

BOSS811

One Call Ticket Management Solution



**Know what's below.
Call before you dig.**

Powerful Cloud Based Solution for the Damage Prevention Industry

BOSS811 Benefits



Stop Paying Per Ticket

Pricing model is not based per ticket and is very competitive with a great ROI



Reduced Cost

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



Save Time

Group locate requests for multiple utility types can be combined into a single ticket with multiple response codes.



Stay Secure

Data access is encrypted and is accessible securely 24 x 7 x 365. The data is kept for 7 years.

BOSS811 – A Complete One Call Ticket Management Solution

From municipalities to utility companies, BOSS811 enables improvement of operational efficiency and significantly reduces costs.

Features

Ticket Management

Built in tools to streamline utility location requests and minimize the number of service and response needs

Powerful Routing Engine

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

Mobile App

Access to tickets for locators on the go. Offline capability allows tickets to be worked on in areas with no connectivity

Role Based Security

Configure roles and assign privileges to restrict access to users

Cloud Solution

Can be securely accessed through a web browser and from all types of mobile devices

Email Notifications

Automated email alerts on events, tickets and updates

Map Integration

Integrates with ESRI and other GIS mapping platforms to create facility maps to pinpoint underground assets

Pictures with Locate Information

Upload pictures & videos with locate information right from the site





BOSS Solutions at a Glance

Company:

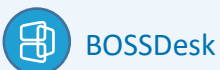
- Over 20 years experience in service management
- Developed a range of innovative software solutions
- Products address both on premise and cloud based solutions
- Agile and adaptable to market needs
- Focused on meeting industry standards
- Large referenceable customer base
- Customer is King - Excellent customer support

Product Lines:



BOSS811

One Call Ticket Management Solution on the Cloud addressing the needs of the damage prevention industry



BOSSDesk

Service Management on the Cloud that addresses multiple ITIL areas creating a systematic workflow that is easy to adopt.



BOSS Support Central

Service Management On-Premise Solution within Your Firewall. The most cost effective solution in the industry

BOSS811 Features

Custom Fields

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

Widgets

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

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 dig site from the locate request for accuracy.

Attachments

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

811 Audits

End of Day audit messages from State's 811 agency reconciled & reported.

Advanced Search

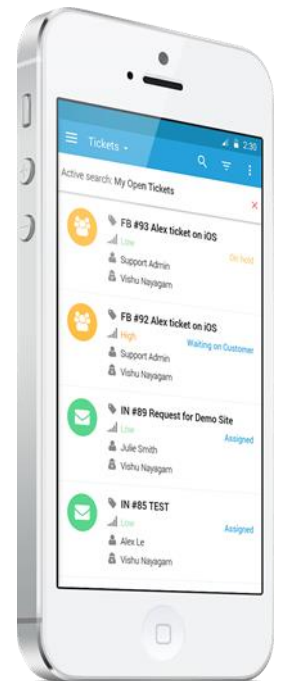
Robust capability to define, save and re-execute filtering criteria of Tickets.

Dashboards

Comprehensive performance indicators that are customizable to track demand and turnaround time

Auto Close

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



Featured Industries



Municipalities



Utilities



Locators



Pipelines

For more information visit: www.boss-solutions.com