Secure E-mail Alerts Ask Verizon



Redesigned Tools

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...

Search Tools

Customize

Highlight Tools for My Products

- Private IP Layers [highlight]
- Internet Dedicated
- Private IP Ethernet
- VoIP Product
- ATM
- Frame Relay
- Secure Gateway
- Managed Networks
- ... View More

Recently Used Tools

- View My PBX Report
- Computing as a Service
- View IP Globalization Stats

Network Management

Configure your Voice, Data and IP network and products.

- Access My Managed Mobility Solutions
- Analyze Application Performance
- Computing as a Service
- Manage Dedicated SONET Ring
- Manage Enterprise Mobility as a Service
- Manage Internet Dedicated Access Features
- Manage My Hosted IVR
- Manage My Hosting Services
- Manage My Speech Tools
- Manage Voice Mail
- Manage Global Aliases
- Access My Application Assurance-Internet
- Access My Application Assurance-PIP

View more of your tools

Tools you might be interested in

Network Reporting

Report on your Voice, Data, and IP network and products.

- View CPE Inventory Statistics
- View Hosting Services
- View IP Performance Reporting
- View Looking Glass/ Dynamic Bandwidth
- View My PBX Report
- View Performance Report - Dedicated SONET Ring
- View Performance Report - Dedicated Wavelength Ring
- View SLA for Verizon Business & Local Services
- View Voice Over IP Service Level Agreement
- View Custom Solution and Reporting Center

View more of your tools

Tools you might be interested in

Network Monitoring

Monitor your Voice, Data, and IP network and products.

- View IP Global Utilization Statistics

Tools you might be interested in

Language | Secure E-mail | Alerts | Ask Verizon

User can see which tools support their products. (Also can "view all".)

Ability to search for tools, including by tool names such as Iqus, client central, etc

Easy to access recently used tools

Promotion of tools user not currently entitled to.



Redesigned Tools

The screenshot shows the Verizon Business Center interface. The top navigation bar includes links for Business Center, Home, My Services, Invoices, Orders, Service Support, and Tools. A search bar is located in the top right corner. Below the navigation bar, there's a section for 'What's Hot' and a list of tools categorized by product. Annotations highlight specific features: a search bar for tools, a list of tools for products, a 'Recently Used Tools' section, and a 'Tools you might be interested in' section. A callout box explains that some tools are promoted to users not currently entitled to them.

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

User can see which tools support their products. (Also can "view all".)

Ability to search for tools, including by tool names such as Icus, client central, etc

Search Tools

I WANT TO...

Highlight Tools for My Products

- Private IP Layers [un-highlight]
- Internet Dedicated
- Private IP Ethernet
- VoIP Product
- ATM
- Frame Relay
- Secure Gateway
- Managed Networks
- ...View More

Recently Used Tools

- View My PBX Report
- Computing as a Service
- View IP Globalization Stats

Network Management

Configure your Voice, Data and IP network and products.

- Access My Managed Mobility Solutions
- Analyze Application Performance
- Computing as a Service
- Manage Dedicated SONET Ring
- Manage Enterprise Mobility as a Service
- Manage Internet Dedicated Access Features
- Manage My Hosted IVR
- Manage My Hosting Services
- Manage My Speech Tools
- Manage Voice Mail
- Manage Global Aliases
- Access My Application Assurance-Internet
- Access My Application Assurance-PIP

View more of your tools

Tools you might be interested in

Network Reporting

Report on your Voice, Data and IP network and products.

- View CPE Inventory
- View Hosting Services
- View IP Performance
- View Looking Glass/Dynamic Bandwidth
- View My PBX Report
- View Performance Report - SONET Ring
- View Performance Report - Dedicated Wavelength Ring
- View SLA for Verizon Business & Local Services
- View Voice Over IP Service Level Agreement
- View Custom Solution and Reporting Center

View more of your tools

Tools you might be interested in

Network Monitoring

Monitor your Voice, Data, and IP network and products.

- View IP Global Utilization Statistics

Tools you might be interested in

Promotion of tools user not currently entitled to.

Easy to access recently used tools

Language | Secure E-mail | Alerts | Ask Verizon



Redesigned Tools

The screenshot shows the Verizon Business Center Tools page. The top navigation bar includes links for Business Center, Home, My Services, Invoices, Orders, Service Support, and Tools. A search bar is located in the top right corner. The main content area is divided into several sections: Highlight Tools for My Products, Network Management, Network Reporting, and a Recently Used Tools section. The Highlight Tools for My Products section lists various tools like Private IP Layers, Internet Dedicated, Private IP Ethernet, VoIP Product, ATM, Frame Relay, Secure Gateway, and Managed Networks. The Network Management section provides a description of the tool and lists various services. The Network Reporting section lists various reports. The Recently Used Tools section lists tools that the user has recently used. Annotations highlight specific features: 'User can see which tools support their products. (Also can "view all").' points to the Highlight Tools for My Products section. 'Ability to search for tools, including by tool names such as Icus, client central, etc' points to the Search Tools bar. 'Promotion of tools user not currently entitled to.' points to the 'Tools you might be interested in' section. 'Easy to access recently used tools' points to the Recently Used Tools section.

User can see which tools support their products. (Also can "view all").

Ability to search for tools, including by tool names such as Icus, client central, etc

Promotion of tools user not currently entitled to.

Easy to access recently used tools

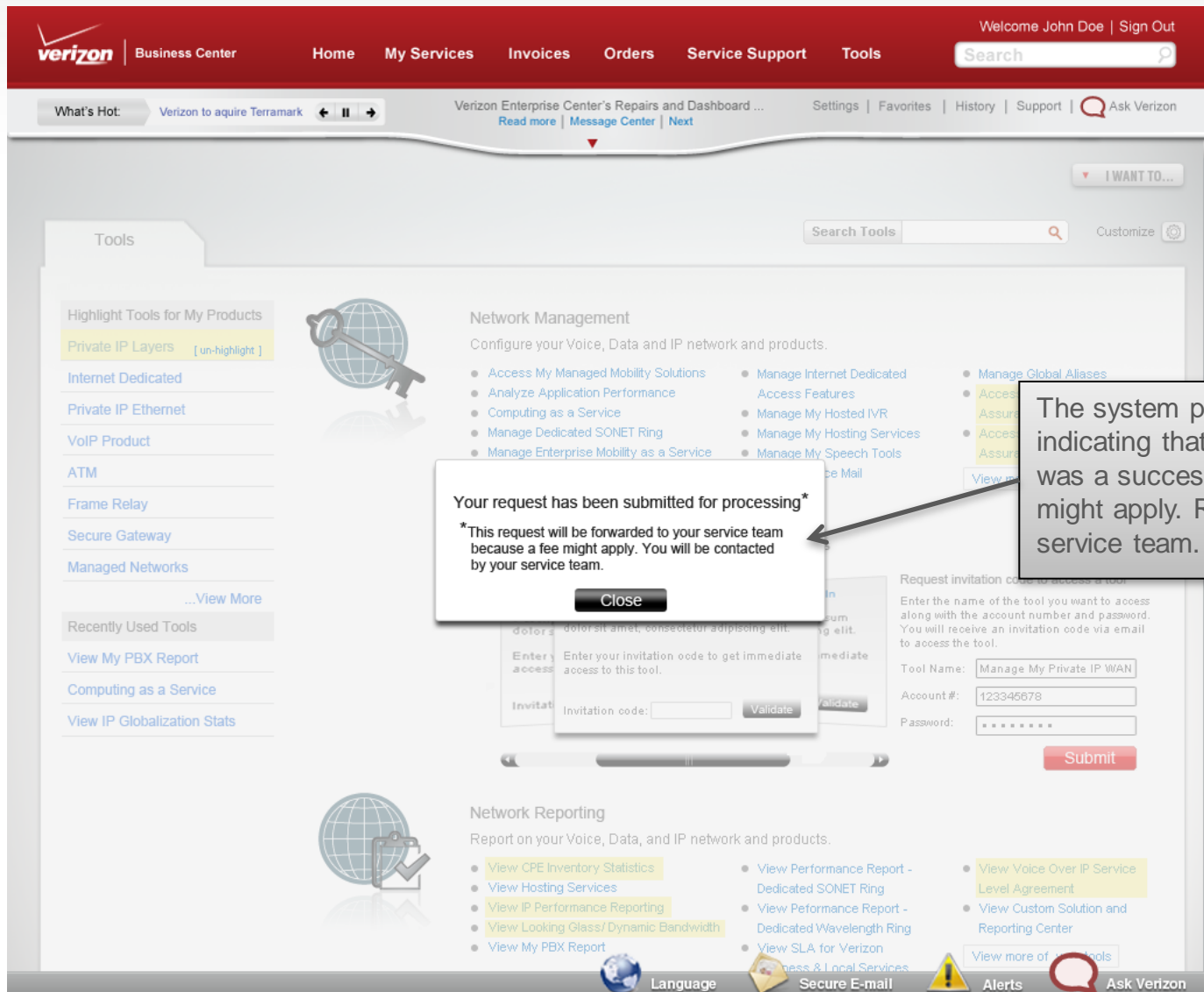


Redesigned Tools

The screenshot shows the Verizon Business Center Tools page. The top navigation bar includes links for Business Center, Home, My Services, Invoices, Orders, Service Support, and Tools. A search bar is located in the top right corner. The main content area is divided into sections: Network Management, Network Reporting, and a Recently Used Tools section. The Network Management section includes a list of tools and a form to request an invitation code. The Network Reporting section includes a list of reports. The Recently Used Tools section is located on the left side of the page.

Annotations:

- User can see which tools support their products. (Also can "view all").** - Points to the "Highlight Tools for My Products" section on the left.
- Ability to search for tools, including by tool names such as Iqus, client central, etc** - Points to the "Search Tools" bar at the top right.
- User adds a tool and clicks submit after entering account # and password.** - Points to the "Request invitation code to access a tool" form on the right.
- Easy to access recently used tools** - Points to the "Recently Used Tools" section on the left.



The screenshot displays the Verizon Business Center interface. At the top, a red navigation bar contains the Verizon logo, 'Business Center', and links for Home, My Services, Invoices, Orders, Service Support, and Tools. A search bar and user information ('Welcome John Doe | Sign Out') are also present. Below the navigation bar, a 'What's Hot' section highlights 'Verizon to acquire Terramark'. The main content area is titled 'Tools' and features a sidebar with 'Highlight Tools for My Products' including Private IP Layers, Internet Dedicated, Private IP Ethernet, VoIP Product, ATM, Frame Relay, Secure Gateway, and Managed Networks. The main content area is divided into 'Network Management' and 'Network Reporting' sections. A modal message box is displayed in the center, stating: 'Your request has been submitted for processing* *This request will be forwarded to your service team because a fee might apply. You will be contacted by your service team.' A 'Close' button is at the bottom of the modal. A callout box points to the modal with the text: 'The system pops a message indicating that the submission was a success, but that a fee might apply. Request sent to service team.'



Tools (Alert notification Scenario)



Tools Page with Alert notification scenario

User has selected Private IP Layers to view tools associated with this product

The screenshot displays the Verizon Business Center interface. At the top, a red navigation bar contains the Verizon logo, 'Business Center', and links for Home, My Services, Invoices, Orders, Service Support, and Tools. A search bar is on the right. Below this, a grey bar shows 'What's Hot' and a breadcrumb trail: 'Verizon to acquire Terramark'. The main content area is titled 'Tools' and features a sidebar on the left with 'Highlight Tools for My Products'. Under this, 'Private IP Layers' is highlighted in yellow, with a '[un-highlight]' link. Other products listed include Internet Dedicated, Private IP Ethernet, VoIP Product, ATM, Frame Relay, Secure Gateway, and Managed Networks. A 'Recently Used Tools' section follows, listing 'View My PBX Report', 'Computing as a Service', and 'View IP Globalization Stats'. The main content area is divided into three sections: 'Network Management' (Configure your Voice, Data and IP network and products.), 'Network Reporting' (Report on your Voice, Data, and IP network and products.), and 'Network Monitoring' (Monitor your Voice, Data, and IP network and products.). Each section contains a list of tools, some of which are highlighted in yellow. At the bottom, a navigation bar includes icons for Language, Secure E-mail, Alerts (indicated by a yellow exclamation mark), and Ask Verizon.

Tools Page with Alert notification scenario

Network Management

Configure your Voice, Data and IP network and products.

- Access My Managed Mobility Solutions
- Analyze Application Performance
- Computing as a Service
- Manage Dedicated SONET Ring
- Manage Enterprise Mobility as a Service
- Manage Internet Dedicated Access Features
- Manage My Hosted IVR
- Manage My Hosting Services
- Manage My Speech Tools
- Manage Voice Mail
- Manage Global Aliases
- Access My Application Assurance-Internet
- Access My Application Assurance-PIP

View more of your tools

Tools you might be interested in

Network Reporting

Report on your Voice, Data, and IP network and products.

- View CPE Inventory Statistics
- View Hosting Services
- View IP Performance Reporting
- View Looking Glass/ Dynamic Bandwidth
- View My PBX Report
- View Performance Report - Dedicated SONET Ring
- View Performance Report - Dedicated Wavelength Ring
- View SLA for Verizon Business & Local Services
- View Voice Over IP Service Level Agreement
- View Custom Solution and Reporting Center

View more of your tools

Tools you might be interested in

Network Monitoring

Monitor your Voice, Data, and IP network and products.

- View IP Global Utilization Statistics

Tools you might be interested in

Alerts

No alert indicated.



Tools Page with Alert notification scenario

User has selected Private IP Layers to view tools associated with this product

The screenshot shows the Verizon Business Center interface. The top navigation bar includes links for Business Center, Home, My Services, Invoices, Orders, Service Support, and Tools. A search bar is present on the right. The main content area is divided into three sections: Network Management, Network Reporting, and Network Monitoring. Each section contains a list of tools and a 'Tools you might be interested in' section. A callout box on the left indicates that the user has selected 'Private IP Layers' from the 'Highlight Tools for My Products' list. A callout box on the right indicates that an alert comes through and the icon flashes several times. The bottom of the page features a footer with links for Language, Secure E-mail, Alerts, and Ask Verizon.

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

Search

on to acquire Terramark | Settings | Favorites | History | Support | Ask Verizon

I WANT TO...

Search Tools | Customize

Highlight Tools for My Products

- Private IP Layers [un-highlight]
- Internet Dedicated
- Private IP Ethernet
- VoIP Product
- ATM
- Frame Relay
- Secure Gateway
- Managed Networks
- ...View More

Recently Used Tools

- View My PBX Report
- Computing as a Service
- View IP Globalization Stats

Network Management

Configure your Voice, Data and IP network and products.

- Access My Managed Mobility Solutions
- Analyze Application Performance
- Computing as a Service
- Manage Dedicated SONET Ring
- Manage Enterprise Mobility as a Service
- Manage Internet Dedicated Access Features
- Manage My Hosted IVR
- Manage My Hosting Services
- Manage My Speech Tools
- Manage Voice Mail
- Manage Global Aliases
- Access My Application Assurance-Internet
- Access My Application Assurance-PIP

View more of your tools

+ Tools you might be interested in

Network Reporting

Report on your Voice, Data, and IP network and products.

- View CPE Inventory Statistics
- View Hosting Services
- View IP Performance Reporting
- View Looking Glass/ Dynamic Bandwidth
- View My PBX Report
- View Performance Report - Dedicated SONET Ring
- View Performance Report - Dedicated Wavelength Ring
- View SLA for Verizon Business & Local Services
- View Voice Over IP Service Level Agreement
- View Custom Solution and Reporting Center

View more of your tools

+ Tools you might be interested in

Network Monitoring

Monitor your Voice, Data, and IP network and products.

- View IP Global Utilization Statistics

+ Tools you might be interested in

Language | Secure E-mail | Alerts | Ask Verizon

Alert comes through and icon flashes several times



Tools Page with Alert notification scenario

The screenshot shows the Verizon Business Center Tools page. The top navigation bar includes links for Business Center, Home, My Services, Invoices, Orders, Service Support, and Tools. A search bar is present on the right. The main content area is divided into sections: Network Management, Network Reporting, and Tools you might be interested in. A left sidebar contains a list of tools, with 'Private IP Layers' highlighted. A pop-up alert notification is displayed at the bottom right, indicating a ticket is on hold and requires test access.

Tools

Highlight Tools for My Products

- Private IP Layers [un-highlight]
- Internet Dedicated
- Private IP Ethernet
- VoIP Product
- ATM
- Frame Relay
- Secure Gateway
- Managed Networks
- ...View More

Recently Used Tools

- View My PBX Report
- Computing as a Service
- View IP Globalization Stats

Network Management

Configure your Voice, Data and IP network and products.

- Access My Managed Mobility Solutions
- Analyze Application Performance
- Computing as a Service
- Manage Dedicated SONET Ring
- Manage Enterprise Mobility as a Service
- Manage Internet Dedicated Access Features
- Manage My Hosted IVR
- Manage My Hosting Services
- Manage My Speech Tools
- Manage Voice Mail
- Manage Global Aliases
- Access My Application Assurance-Internet
- Access My Application Assurance-PIP

View more of your tools

Tools you might be interested in

Network Reporting

Report on your Voice, Data, and IP network and products.

- View CPE Inventory Statistics
- View Hosting Services
- View IP Performance Reporting
- View Looking Glass/Dynamic Bandwidth
- View My PBX Report
- View Performance Report - Dedicated SONET Ring
- View Performance Report - Dedicated Wavelength Ring
- View SLA for Verizon Business & Local Services
- View Voice Over IP Service Level Agreement
- View Custom Solution Reporting Center

View more of your tools

Ticket 2011010112345 is On Hold, requires test access window

Back | Next

After alert icon flashes several times, pop-up bubble displays with latest alert.

Nav ability to click to next alert or back to previous alert.



Tools Page with Alert notification scenario

User has selected Private IP Layers to view tools associated with this product

Tools

Highlight Tools for My Products

- Private IP Layers [un-highlight]
- Internet Dedicated
- Private IP Ethernet
- VoIP Product
- ATM
- Frame Relay
- Secure Gateway
- Managed Networks
- ...View More

Recently Used Tools

- View My PBX Report
- Computing as a Service
- View IP Globalization Stats

Network Management

Configure your Voice, Data and IP network and products.

- Access My Managed Mobility Solutions
- Analyze Application Performance
- Computing as a Service
- Manage Dedicated SONET Ring
- Manage Enterprise Mobility as a Service
- Manage Internet Dedicated Access Features
- Manage My Hosted IVR
- Manage My Hosting Services
- Manage My Speech Tools
- Manage Voice Mail
- Manage Global Aliases
- Access My Application Assurance-Internet
- Access My Application Assurance-PIP

View more of your tools

Tools you might be interested in

Network Reporting

Report on your Voice, Data, and IP network and products.

- View CPE Inventory Statistics
- View Hosting Services
- View IP Performance Reporting
- View Looking Glass/ Dynamic Bandwidth
- View My PBX Report
- View Performance Report - Dedicated SONET Ring
- View Performance Report - Dedicated Wavelength Ring
- View SLA for Verizon Business & Local Services
- View Voice Over IP Service Level Agreement
- View Custom Solution Reporting Center

View more of your tools

Tools you might be interested in

Network Monitoring

Monitor your Voice, Data, and IP network and products.

- View IP Global Utilization Statistics

Tools you might be interested in

Ticket 2011010112345 is On Hold, requires test access window

Back | Next

Language Secure E-mail Alerts Ask Verizon

User decides to follow the alert link and mouses over link – displaying an underline. User clicks



Tools Page with Alert notification scenario

Clicked link from Alert pop-up bubble takes user to home page with focus on the specific timeline event detailed in the alert.

The screenshot displays the Verizon Business Center Tools page. The top navigation bar includes links for Home, My Services, Invoices, Orders, Service Support, and Tools. A search bar is present on the right. Below the navigation bar, there's a section for 'Quick Tasks' with icons for Invoices, Tickets, Wireless, and Orders. The 'Timeline Events' section is highlighted, showing a list of events for 'Today, Mon, April 25, 2011'. The first event, 'Ticket 2011010112345 is ON HOLD, Requires Test Access Window', is highlighted with a red box. An arrow points from this event to a text box on the left. Below the timeline, there are several charts and graphs: 'Order Type Summary', 'Billing Charge Category Trend', 'Total Billing Spend Trend', 'Total Charge Breakdown by Invoice Type', 'Network Alarms and Tickets', and 'Operational Performance'. The bottom of the page features a footer with copyright information and links for Privacy Policy, Terms & Conditions, and Verizon Business.

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

Customize

Quick Tasks

Invoices Tickets Wireless Orders

Timeline Events

Filter: View All

Today, Mon, April 25, 2011

- Ticket 2011010112345 is **ON HOLD**, Requires Test Access Window
- Ticket 2011010154321 is **RESOLVED**, Pending Customer Confirmation
- Ticket 2011010154321 has updated comments, **Pending** Customer Action
- Order C0020357930 is accepted
- Invoice for Account 001276872939 is ready (due Feb 20)

Friday, April 22, 2011

- Billing inquiry for Account 001276872939 has been resolved
- Order Request 320515_2 is pending acceptance

Dashboard Details

Order Type Summary

All products

Install Service

Change Service

Disconnect Service

Move Service

Request Count

Billing Charge Category Trend

Billing Period: Mar 11

Integrated Charge Category Summary

Usage

Taxes

Non-Usage

Total Billing Spend Trend

Integrated Monthly Statement Summary

Mar 20 11 - Feb 20 11

Total Charge Breakdown by Invoice Type

Billing Period: Jul 10

Total Charges by Invoice Type - Jul 2010

Network Alarms and Tickets

As of Feb 01 20:17 GMT

Alarm Severity Status

Trouble Ticket Priority

Operational Performance

PIP MTTR

All Locations

Previous 4 Months

Priority 1 Private IP Mean Time to Repair

US MTTR

Tier A

Tier B

Tier C

Tier D

Tier E

Tier F

Tier G

Tier H

Tier I

Tier J

Tier K

Tier L

Tier M

Tier N

Tier O

Tier P

Tier Q

Tier R

Tier S

Tier T

Tier U

Tier V

Tier W

Tier X

Tier Y

Tier Z

MTTR Hours

Copyright © 2011 | Privacy Policy | Terms & Conditions | Verizon Business

Language

Secure E-mail

Alerts

Ask Verizon



Tools Page with Alert notification scenario

The screenshot displays the Verizon Business Center Tools page. The top navigation bar includes links for Home, My Services, Invoices, Orders, Service Support, and Tools. A search bar is present on the right. Below the navigation bar, there's a 'What's Hot' section with links to 'Verizon to acquire Terramark' and 'Verizon Enterprise Center's Repairs and Dashboard...'. The main content area is divided into several sections:

- Quick Tasks:** Includes icons for Invoices, Tickets, Wireless, and Orders.
- Timeline Events:** A list of events for 'Today, Mon, April 25, 2011'. The first event, 'Ticket 2011010112345 is ON HOLD, Requires Test Access Window', is highlighted with a red box. A tooltip menu is visible over this event, containing links: 'Submit test access window', 'View ticket 2011010112345 details', 'Explain "On Hold"', and 'Explain "Test Access Window"'. Below this, there are events for 'Friday, April 22, 2011', including a resolved billing inquiry and a pending order request.
- Dashboard Details:** A section containing several charts:
 - Order Type Summary:** A bar chart showing request counts for different service types.
 - Billing Charge Category Trend:** A bar chart showing usage and non-usage charges.
 - Total Billing Spend Trend:** A bar chart showing integrated monthly statement summary.
 - Total Charge Breakdown by Invoice Type:** A bar chart showing charges by invoice type.
 - Network Alarms and Tickets:** A section with a pie chart for 'Alarm Severity Status' and a bar chart for 'Trouble Ticket Priority'.
 - Operational Performance:** A chart showing PIP MTR and other performance metrics.

At the bottom, there's a footer with copyright information, a language selector, a secure email link, an alerts icon, and an 'Ask Verizon' link.

Clicked link from Alert pop-up bubble takes user to home page with focus on the specific timeline event detailed in the alert.

User mouses over focus event with text that correlates to specified alert. User is presented with options to take action from displayed menu.



Tools Page with Alert notification scenario

User has selected Private IP Layers to view tools associated with this product

Tools

Highlight Tools for My Products

- Private IP Layers [un-highlight]
- Internet Dedicated
- Private IP Ethernet
- VoIP Product
- ATM
- Frame Relay
- Secure Gateway
- Managed Networks
- ...View More

Recently Used Tools

- View My PBX Report
- Computing as a Service
- View IP Globalization Stats

Network Management
Configure your Voice, Data and IP network and products.

- Access My Managed Mobility Solutions
- Analyze Application Performance
- Computing as a Service
- Manage Dedicated SONET Ring
- Manage Enterprise Mobility as a Service
- Manage Internet Dedicated Access Features
- Manage My Hosted IVR
- Manage My Hosting Services
- Manage My Speech Tools
- Manage Voice Mail
- Manage Global Aliases
- Access My Application Assurance-Internet
- Access My Application Assurance-PIP

View more of your tools

Network Reporting
Report on your Voice, Data, and IP network and products.

- View CPE Inventory Statistics
- View Hosting Services
- View IP Performance Reporting
- View Looking Glass/ Dynamic Bandwidth
- View My PBX Report
- View Performance Report - Dedicated SONET Ring
- View Performance Report - Dedicated Wavelength Ring
- View SLA for Verizon Business & Local Services
- View Voice Over IP Service Level Agreement
- View Custom Solution and Reporting Center

View more of your tools

Network Monitoring
Monitor your Voice, Data, and IP network and products.

- View IP Global Utilization Statistics

Tools you might be interested in

Ticket 2011010112345 is On Hold, requires test access window

Ticket 2011010154321 is Resolved, pending customer confirmation

Ticket 2011010154321 has Updated Comments, pending customer action

Back | Next

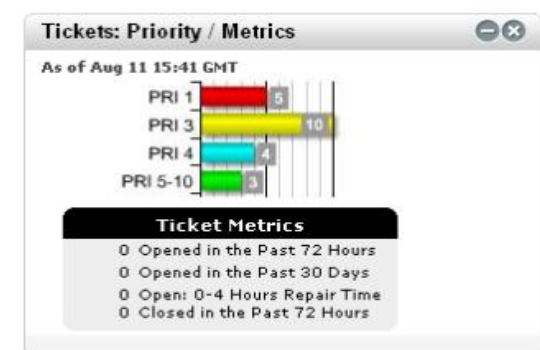
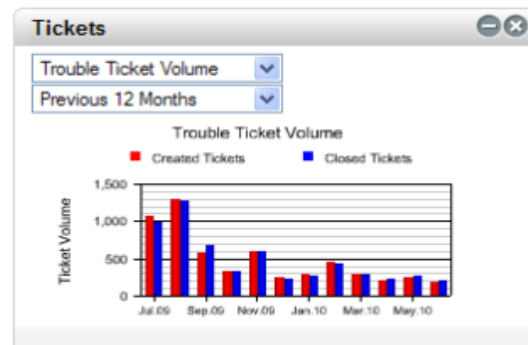
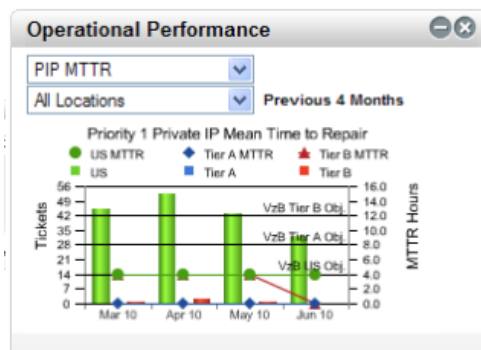
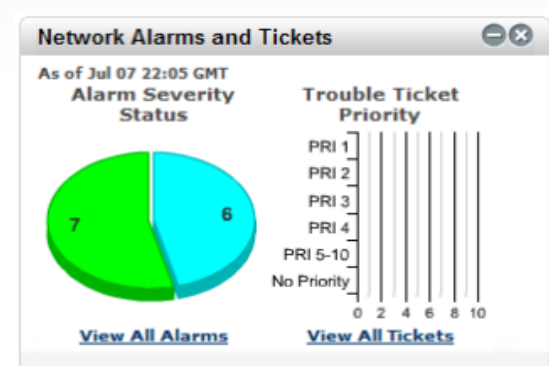
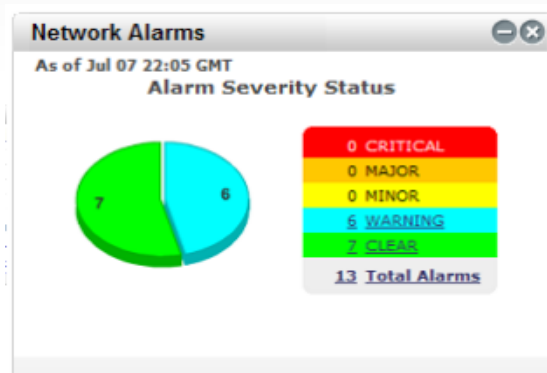
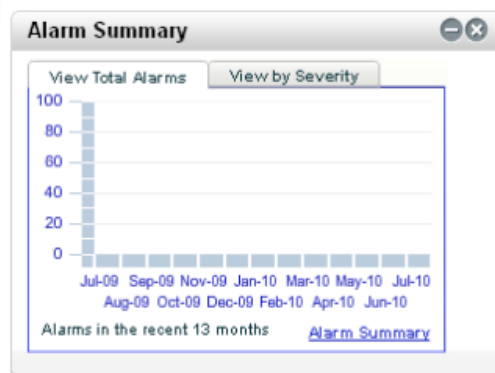
Alternatively, a user can mouse-over the alert icon in a passive state and display the last three alerts in clickable form, as well as clicking next to view more or back to view previous alerts.



Home Page Portlets



Alarms and Tickets Portlets



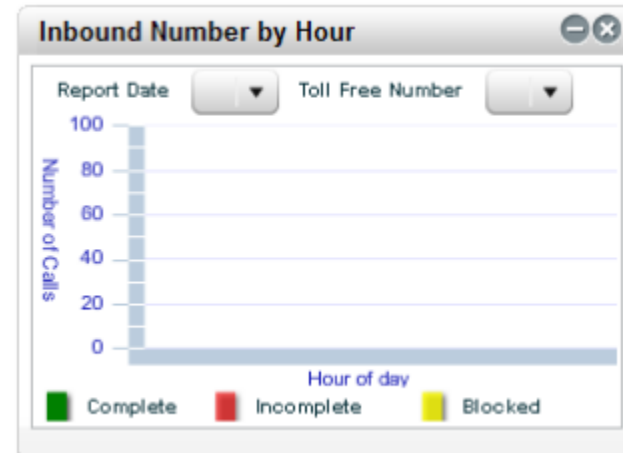


Inbound / Toll Free Portlets

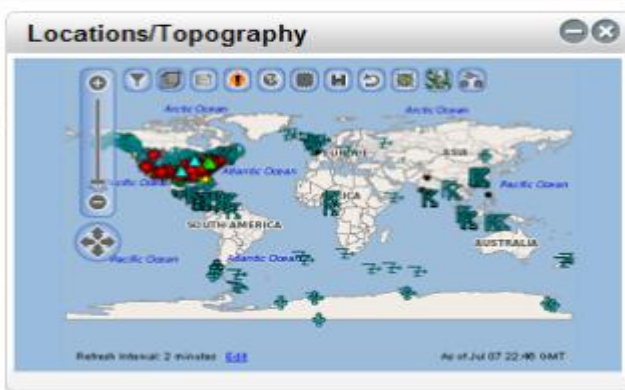
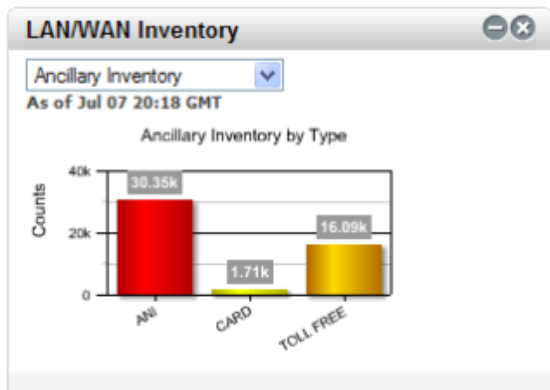
Executive Summary

General **Calls**

Report Date:
Profile Name: null



Inventory Portlets



Locations/Topography Item List

ACK	Alarm ID	Switch/Trunk	AN
	1513603...	AUB10979	
	239880069	RIC21700	
	33386278	NRL10796	
	97313022		

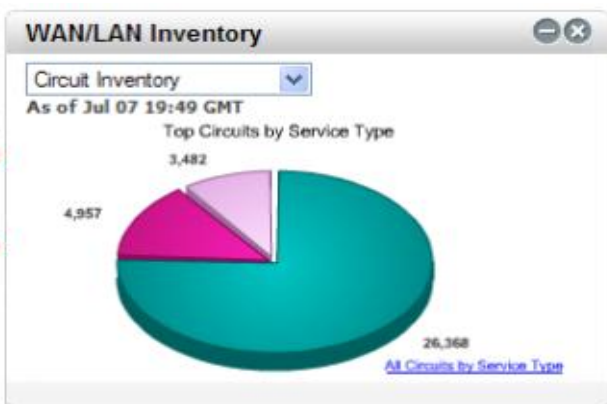
Network Inventory

Jul 07 2010 19:49 GMT

Wide Area Network	
Active Circuits	37346
Active PVCs	453
Circuit Locations	9977
PVC Locations	212

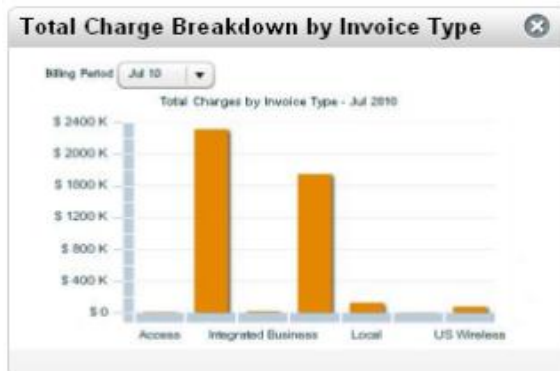
Jul 07 2010 10:25 GMT

Local Area Network	
Active Devices	10472
Device Locations	10111



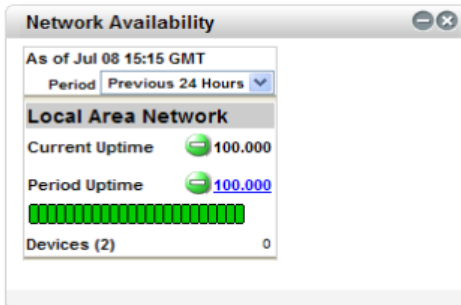
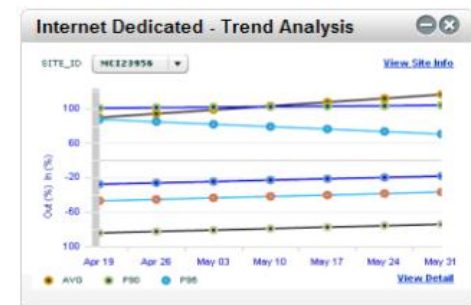
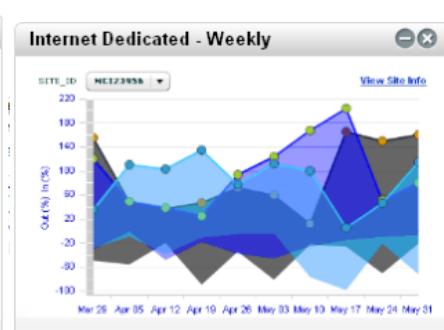
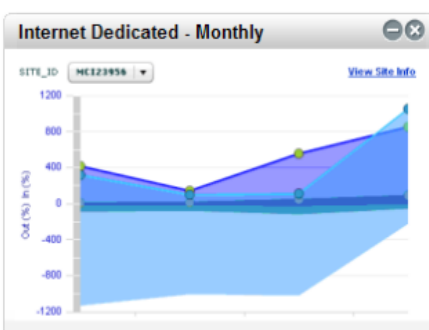
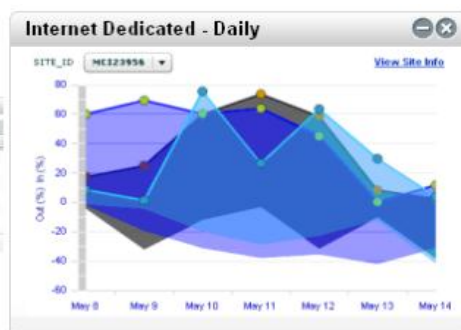
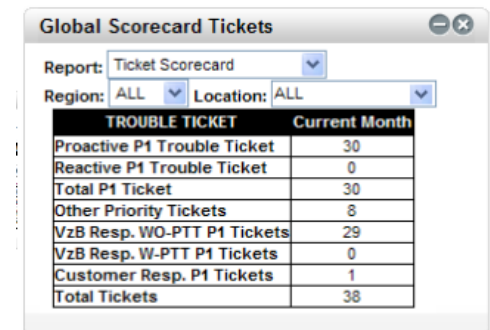
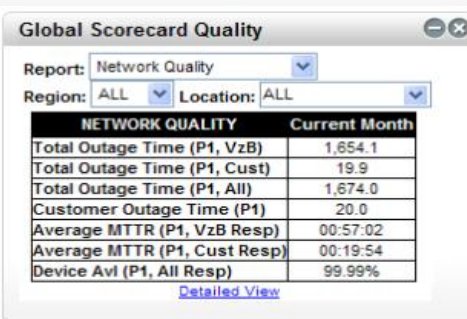
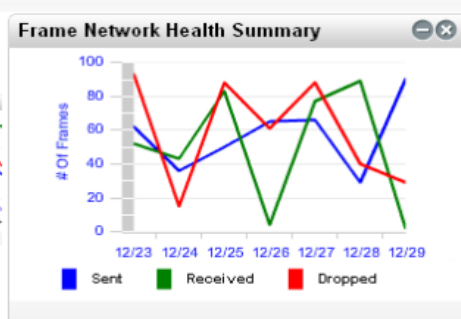
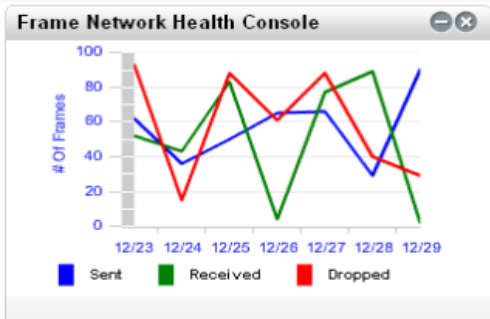


Invoices Portlets





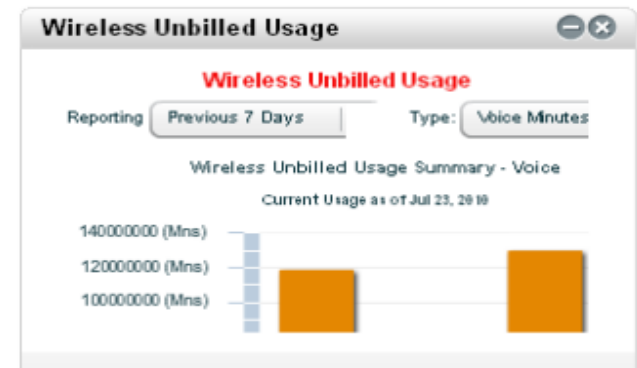
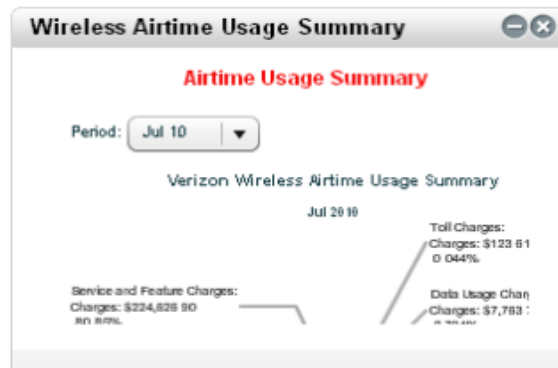
Metrics / Reports Portlets







Wireless Portlets





Appendix 1: Enterprise Center



Home Page

PROMO Pod for marketing promotions

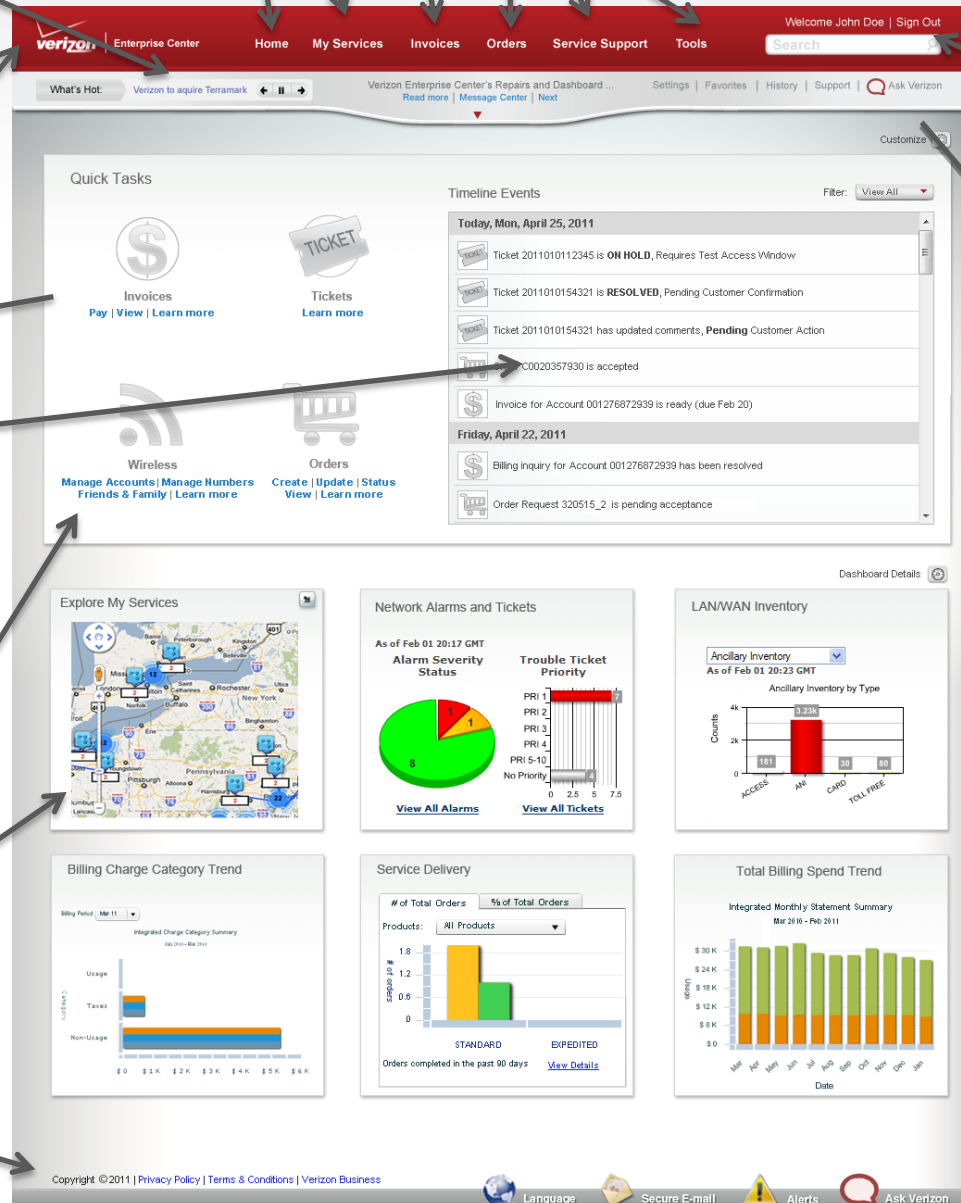
Fly over menus for quick function access.

Redesigned Home Page

Google like search across all domains

Customizable
– User will be able to add and organize the page as he wishes
– Also theme based pre-defined charts (e.g. Service Delivery vs. Network)

Consolidated cross domain collection of charts, trends and analytics
(Ordering, Billing, Repair, Alarms, Network Utilization etc.)



My Verizon header in line with VZW and VZT

Quick tasks
– Do frequent tasks directly on the home page
– Call to action to work on pending items in the timeline.
– One-Click or Drag and drop actionable tasks from the timeline

Wireless quick task updated

Explore entitled services
Point and click to perform ordering, ticketing etc.

Footer display with Floating bar at bottom

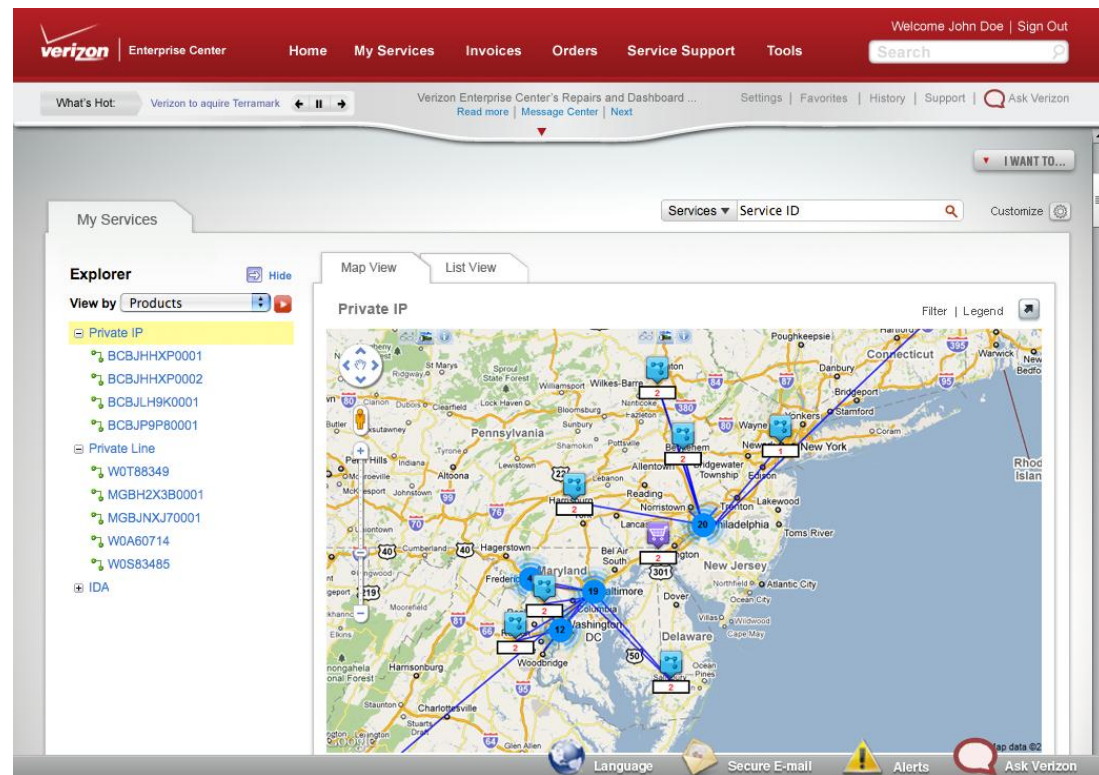
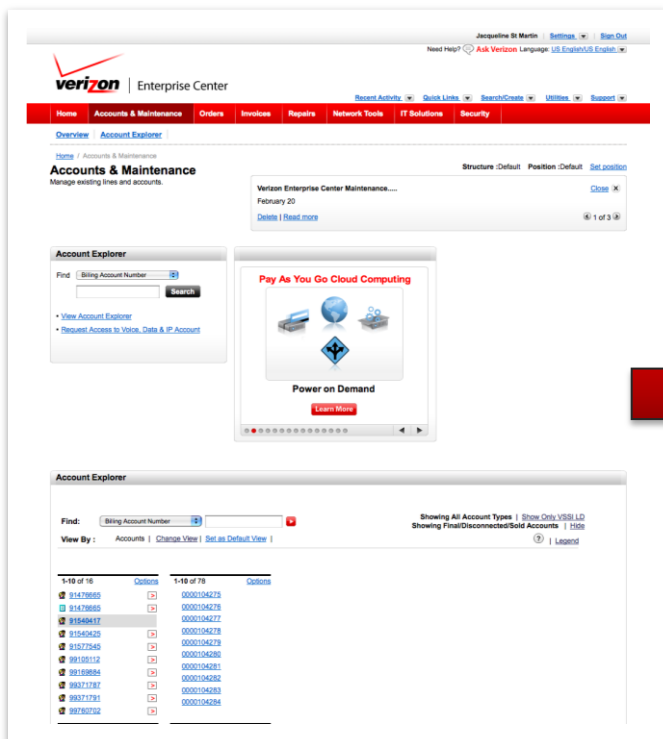


My Services



My Services Experience

- Integrated account and services explorer
- Various view of customer inventory – By Location, Products, CBP
- Display of with customer's services, topology and transaction on a map.
- Ability to initiate transactions like repair, ordering (MACD), network tools from the map





Redesigned My Services - Map View

Graphical representation of services and associated activities (orders, tickets, alarms etc.) on Google Map with point and click to initiate transactions

My Services

Explorer

View by Products

- Private IP
 - BCBJHHXP0001
 - BCBJHHXP0002
 - BCBJLH9K0001
 - BCBJP9P80001
- Private Line
 - W0T88349
 - MGBH2X3B0001
 - MGBJNXJ70001
 - W0A60714
 - W0S83485
- IDA

Map View

Private IP

Filter | Legend

Explore entitled services, solutions & products

Point and click to perform ordering, ticketing etc.

Explore services via various views – E.g. by Location (country, state etc.), By Product, By CBP etc.



Redesigned My Services - Grid View

User can see a list view of the information they are viewing on the map.

verizon

Enterprise Center

Home

My Services

Invoices

Orders

Service Support

Tools

Welcome John Doe | Sign Out

Search

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...

My Services

Services Service ID

Customize

Explorer

View by Products

Private IP

BCBJHHXP0001

BCBJHHXP0002

BCBJLH9K0001

BCBJP9P80001

Private Line

W0T88349

MGBH2X3B0001

MGBJNXJ70001

W0A60714

W0S83485

IDA

Map View

List View

Private IP

Filter | Sort | Download

Account Number	Account Name	Status	Location Name	Primary Contact
01770795	PIONEER WIDGETS	Active	AMR / SACRAMENTO	Bob Sherwood
034840922	PIONEER WIDGETS	Pending	AMR / SACRAMENTO	Bob Sherwood
30284821012	PIONEER WIDGETS	Pending	AMR / HUNTERSVILLE NC	Bob Sherwood
63212374442	PIONEER WIDGETS	Pending	AMR / HUNTERSVILLE NC	Olivia Thompson
N609342566	PIONEER WIDGETS	Active	AMERICAN MEDICAL RESPONSE	Olivia Thompson
30284821012	PIONEER WIDGETS	Pending	AMR / HUNTERSVILLE NC	Bob Sherwood
63212374442	PIONEER WIDGETS	Pending	AMR / HUNTERSVILLE NC	Olivia Thompson
N609342566	PIONEER WIDGETS	Active	AMERICAN MEDICAL RESPONSE	Olivia Thompson

Language

Secure E-mail

Alerts

Ask Verizon