



BOSS811 Ticket Management

The BOSS811 ticket management capability streamlines the utility location requests and also provides a repository for all information associated with the dig request including description, attachments, notes, time entries, and event logs associated with the ticket. The system provides both a List View and a Map View of all ticket requests and provides various search capabilities to locate tickets. When tickets are closed the positive response codes are sent to the One Call Center together with any comments.

BOSS811 Ticket Management Benefits

Improve Visibility and Control of all Tickets

Tracking all tickets dynamically for all locations can significantly reduce cost and improve visibility and control

Improved Efficiency through Remote Access

Users and locators can remotely access and resolve issues in real time thereby reducing response times and improving efficiency

Positive Response Can Avoid Penalties for Noncompliance

Timely closure of tickets with positive response can avoid penalties for noncompliance with One Call Center performance standards.

TICKET LIST VIEW WITH CUSTOM FIELDS

The Ticket List view screen provides a listing of all tickets received from the One Call Center and displays the Ticket Type, Number, Assignee, Service Area, Description of Work, Status, when the ticket was raised and when it is due. Custom fields that do not originate from the call center can be specified to capture other required information for reporting and analysis.

Type	Number, Assignee	SA	Work	Status	Raised, Due
N	11287-029-025 Assignee: West Area	COB90	Type: Buried Phone Service Line Address: 3285 Mary Hill Rd Nw, Acworth, Cobb, GA	B Assigned	Raised: 14 minutes ago Due: In 2 days
N	11287-001-884 Assignee: West Area	COB90	Type: Repair Water Service Address: Cobb Pkwy S, Marietta, Cobb, GA	B Assigned	Raised: 37 minutes ago Due: In 2 days
N	11287-001-572 Assignee: East Area	COB90	Type: Replacing Sewer Service Address: 4227 Creech Way Nw, Marietta, Cobb, GA	B Assigned	Raised: 42 minutes ago Due: In 2 days
N	11287-001-143	COB90	Type: R Old Repair Address: Six Flags Pkwy Sw, Acworth, Cobb, GA	O New	Raised: an hour ago Due: In 2 days
S	11287-027-094 Assignee: East Area	COB90	Type: Setting Pole Boxes And Conduits Address: Interstard North Cir Sw, Atlanta, Cobb, GA	B Assigned	Raised: an hour ago Due: 15 hours ago
D	11287-034-031 Assignee: East Area	COB90	Type: Design Address: Moon Station Rd Nw, Kennesaw, Cobb, GA	B Assigned	Raised: an hour ago Due: In 2 days
N	11287-001-046	COB90	Type: Install Traffic Signals Address: 1285 S, Smyrna, Cobb, GA	O New	Raised: an hour ago Due: In 2 days

BASIC & ADVANCED SEARCH

The basic search toolbar at the top of the page allows for search by Assignees, Ticket Status, Ticket Type and searches can be saved. The advanced search capability allow users to create queries for any system parameters in the system and these searches can be saved individually or as Global Searches which would be available to all users. For example how many tickets were auto closed in the current month. There are also system search options that have been built into the system. All search results are exportable via csv files.

BOSS811 Ticket Management



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.

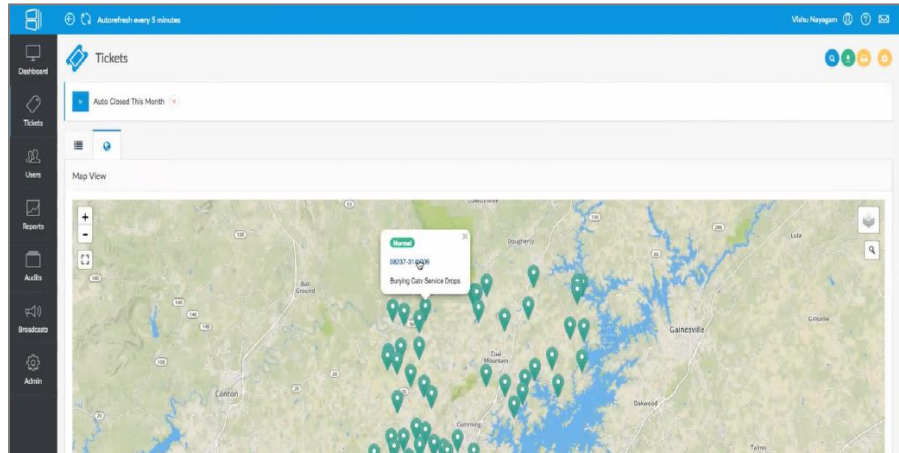
SECURITY & NOTIFICATIONS



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

TICKET LIST MAP VIEW

The Ticket List Map view provides the location of all the tickets in the system. Clicking on any of pin on the map displays summary information regarding the ticket and clicking on the ticket number displays all the ticket information



AUTO CLOSE TICKETS

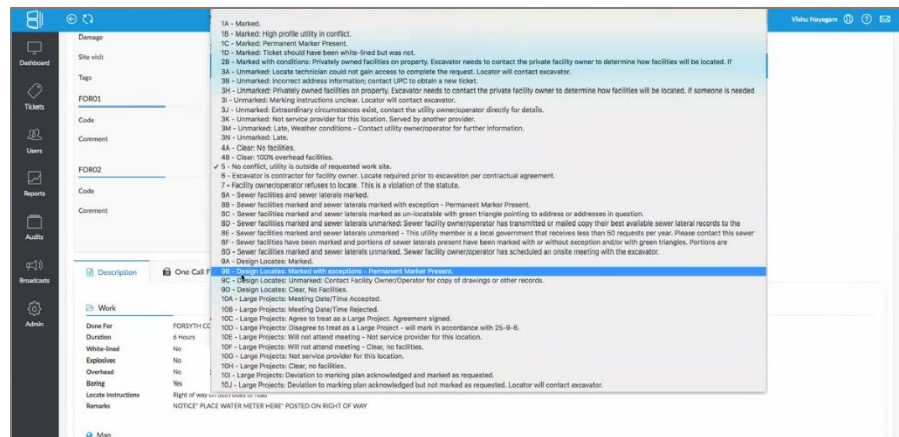
If specific conditions are entered in the routing workflow, a ticket can be auto closed without being presented to the user. For instance if the water and sewer provider does not want to review any normal tickets for CATV in a specified area then that workflow can be specified in routing and the appropriate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

BULK TICKET ACTIONS

BOSS811 has the ability to select multiple tickets in order to enter bulk action on the tickets including editing and closure. All tickets displayed in a given search can also be selected using the select all button in order to perform bulk actions

TICKET CLOSURE WITH POSITIVE RESPONSE

BOSS811 can close tickets by selecting the appropriate positive response code specified by the One Call Center and comments can also be added in addition to the response codes



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