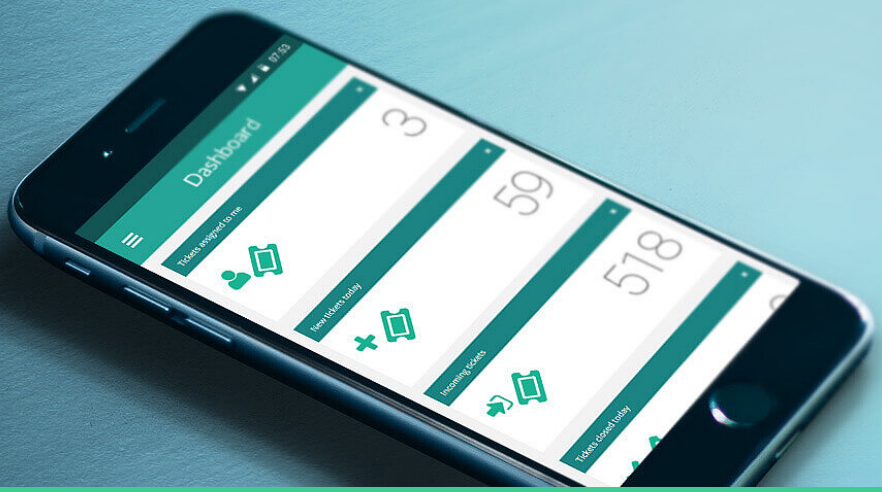




The One Call You Need



POWERFUL TICKET MANAGEMENT SOLUTION FOR THE DAMAGE PREVENTION INDUSTRY

BOSS811 is leading the way in one call ticket management solutions for the damage prevention industry. From municipalities to utility companies, BOSS811 enables organizations increase operational efficiency and significantly reduce costs.

TICKET MANAGEMENT

Built-in tools to streamline utility location requests and minimize the number of service and response needs. Locate field crews stay on top of service requests coming in from the 811 agency.

ROUTING ENGINE

"Pre-process" tickets as they are received in order to speed up their handling and review. Immediate notification of emergency locate requests for management and field crews.

MOBILE CLIENT

Access to tickets for locators on the go. With off-line capability to work on tickets in areas with no connectivity locators can update the latest information.

ESRI INTEGRATION

Integrates with ESRI (or any other GIS mapping platform) to create a facility map that pinpoints underground assets in relation to dig sites or One Call Center dig boxes.

Features



Dashboards

Comprehensive performance indicators that are customizable based on needs and offer critical business intelligence for management to track demand and turnaround time.



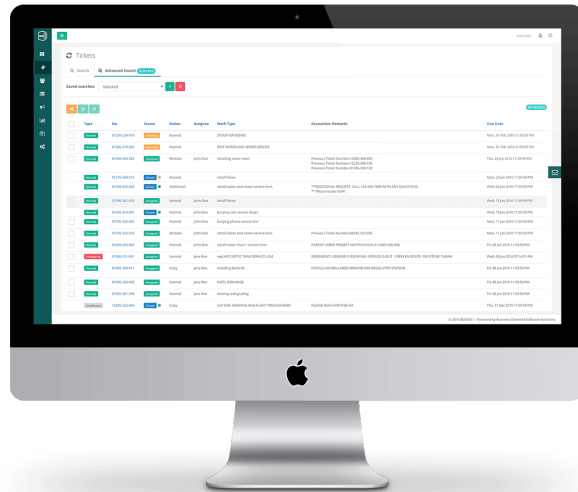
Auto Close

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



Email Notifications

Automated email alerts on events, tickets and updates.



Cloud Solution

Cloud-based solution that can be securely accessed from anywhere anytime through a web browser. Responsive pages work on all screen sizes and information can be accessed from all types of mobile devices



Role Based Security

Create customized roles to fit your business needs. Configure and assign privileges to restrict access to users.



Locator Tracking

BOSS811 allows you to track locators on a map and assign them for dig site visit efficiently.

Featured Industries

Technology for all industries



Municipalities

BOSS811 ticket management has full GIS integration that provides complete and powerful insight of request to dig sites. Ticket distribution and notification is simple and can be sent to field crew staff by email, web interface or mobile app.



Utilities

With features designed specifically to make utility operators more efficient, BOSS811 ticket management solution provides valuable information from contractors to increase service level productivity and save on costs.



Pipelines

By providing accurate mapping with integrated ticket location information, BOSS811 provides pipeline companies with responsive, reliable and accurate data when they need it. The solution also provides the ability to attach project documentation such as pictures and forms



Contract Locators

State-of-the-art ticket management system for dispatching, compliance reporting and dashboards. Perfect for contract locators of all sizes

Ticket Management



Custom Fields

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



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. Close multiple tickets in a single click.



Map Views

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



Widgets

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



Attachments

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



811 Audits

End of Day audit messages from state's 811 agency are reconciled and reported.



Advanced Search

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

Benefits

STOP PAYING PER TICKET

BOSS811 unlimited ticket pricing eliminates the need to keep track of ticket count. No worries about breaking budgets. Process unlimited tickets for one low price.

REDUCE COSTS

Save substantial capital costs with no in house server storage and software requirements.

SAVE TIME

Group locate request for multiple utility types (water, sewer and storm water etc) into a single ticket with multiple response codes, so that closing the ticket allows you to assign an individual response code to each utility type.

STAY SECURE

Data access is encrypted and is accessible securely 24 hours a day, 7 days a week and 365 days a year. The data is kept for 7 years.

What our users say

"Utility service crews use BOSS811 in the field to manage all the service requests. They have dashboard reports that list any emergency service requests and show the estimated completion date work order."



"I've used other products but can say that this one is the best I have ever used and will be using this for a longtime to come."



Free 30-Day Trial

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