

# 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:

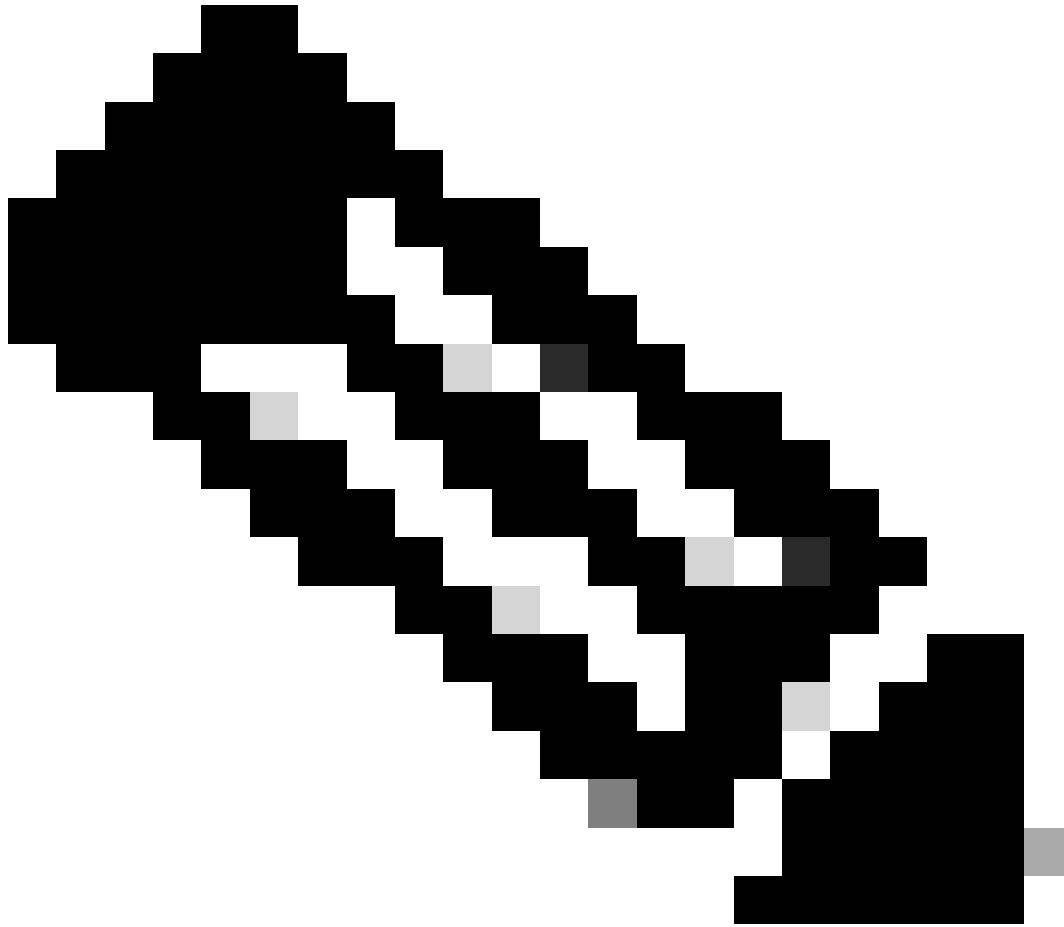
- Control Hub

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 [Control Hub](#) which makes these tasks less difficult, avoiding multiple points of administration.



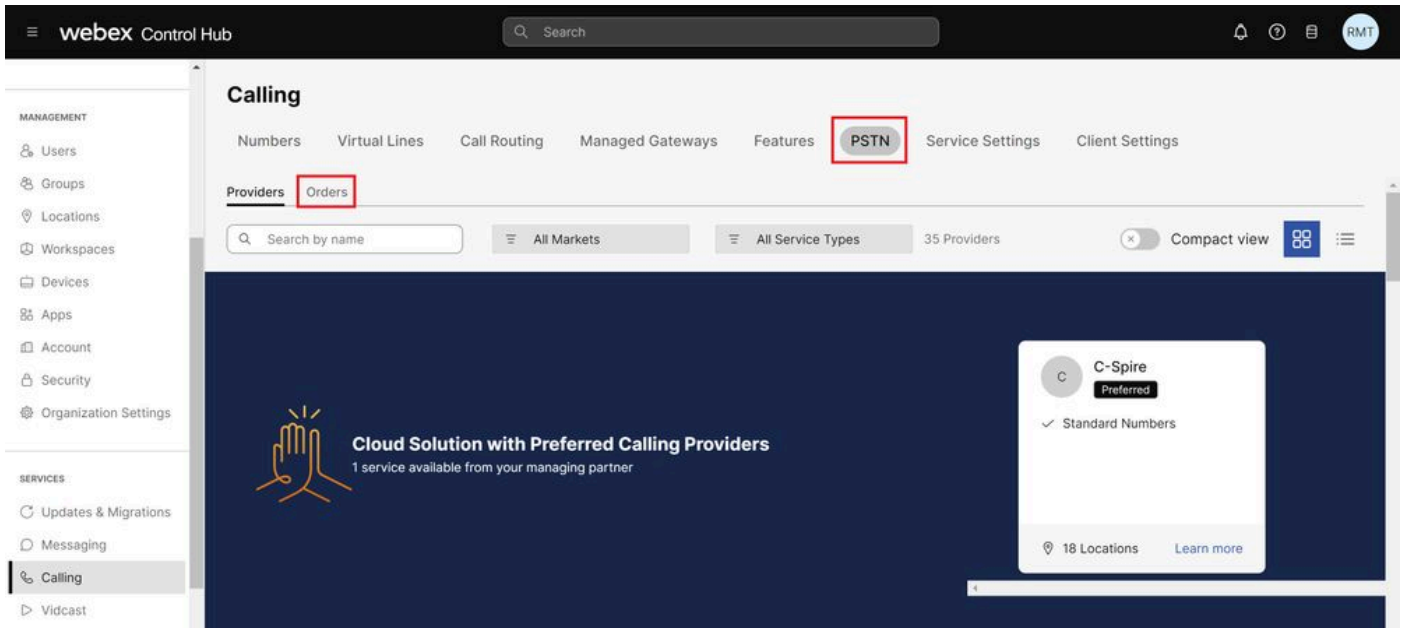
**Note:** For further information regarding the Cisco Calling Plans, refer to the **Related Information** section at the end of this document.

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## Steps to create a PEGA ticket

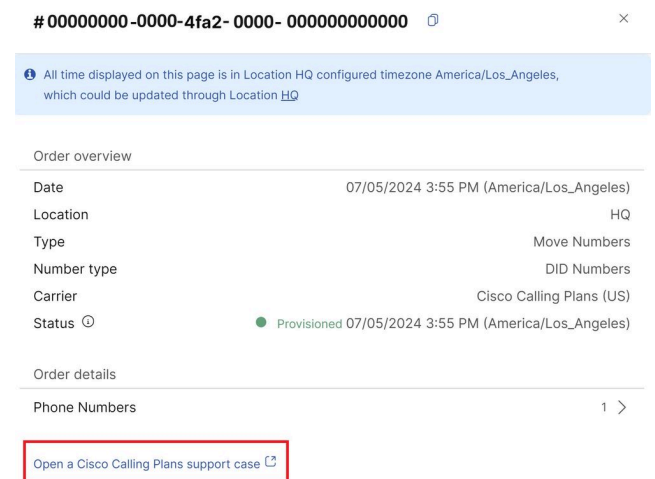
**Step 1.** In [Control Hub](#), go to **Services**, and choose **Calling**.

**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.



**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 Center

English(US) Go to Control Hub


Dashboard

## Welcome to Cisco Webex Calling Partner Help Center


Review FAQ  
Check out answers to the most frequently asked questions.

[Review FAQ](#)


Open a case  
Can't find the answers you're looking for? Open a case to address one of the following issues.



Ordering new numbers



Porting existing numbers



Questions regarding existing services

[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 \*

Select... ▾

Location Name \*

*Obligatory Fields are Marked with Asterisk*

## 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.

Cisco Webex  
Calling Partner Help Center

English(US) Go to Control Hub R

Dashboard

### Welcome to Cisco Webex Calling Partner Help Center

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Open a case  
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- Ordering new numbers
- Porting existing numbers
- Questions regarding existing services

[Refresh](#)

My Cases

Work ID	Current Stage	Status	Days Open	Created by	Created on	Company Name	Updated by	Updated on	Description
No cases									

*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


Dashboard


## Welcome to Cisco Webex Calling Partner Help Center


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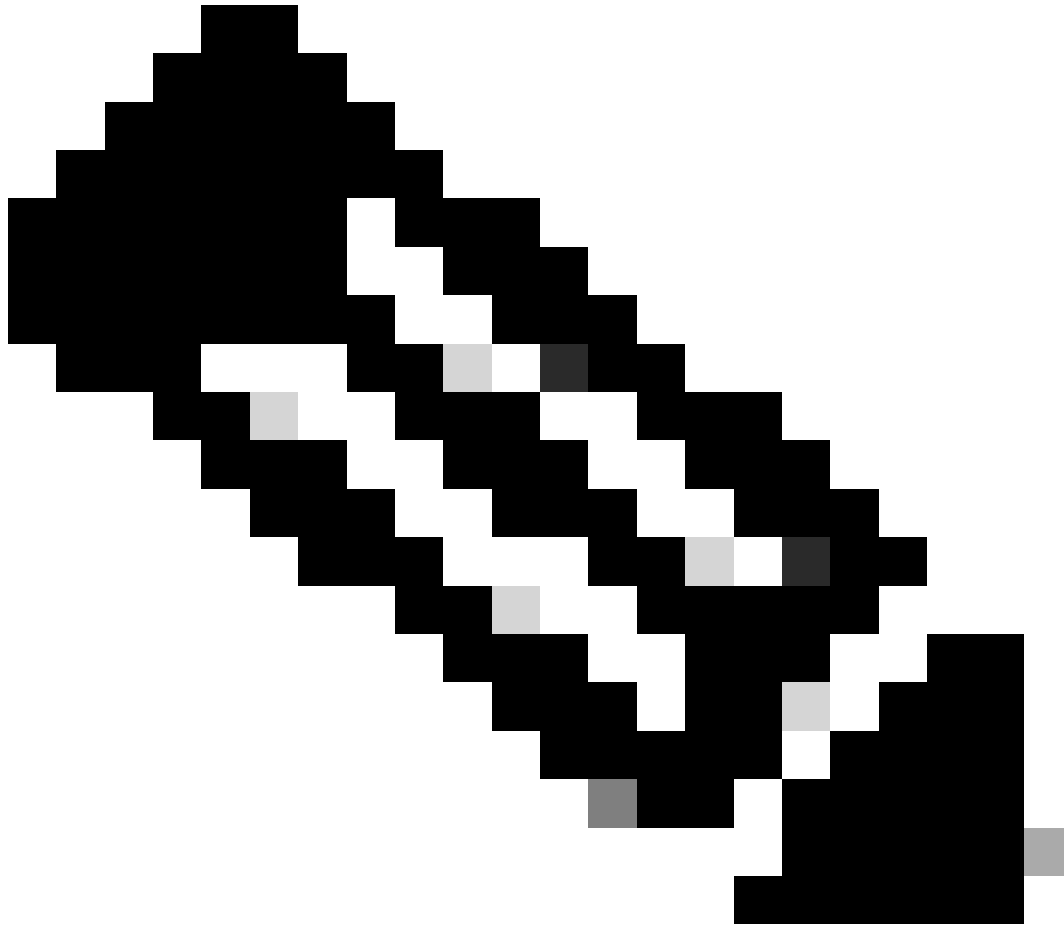
Refresh

My Cases

Work ID	Current Stage	Status	Days Open	Created by	Created on	Company Name	Updated by	Updated on	Description
No cases									

*Review FAQ Button*

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



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

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## Related Information

- [Cisco Support Contact Information](#)
- [Webex Calling PSTN Options](#)