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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 domains in order for us to segment our customers to provide the best learning experience as well as for legal requirements. Below are the different domains and their uses.

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

- **Enterprise & Medium Business using Verizon Enterprise Center:** This domain is for all customers who have products and services that are managed via Verizon Enterprise Center portal. The following customer types are included in this business segment: Enterprise, Medium Business, System Integrators and Resellers.
  - Select: **Enterprise & Medium Business Using Verizon Enterprise Center**
- **Enterprise & Medium Business using My Business:** This domain is for all customers who have products and services that are managed via My Business portal. The following customer types are included in this business segment: Enterprise and Medium Business.
  - Select: **Enterprise & Medium Business Using MyBiz**
- **Public Sector:** This domain 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, My Business, EIS Verizon Enterprise Center, Networx Universal Customer Center, Networx Enterprise Customer Center, and Schedule 70 Verizon Enterprise Center.
  - *No other business segments should access this domain.*
  - Federal Customers, select: **Public Sector**
  - SLED Customers, select: **Public Sector**
  - *No other customer types should access this domain.*
- **Verizon Partner Solutions:** This domain is for our Verizon Partner Solutions or Wholesale customers.
  - Select: **Verizon Partner Solutions**
  - *No other customer types should access this domain.*
- **All Other Customers:** This domain is for all of our customers that have Verizon products and services that are NOT managed via a customer portal.
  - Select: **All Other Customers**

## Selecting the correct Business Segment – Prospective/Potential Customers

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

- **Product & Service Demo:** This domain is for all prospective customers who are interested in purchasing Verizon products and services, and would like a demonstration of a product, system and/or tool.
  - Select: *Product & Services Demos*