

BOSS811

Dashboards, Reporting & Analytics



BOSS811 Dashboard, Reporting & Analytics

BOSS811 has a comprehensive reporting capability that allows for you to analyze patterns and trends that affect the performance of your 811 ticket handling and enables you to make more informed decisions for improving efficiency. Reporting capabilities include a comprehensive array of standard reports and charts, and the customizable widgets allow Dashboards to be changed to meet the needs of all users of the system. BOSS811 can provide real-time access to data and analytics to stay compliant, avoid penalties and improve accountability & efficiency.

BOSS811 Dashboard, Reporting & Analytics Benefits

Informed Decisions for Improving Efficiency

The comprehensive reporting capability allows you to analyze performance and enables you to make more informed decisions for improving efficiency.

Dashboard and Reports Configurable For Individual Needs

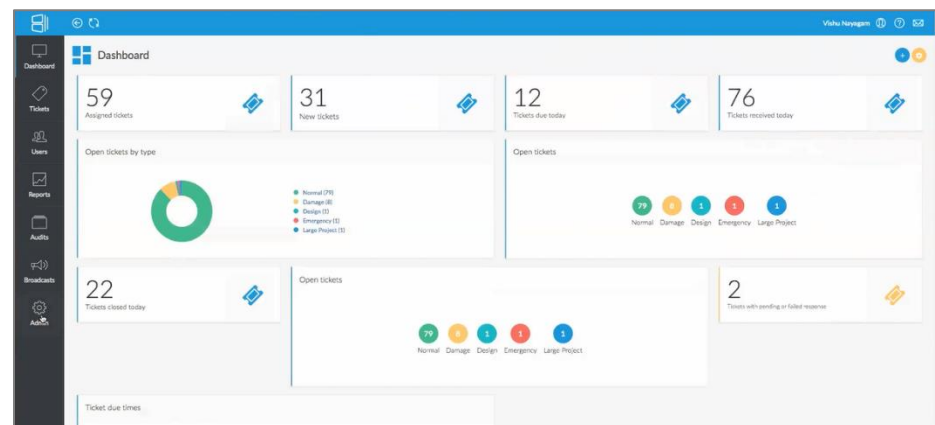
Flexibility in configuration of reporting capabilities provide management with the necessary tools and metrics to meet objectives and business needs

Advanced Analytical Capabilities

BOSS811 can provide real-time access to data and analytics to avoid penalties and improve accountability & efficiency.

CUSTOMIZABLE DASHBOARD & WIDGETS

The Dashboard is customizable for each user and displayed on log in. Widgets can be selected and arranged as required on the screen. All widgets and reports have an auto refresh capability and the refresh rate can be selected from a wide range of options. Key performance indicators can be shown to track efficiency and assists in service improvement initiatives and facilitates informed decision making.



LARGE NUMBER OF PRE-DEFINED WIDGETS

A large number pre-defined widgets are available including those to display single valued counts, pie charts and simple grid reports, and many of widgets are interactive. All dashboard widgets have a drill down capability to display all the underlying data at a click of a button.



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 displays facility maps that pinpoints 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.

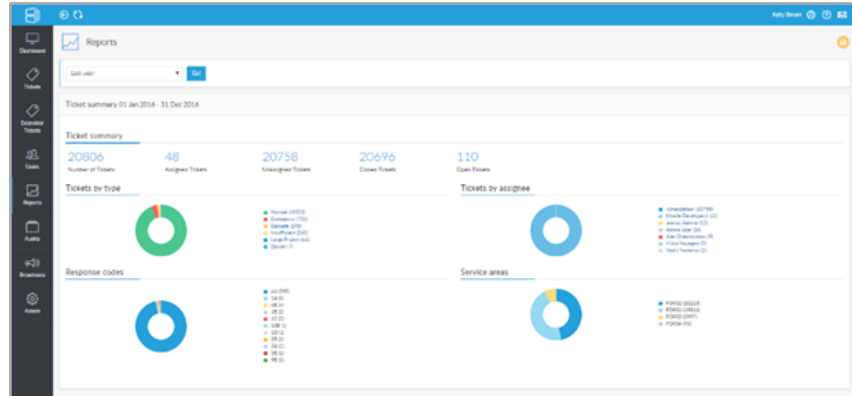
SECURITY & NOTIFICATIONS



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

COMPREHENSIVE REPORTS & CHARTS

BOSS811 allows users to create charts and reports to display any variable in the system. There are various types of reports available for Assets, Tickets, Timesheets and Users and all reports can be customized by selecting a wide range of filters to display the required information. Access to the various reports can be restricted by technician roles and reports can be printed and saved for later viewing.



EXCAVATOR REPORTS

BOSS811 will display all the excavators that requested dig approval by the system and clicking on the excavator listing will display all the status of all the tickets that were associated with that excavator.

AUDITS & RECONCILIATION REPORTS

BOSS811 will perform daily audit reports to reconcile that all the ticket requests sent from the One Call Center have been received and are being processed by the system.

OTHER ANALYTICAL CAPABILITIES

BOSS811 can also be used to provide independent performance analytics to companies who outsource their One Call Ticket Management to other locators. In such cases BOSS811 can audit their vendor's performance and can get real-time access to data and analytics to avoid penalties and improve accountability & efficiency. The example shown displays how various excavators closed tickets within the time frames shown.

