

# BOSS811

## One Call Ticket Management Solution



Know what's below.  
Call before you dig.

## A Complete Cloud Based One Call Ticket Management Solution for the Damage Prevention Industry

### BOSS811 Benefits

#### Significant Cost Savings

Innovative work flow & auto close result in significant reduction in labor cost.

#### GIS Map Integration

Intelligent map integration makes precise locating easier and reduced damages.

#### Save Time

Group locate requests for multiple utility types can be combined into a single ticket with multiple response codes.

#### Ensure Compliance

Instant access to tickets, reports from anywhere and real-time updates ensures compliance.

For municipalities to utility companies, BOSS811 enables improvement of operational efficiency and significantly reduces costs.

### BOSS811 Features & Capabilities

#### Ticket Management

Built in tools to streamline utility location request and minimize the number of service and response needs

#### Facility Mapping

Integrates with Google Maps and other GIS mapping platforms to pinpoint underground assets

#### Mobile Application

Access tickets and upload pictures with location details right from the site

#### Sketching Tools

Uploaded attachments can be annotated using sketching tools.

#### Routing Engine

Pre-process tickets as they are received using rules or area based routing to speed up handling and review

#### Security & Notifications

Rules based security & automated email alerts on events, tickets and updates

#### Dashboards & Reports

Dashboards and reporting capability enables analysis patterns and trends that affect the performance of your 811 ticket handling

#### Pictures with Location Details

Upload pictures & videos with location details from the site with out going back to the office





### BOSS Solutions at a Glance

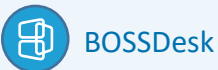
#### Company:

- Over 20 years experience in service management
- Developed brilliantly simple software solutions
- Products address both on premise and cloud based solutions
- Agile and adaptable to market needs
- Focused on meeting industry standards
- Large referenceable customer base
- Excellent customer support

#### Product Lines:



One Call Ticket Management Solution on the Cloud addressing the needs of the damage prevention industry



ITIL Service Desk on the cloud that provides state of the art capability for Service Management. Manage, track and keep control of your IT environment



Takes On-Premise IT Service Management to a new level. Includes Help Desk/Service Desk, and IT Asset Management

### BOSS811 Features

#### Custom Fields

Capture additional information on service requests. Choose from a wide variety of field types. Data is then available for filtering and reporting.

#### Widgets

Dynamically analyze tickets and present pictorial summaries. Consolidate ticket details while highlighting any unusual circumstances that to be managed.

#### Tags

Organize and categorize tickets with labels. Assign Tags to tickets for easy searching and filtering.

#### Bulk Actions

Make changes to multiple tickets with a single click.

#### Map Views

Map view of the dig site from the locate request for accuracy.

#### Attachments

Upload dig site files, videos and pictures as attachments to tickets.

#### Sketching Tools

Uploaded attachments can be annotated using sketching tools. Many types of annotations are included together with a text editor

#### 811 Audits

End of Day audit messages from State's 811 agency reconciled & reported.

#### Advanced Search

Robust capability to define, save and re-execute filtering criteria of Tickets.

#### Dashboards

Comprehensive performance indicators that are customizable to track demand and turnaround time

#### Auto Close

Pre-process tickets as they are received in order to speed up their handling and review.



### Featured Industries



Municipalities



Utilities



Locators



Pipelines

[www.boss-solutions.com](http://www.boss-solutions.com)