

BOSS811

System Features & Routing



BOSS811 System Features & Routing

BOSS811 works with all One Call Centers in the U.S. and Canada. Each instance can be configured to receive tickets in the appropriate format from the various One Call Centers in the country and the tickets are saved for seven years. BOSS811 can support multiple One Call Centers in a single BOSS811 instance. A powerful routing engine with both Rules Based Routing and Polygon or Map based routing is included, and preprocesses tickets as they are received in order to speed up their handling and review.

BOSS811 System & Routing Benefits

Ensure Right People are Assigned to Requests

The routing engine can be configured to ensure that the most appropriate available resource is assigned to address each dig request

Auto Closing of Tickets Improves Response Times

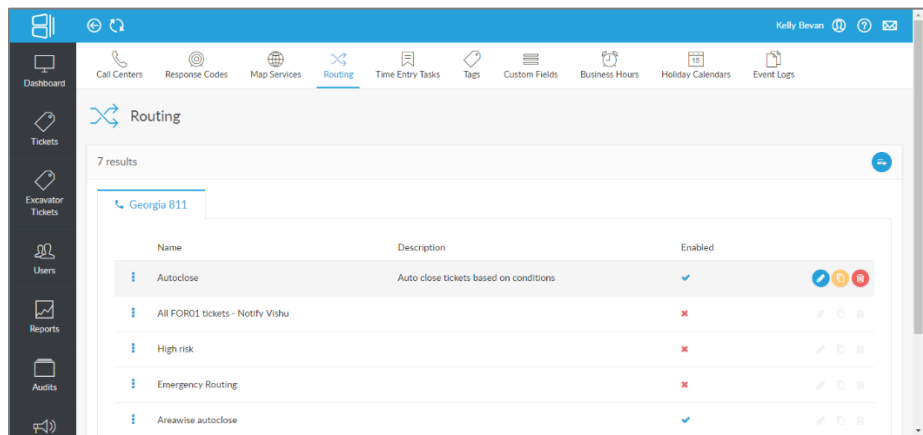
Being able to specify conditions under which One Call tickets can be closed automatically without manual intervention will save time and money

Flexible Routing Rules Improves Performance

Being able to set flexible routing rules for business and non-business hours improves performance, improves response times and reduces cost.

ONE CALL CENTER INTEGRATIONS

BOSS811 can be configured to receive tickets in the appropriate format from the various One Call Centers in the USA & Canada and BOSS811 can handle multiple One Call Center requests in a single BOSS811 instance. Tickets can also be assigned to the various service areas within a specified territory. Other parameters such as end point URLs can be specified as required.



RULES BASED ROUTING

BOSS811 has a powerful routing engine for implementing workflows and enables tickets to be processed as they are received in order to speed up their handling and review. This allows for immediate notification of emergency locate requests for management and field crews. Each routing rule is created in such a way that if any definable condition is matched on a ticket, then a definable specific action can be taken. Routing rules can be set in sequence so that each ticket flows through the rules.



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



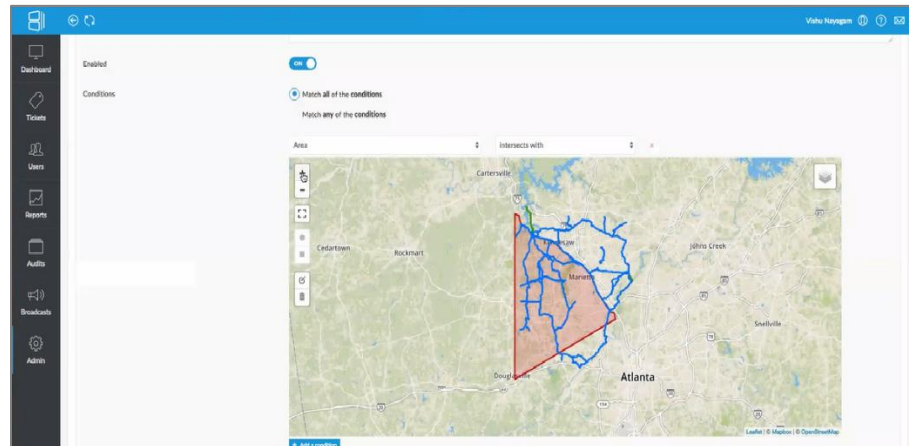
A notification engine and role based security is provided together with a user friendly configuration interface.

MAP SERVICES

BOSS811 provides integrations with many GIS Mapping Software including ESRI products such as ArcGIS, and supports Keyhole Markup Languages KML/KMZ.

POLYGON OR AREA BASED ROUTING

The routing engine can also automatically assign the ticket based on the polygon coordinates received from the One Call Center to the location team's service area responsible for that ticket. These service areas can be also defined by creating polygons for use in routing as described in the Facility Mapping section



AUTO CLOSE TICKETS

If specific conditions are entered in the routing workflow, a ticket can be auto closed without being presented to the user. For instance if the water and sewer provider does not want to review any normal tickets for CATV in a specified area then that workflow can be specified in routing and the appropriate close response code would be returned to the One Call Center directly without manual intervention.

Image.

CUSTOMIZABLE BUSINESS HOURS

Time Zones and Business Hours can be specified to meet the needs of the operator and different routing rules can be set up on how to handle ticket requests that fall outside the normal business hours. For instance an emergency ticket request outside normal business can be tagged appropriately and assigned to the duty manager responsible for handling such requests.

CUSTOMIZABLE HOLIDAY CALENDARS

Holiday Calendars can be specified to meet the needs of the operator and different routing rules can be set up on how to handle ticket requests that fall during holiday periods. For instance an emergency ticket request that arrives during holidays can be tagged appropriately and assigned to the duty manager responsible for handling such requests.

TICKET TAGS

Ticket tags can be defined to identify various conditions and these tags can be associated with the ticket when the routing rules are defined in the workflow.