Create a PEGA Ticket from Control Hub

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Introduction

This document describes the process to open a PEGA ticket in Control Hub in a Webex Calling organization.

Prerequisites

Requirements

Access to Control Hub.

Components used

The information in this document is based on these software and hardware versions:

• Control Hub

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

PEGA tickets are handled by the Cisco PSTN team to assist Webex Calling administrators that want to perform administrative actions like order numbers, port numbers or ask a question regarding existing services.

For organizations with Cisco Calling Plans, these actions can be done from <u>Control Hub</u> which makes these tasks less difficult, avoiding multiple points of administration.



Note: For further information regarding the Cisco Calling Plans, refer to the **Related Information** section at the end of this document.

Steps to create a PEGA ticket

Step 1. In Control Hub, go to Services, and choose Calling.

Step 2. Click on PSTN and select Orders.



PSTN Tab in Control Hub

Step 3. Select any of the orders listed and on the order window scroll down until the end.

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All time displayed on this page is in Lo which could be updated through Loca	cation HQ configured timezone America/Los_Angeles, tion <u>HQ</u>
Order overview	
Date	07/05/2024 3:55 PM (America/Los_Angeles)
Location	HQ
Туре	Move Numbers
Number type	DID Numbers
Carrier	Cisco Calling Plans (US)
Status 🛈	Provisioned 07/05/2024 3:55 PM (America/Los_Angeles)
Order details	
Phone Numbers	1 >
Open a Cisco Calling Plans support case	, C

Step 4. Click Open a Cisco Calling Plans Support Case.

Order Window View

Step 6. This opens up a new window on your browser, where you can select from the options of **Ordering new numbers**, **Port existing numbers** and **Questions regarding existing services**.

Cisco Webex Calling Partner Help Ce	enter						English(U	IS) ~	Go to Control Hub	
Dashboard										٣
Welcome to Cisco Webex Calling Partner Help Center										
Review FAQ Check out answers t Review FAQ	to the most frequent	y asked questions.								
Open a case Can't find the answers you're looking for? Open a case to address one of the following issues.										
									R	Refresh
My Cases										
Work ID	Current Stage	Status	Days Open+	Created by	Created on-	Company Name	Updated by	Updated on	Description	
No cases										

PEGA Ticket Page

List of Issues Available per Option

These are the specific issues available for each of the options that show up in the dashboard:

Ordering New Numbers

- I need to order new numbers
- Unable to find numbers for a specific area code
- Other (Question not listed)

Port Existing Numbers

- Check Portability of numbers
- Need assistance with required documentation
- Check status for port request
- Received port rejection or exception
- Reschedule port day and/or time
- Cancel Port Order
- URGENT: Need service returned to previous carrier (within 24 hours)
- Other (Question not listed)

Questions regarding existing services

- Add Emergency Service Address (ESA) for remote worker
- Move a telephone number between locations
- Report an issue with Cisco PSTN service
- Other (Question not listed)

Complete the fields marked with an asterisk, for example, Country and Location Name.

Enter Case Details

Country \star	
Select	~
Location Name ★	

Obligatory Fields are Marked with Astherisk

Dashboard Informative Buttons

Additionally, in the dashboard, you see your cases and more information like their **Current Stage** and **Status**.

Click on **Refresh** to see the latest updates on your cases.

Ciaco Webex Calling Partner Help Center	English(US) ~	Go to Control Hub 🖄 🔹 🔹						
Dashboard		٧						
Welcome to Cisco Webex Calling Partner Help Center								
Review FAQ Check out answers to the most frequently asked questions.								
Open a case Can't find the answers you're looking for? Open a case to address one of the following issues.								
		Refresh						
My Cases								
Work ID Current Stage Status Days Open+ Created by Created on+ Company Name Update No cases	bd by Updated on	Description						

Refresh Button

The Dashboard, offers a **Review FAQ** button, where you find common questions and their answers like:

- What are Cisco Calling Plans?
- Where are Cisco Calling Plans available?
- What is available in a Cisco Calling Plan?
- How are Cisco Calling Plans Offered?
- In what regions are Cisco Calling Plans available?

Cisco Webex Calling Partner Help (Center						English(US)	×	Go to Control Hub 🗹	R
Dashboard										٣
Welcome to	Welcome to Cisco Webex Calling Partner Help Center									
Review FAQ Check out answers Review FAQ	s to the most frequent	y asked questions.								
Open a case Can't find the answers you're looking for? Open a case to address one of the following issues.										
My Cases		e	disting numbers	existing servic	95				R	efresh
Work ID	Current Stage	Status	Days Open+	Created by	Created on +	Company Name	Updated by	Updated on	Description	
No cases			DOMO OF ALL					a second second		

Review FAQ Button

Once you create a PEGA case, the Cisco PSTN team provides you with assistance along the entire process of resolution.

Steps to create a PEGA ticket if you do not have any PSTN orders yet

Step 1. In Control Hub, go to Services, and choose Calling.

Step 2. In the Numbers tab, click on Manage and select Add.



Add

Activate

Move

Delete

: PEGA tickets are intended to support Partner/Customer PSTN-related questions for Cisco Calling Plans

Related Information

- <u>Cisco Support Contact Information</u>
- Webex Calling PSTN Options
- <u>Cisco Calling Plan number porting guidelines and policies</u>