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How to Select Your Business Segment on the Verizon Customer Learning Portal

Introduction

Business Segments are used to provide customized training content to the correct users. Users select their Business Segment only during the initial login to the Verizon Customer Learning Portal.

Note: Access codes only work when the correct Business Segment has been selected.

Selecting the correct Business Segment - Customers

These are the Business Segments that Verizon Customer Training supports for the Verizon Business Group.

The Customer Learning Portal has business segments in order for us to group our customers to provide the best learning experience, as well as for legal requirements. Below are the different segments and their uses.

Use the information below to determine which Business Segment to select.

- **Wireline Enterprise & Medium Business using Verizon Enterprise Center:** This business segment is for all customers who have products and services that are managed via the Verizon Enterprise Center portal. The following customer types are included in this business segment: Enterprise, Medium Business, System Integrators and Resellers.
 - Select: **Wireline Enterprise & Medium Business (Verizon Enterprise Center Portal Users)**
 - Active Verizon Enterprise Center Users will then be routed directly to the sign on page for Verizon Enterprise Center.
 - If you do not have an active Verizon Enterprise Center account, you will be taken to the Verizon Enterprise Center homepage and be able to register for an account.
 - No other customer types should access this domain.
- **Wireless Enterprise, Small & Medium Business, and Public Sector:** This business segment is for all Wireless customers who have products and services that are managed via the My Business portal. The following customer types are included in this business segment: Enterprise, Small & Medium Business, and Public Sector (Federal and SLED).
 - Select: **Wireless Enterprise, Small & Medium Business, and Public Sector (My Business Users)**
 - *No other customer types should access this domain.*
- **Wireline Public Sector:** This business segment is for all Federal and SLED (State and Local Government and Education) customers who have products and services that are managed via the following portals: Verizon Enterprise Center, EIS Verizon Enterprise Center, Network Universal Customer Center, Network Enterprise Customer Center, and Schedule 70 Verizon Enterprise Center.
 - Federal Customers, select: **Wireline Public Sector**
 - SLED Customers, select: **Wireline Public Sector**
 - *No other customer types should access this domain.*

- **Verizon Partner Solutions:** This business segment is for our Verizon Partner Solutions, or Wholesale customers, and contains all training content and Pre-Sales demos.
 - Select: **Verizon Partner Solutions (All VPS Customer Training and Pre-Sales Demos)**
 - *No other customer types should access this domain.*
- **All Verizon Non-Portal Customers:** This business segment is for all of our customers that have Verizon products and services that are NOT managed via a Verizon customer portal.
 - Select: **All Verizon Non-Portal Customers (All Wireline and Wireless Non-Portal Users e.g., Verizon Enterprise Center or My Business)**

Selecting the correct Business Segment – Prospective/Potential Customers

Verizon Customer Training also offers Product, Tool & Service Demonstrations to our prospective/potential customers. These demonstrations are for specific products and services and are by invitation only.

- **Verizon Products, Tools & Services Pre-Sales Demos:** This domain is for all prospective customers who are interested in purchasing Verizon Wireline or Wireless products and services, and would like a demonstration of a product, system and/or tool.
 - Select: **Verizon Product, Tools & Services Demos (All Wireline and Wireless Pre-Sales Demos)**