



BOSS811 Security, Notification & Configuration

It takes just a few minutes to configure BOSS811 using the ergonomically designed configuration screen that incorporates responsive icons. Minimal training is required. BOSS811 comes equipped with a notifications engine to send email notifications for any new tickets or changes to tickets. Role based security with user permissions is important to ensure that users only get access to the features and capabilities that they need, and different permission can be established for different class of users. BOSS811 can also display Broadcast Messages received from the One Call Center and 811 Audits are performed to verify that tickets received by the system match the requests sent by the One Call Center.

BOSS811 Security, Notification Benefits

Low Adoption Cost with Minimal Training

The system has an intuitive user interface and is easy to configure thereby minimizing training and support costs

Improved Security through Definition of Roles

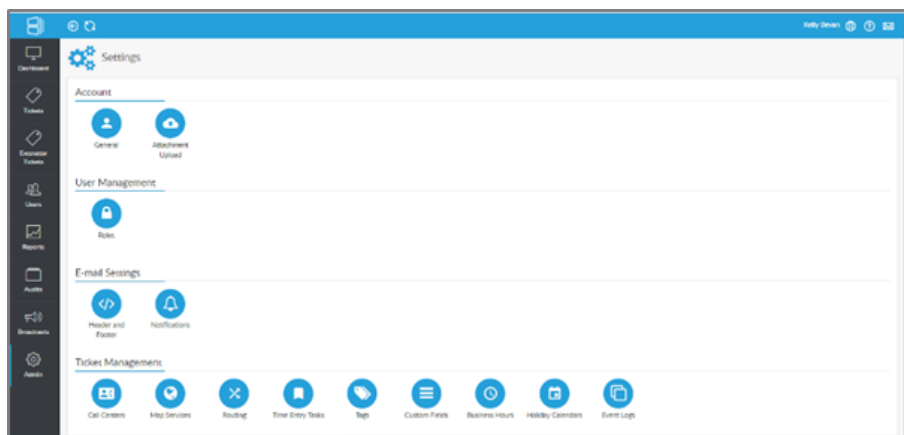
Security is enhanced as access to restricted data and reports is controlled by the roles and responsibilities specified for each user of the system

Improve User & Locator Satisfaction

Easy to use locate requests on mobile devices and overlaying the asset maps makes it easier to accurately mark the lines in addition to providing navigation to the location.

EASE OF CONFIGURATION

BOSS811 was designed with a modern intuitive user interface that would make it very easy for users to be able to configure the system with minimum training. The settings screen presents all the system parameters in a clear and logical layout and the responsive icons make it extremely easy to select any of the screens with a click of a button.



811 AUDITS

BOSS811 can perform daily Audits to verify that tickets received by the system match the requests sent by the One Call Center.

BROADCAST MESSAGES

Broadcast messages sent from the One Call Center can be sent via email. BOSS811 can also display these messages on the Broadcast screen to be viewed by users.



BOSS811 Features

SYSTEM & ROUTING



A Secure Cloud-based solution with a powerful routing engine to speed up ticket handling and review.

TICKET MANAGEMENT



Provides effective control & management of requests coming in from the 811 One Call Centers

FACILITY MAPPING



Integrates with GIS Mapping software to display facility maps that pinpoint underground assets

DASHBOARDS & REPORTS



Comprehensive metrics and reports that provide the necessary information to track performance

MOBILE APPS & SKETCHING



Enables locators to access and update tickets, upload attachments from mobile devices.

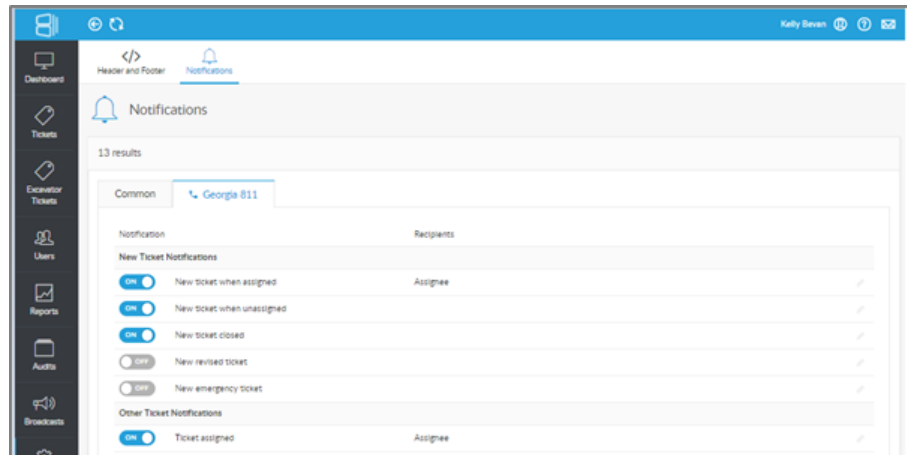
SECURITY & NOTIFICATIONS



A notification engine and role based security is provided together with a user friendly configuration interface.

EMAIL NOTIFICATIONS

Automatic email notifications can be specified for any new tickets or changes to tickets in the system. Various forms of notifications can be turned on or off based on their user permissions.

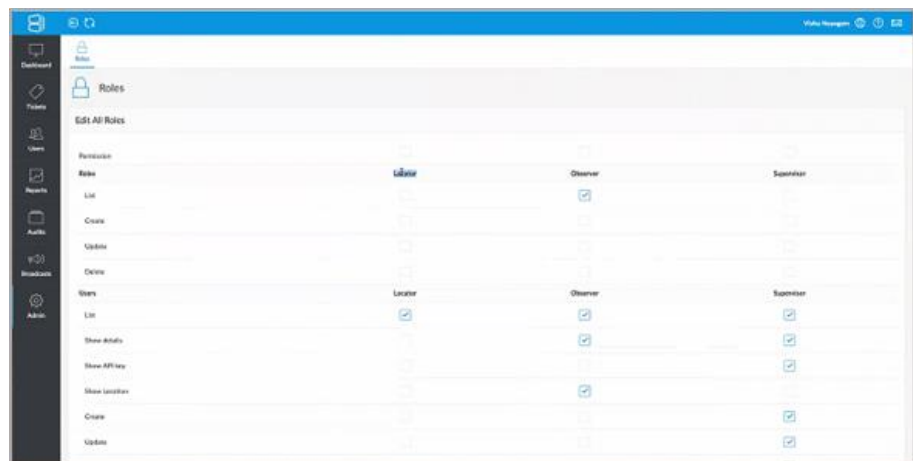


MAIL NOTIFICATION TEMPLATES

Email Notification templates can be used to create any notification emails

USER ROLES AND PERMISSIONS

User permissions are important to make sure that users get access only to the features and capabilities that they need and different permissions can be established for different classes of users. BOSS811 can be configured to specify the various user roles as desired in the system such as Administrator, Locator, Observer, Supervisor etc. A user can have multiple roles if necessary. Once the roles have been defined then the privileges associated with each role can be defined.



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