



SET UP YOUR INCIDENT TICKETING SYSTEM B2B INTERFACE WITH VERIZON

Service Management eBonding

Service Management eBonding refers to a B2B software interface which automates the data exchange between two business applications. Changes in transactional data in one system are reflected in the other system essentially electronically "bonding" (eBonding) the two sets of data. The benefits of Service Management eBonding include increased efficiency, fewer communication errors and shorter repair times.

What does Verizon offer?

Verizon empowers customers with the ability to set up a personalized Service Management interface. With resources such as technical assistance provided by Verizon, the portal greatly simplifies Service Management eBonding for users who are new to the process. The implementation timeline from registering to the portal until production can be as short as 6 weeks.

Service Management eBonding is available for the following business processes:

- Incident Management
- Inventory Management
- Change Management

Verizon recommends Incident Management eBonding for customers that have more than 30 incident tickets per month.

Interested?

More information including detailed specifications, FAQs and Contact Us can be obtained from here:
<https://digitalconnect.verizon.com/>

Please register in order to be granted access to the testing environment and the full set of specifications.



Service Assurance User Guides Library

Documents can be found on the [Service Assurance User Guides](#) page.
The latest version of this document can be always found [here](#).

General Customer Training Information

Go to our [Customer Training Portal](#)* to enroll in training or to download other user and reference guides.
*Registration is required

Verizon Enterprise Center

The [Verizon Enterprise Center](#) portal is an easily accessible tool that supports you in dealing with Repair related technical issues via repair tickets, as well as with Invoice inquiries and Account Management requests, offering an alternative to emails and phone calls.

Getting started on Verizon Enterprise Center

Introduction to Verizon Enterprise Center and information on how to register can be found on the Guides & Tutorials page [here](#).



© 2023 Verizon. All Rights Reserved. The Verizon name and logo and all other names, logos, and slogans identifying Verizon's products and services are trademarks and service marks or registered trademarks and service marks of Verizon Trademark Services LLC or its affiliates in the United States and/or other countries. Microsoft and Excel are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks and service marks are the property of their respective owners.