



How do I get it?

If you are interested in the North Carolina 811 Web Ticket Management System you can get more information by going to www.nc811.org, by sending an email to Lesley Brouillard at lesley@nc811.org or by calling 336.855.5760.



North Carolina 811, Inc.

2300 W. Meadowview Rd.
Suite 227
Greensboro NC 27407

Phone: 336.855.5760
Fax: 336.299.1914
Web: www.nc811.org

North Carolina 811 Web Ticket Management System



What is it?

The Web Ticket Management System (WebTMS) being offered by North Carolina 811 to its members is a program designed to allow efficient and effective management of location requests received. Some highlights of the program are:

- ◆ Built-in support for multiple service codes.
- ◆ Receives tickets from NC811 via email.
- ◆ Parses the tickets into a database for retrieval.
- ◆ Positive responses are sent to NC811 via Internet connection.
- ◆ Tickets can be auto-assigned (dispatched) by a variety of options.
- ◆ Includes an Exception Log for any delivery that is not a ticket; such as, End of Day reports, Broadcast Messages, etc.
- ◆ Search engine that allows ticket retrieval based on ticket number, received date, contractor, phone, location, utility member code, etc.
- ◆ Email forwarding of tickets to locators.
- ◆ Printing, Manual Assignments and Re-Assignments on a per ticket basis or multiple selections at once.
- ◆ Reports that include System Status, Event Viewer, End of Day Reports, Broadcast Messages, Tickets Due & Responses Waiting to Be Sent.

- ◆ Option to “Sound-Off” when Emergency tickets arrive.
- ◆ Complete mapping application with features such as zoom, distance, lat/long, etc. may be used to view all open locates as “points” on a map (can be color-coded by Ticket Priority).

How does it work?

WebTMS, is based on Microsoft's .NET technology. This technology provides for ease of installation, a user-friendly interface and secure transmissions. Problems with firewalls are rare because there are no “plug-ins” to download and install.

There will be no more printing of location requests then separating them by hand for each locator. Location requests are received by email and automatically assigned to locators based upon criteria set by the user. That assignment might be by member code, place name, grids or ticket type.

Location requests can be automatically transmitted to the assigned locator by email. When the request is completed, any notes that the locator feels should be part of the record can be added and become a part of that location request's history. WebTMS will automatically provide responses on completed tickets to North Carolina 811's Positive Response System. Reports for that day's activities can then be provided.

Why do I need it?

In today's world where everyone is expected to do more with less, a program of this type will help you manage your location requests instead of having them manage you.

Ticket assignments are made for you. Emergency requests can be automatically moved to the front of the line. A map can be pulled to show you what requests have not been worked. These can be color coded to show where the emergencies and short notices are. With one glance you know where you stand on that day's workload. You have a visual of areas that may need to be reassigned to match force with workload.

Less time spent moving paper means more time for locating tickets and information is automatically provided to NC811's Positive Response system.

How much does it cost?

North Carolina 811 will provide the Web Ticket Management System free of charge to any member that would like to process their location requests more easily and efficiently.

