Tickets Dashboard

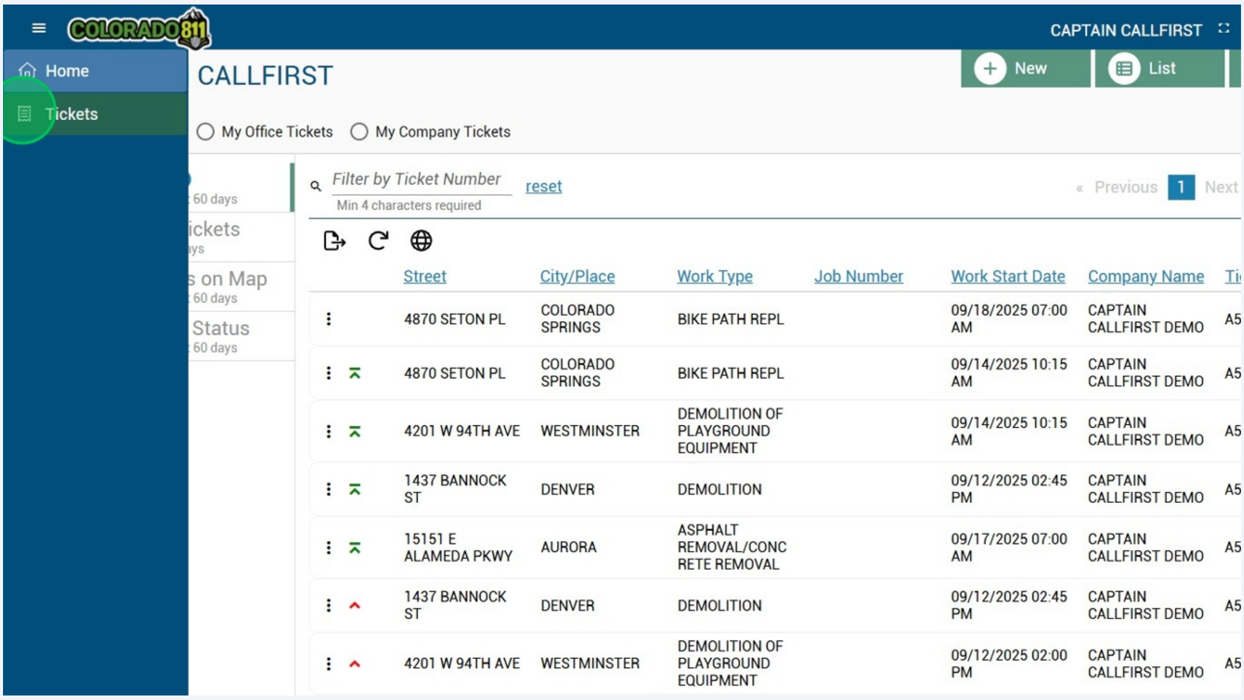
This guide provides a comprehensive overview of the Tickets Dashboard, enabling users to efficiently manage and track their location requests. It outlines essential features such as submitting new requests, viewing active tickets, and utilizing filters for customized data display. By understanding the dashboard's functionalities, users can enhance their ticket management experience, ensuring timely responses and effective communication with facility operators.

1 Your Dashboards - Tickets

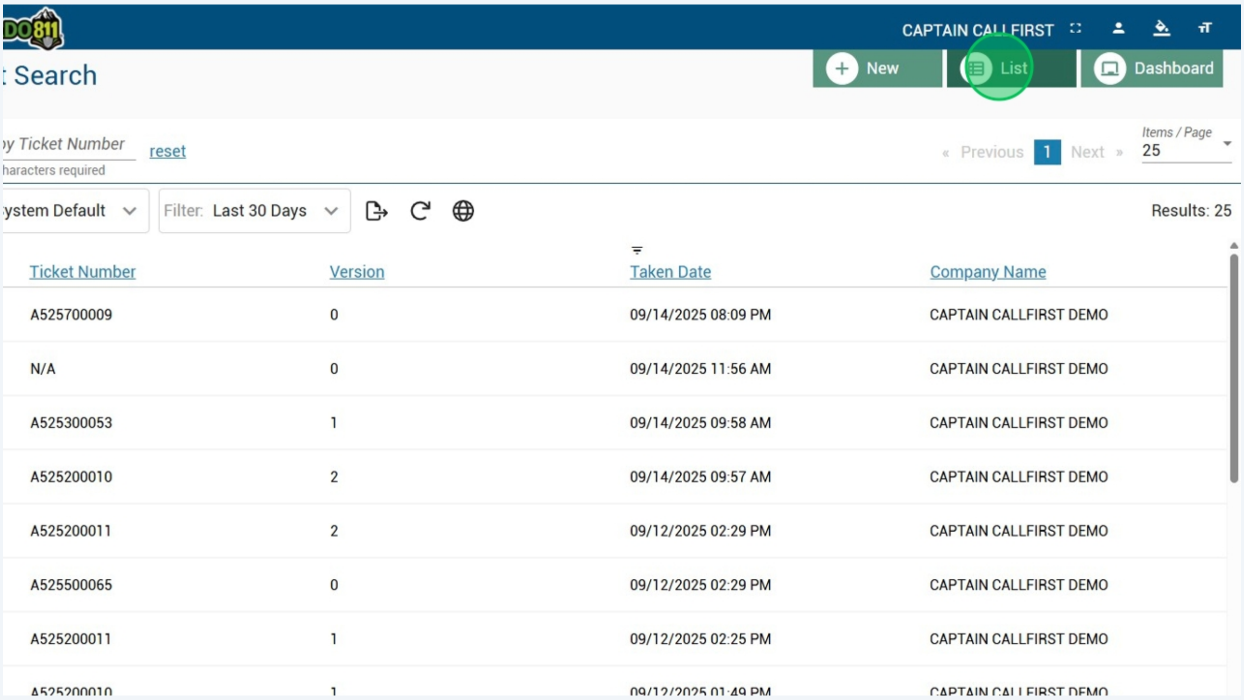
Your Tickets tab allows you to view the Location Requests you have submitted.

This Menu reveals three (3) options located under the four (4) icons to the right of your name: New, List, and Dashboard.

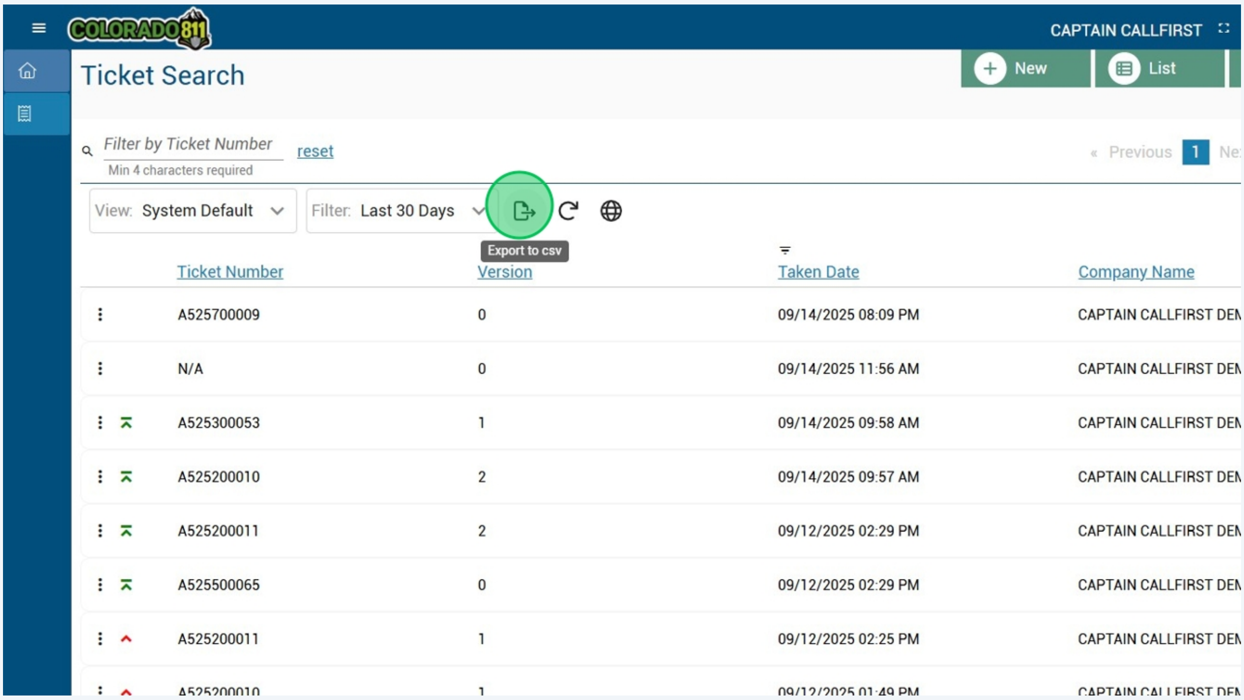
The "**New**" button starts the submit locate request process.



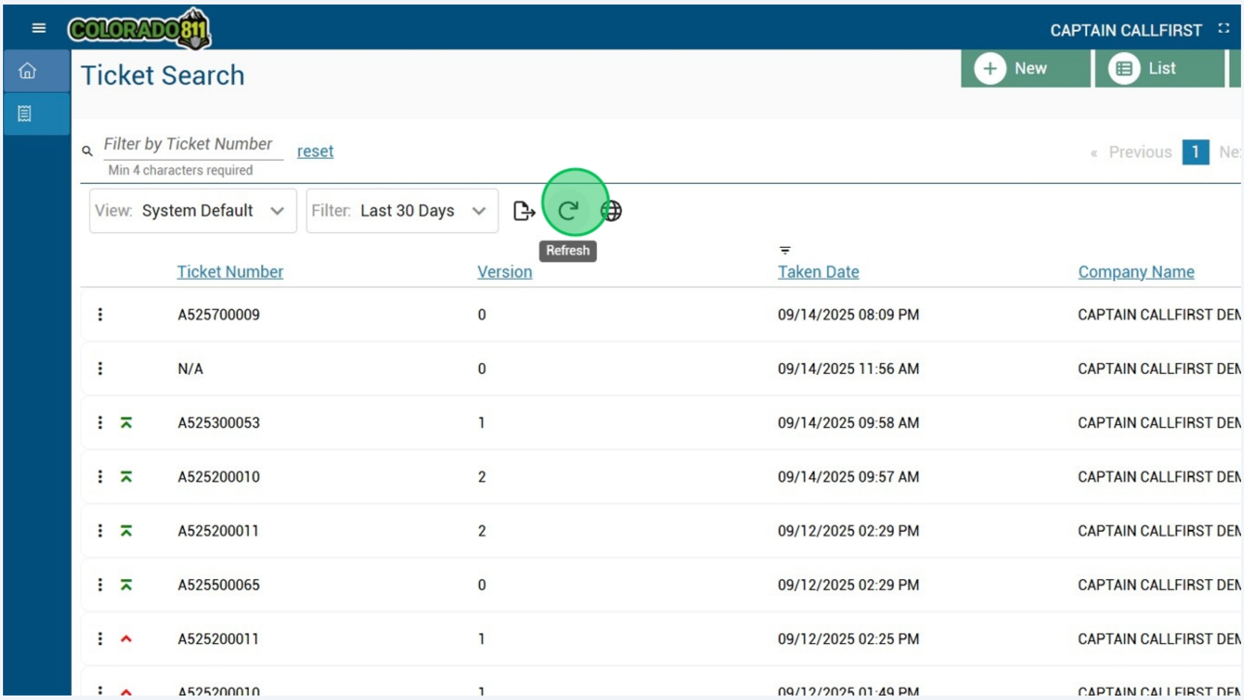
2 Click the "**List**." This displays all of the active tickets from the last 30 days.



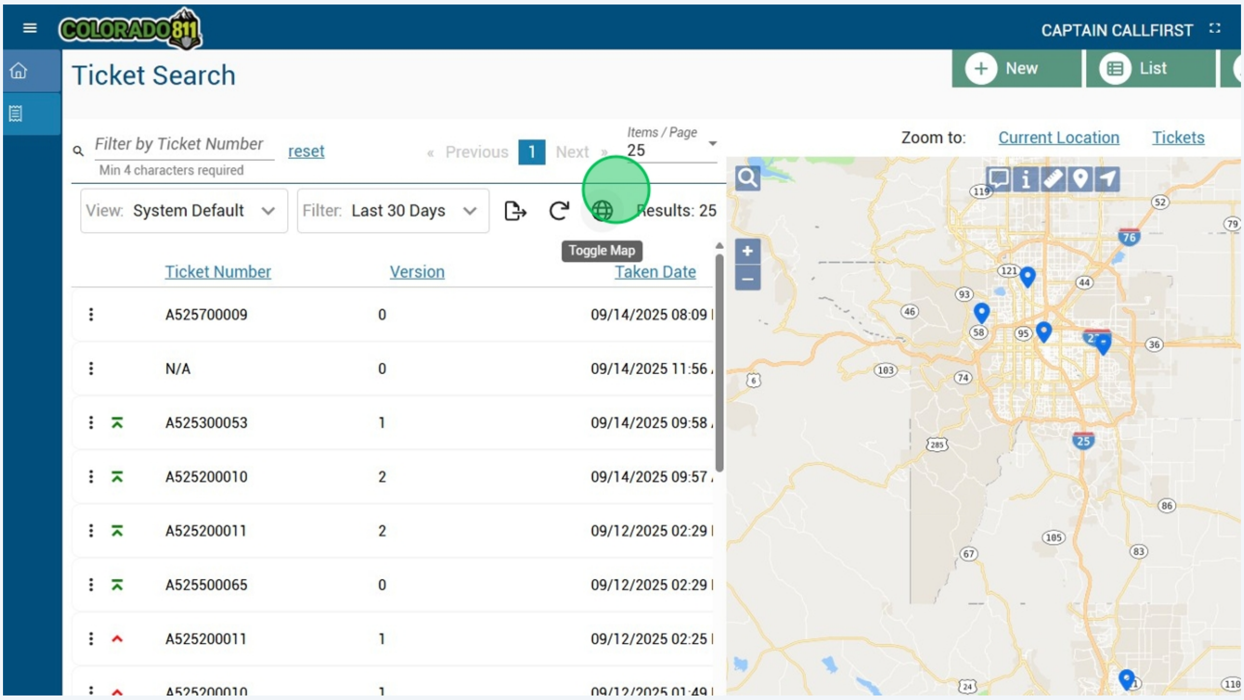
3 Click on the "**Document**" icon to download the list of tickets displayed.



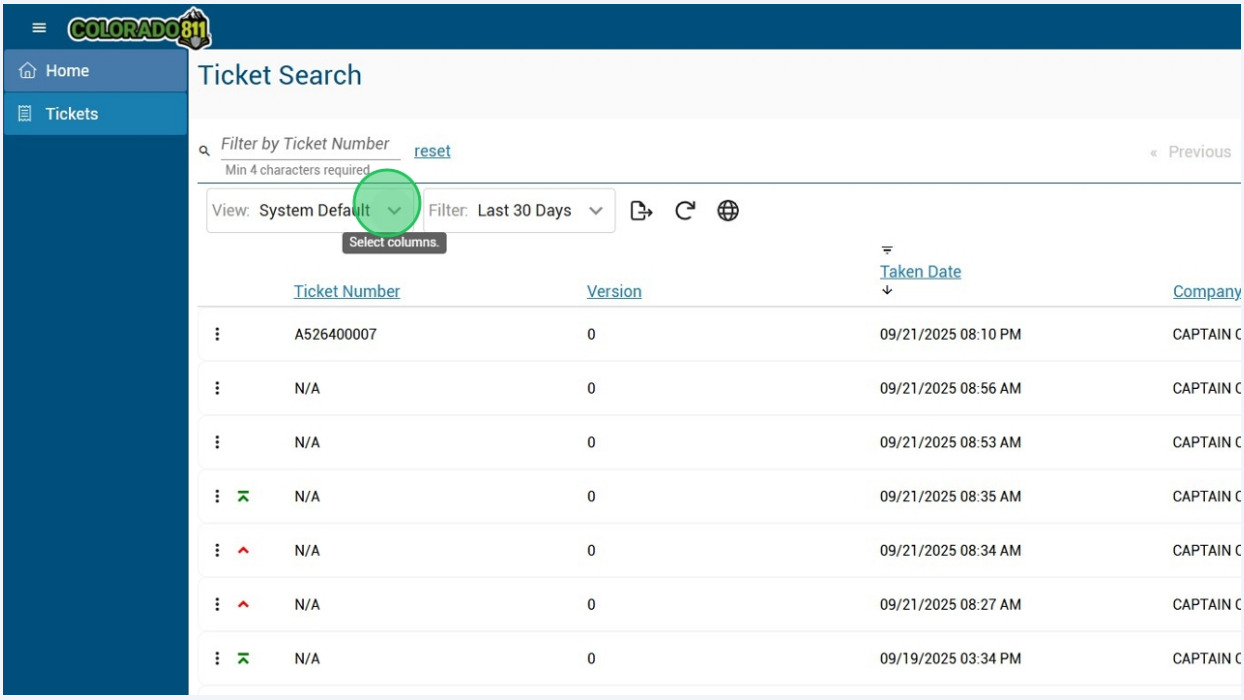
4 Click on the "**Refresh**" icon to refresh the list of tickets displayed.



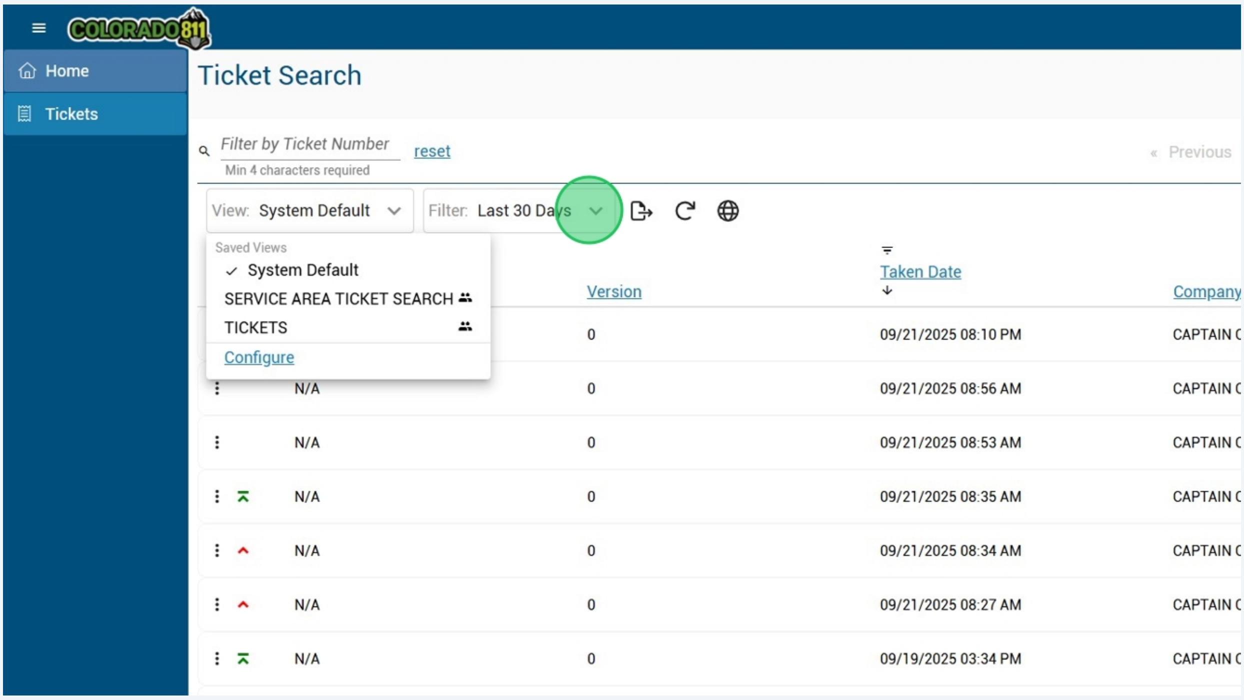
5 Click the "**Globe**" icon to bring up a map with the tickets on the list displayed.



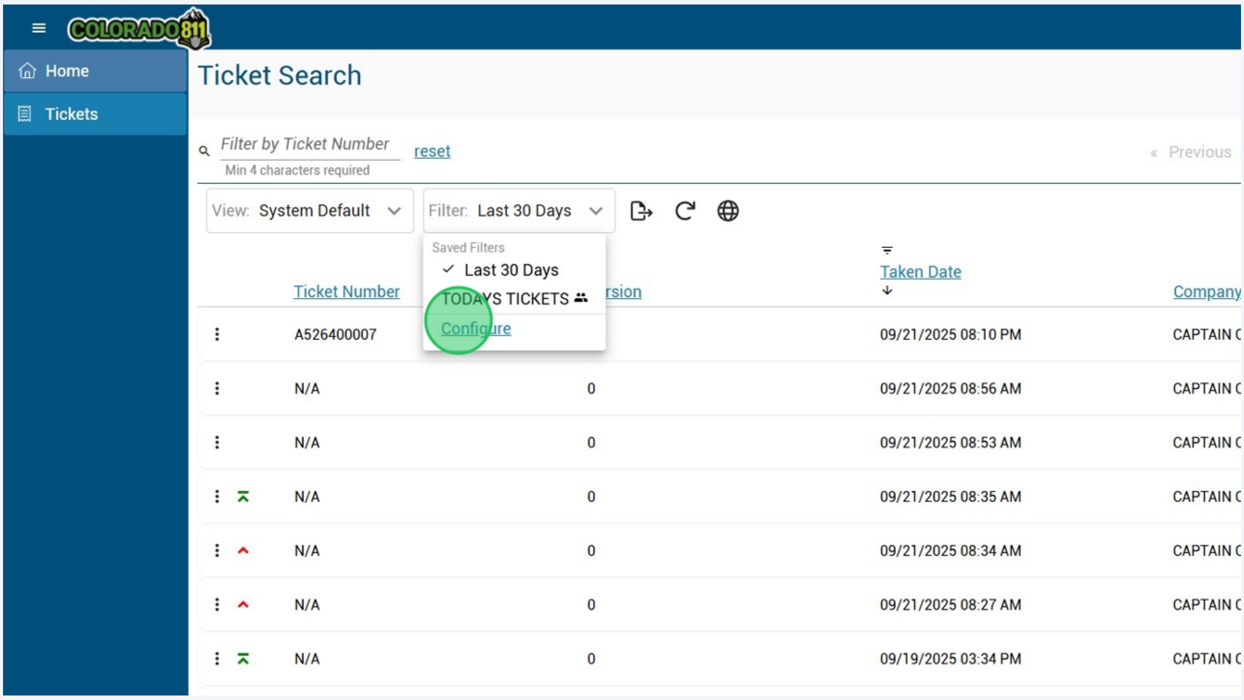
6 Click the "**View**" drop-down menu to view the active view for your ticket display. The "**Configure**" button allows you to create and add new views.



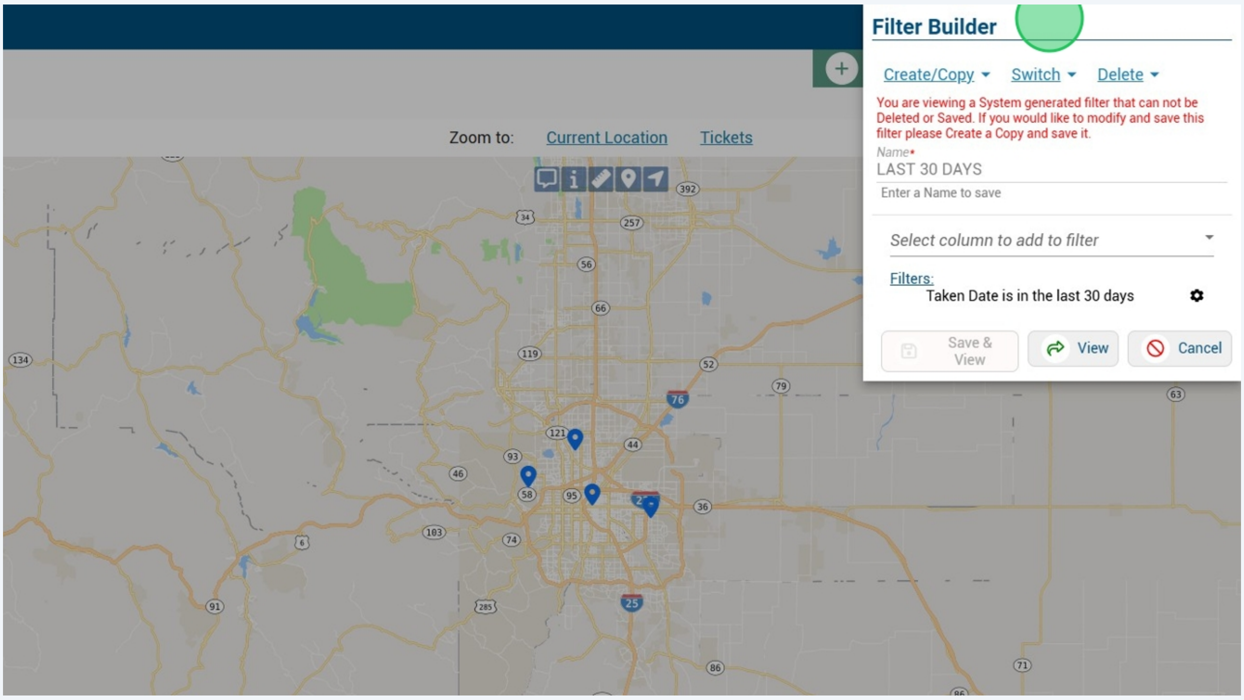
7 Click the "**Filter**" drop-down to select the active filter for your ticket display. The "**Configure**" button allows you to create and add new filters.



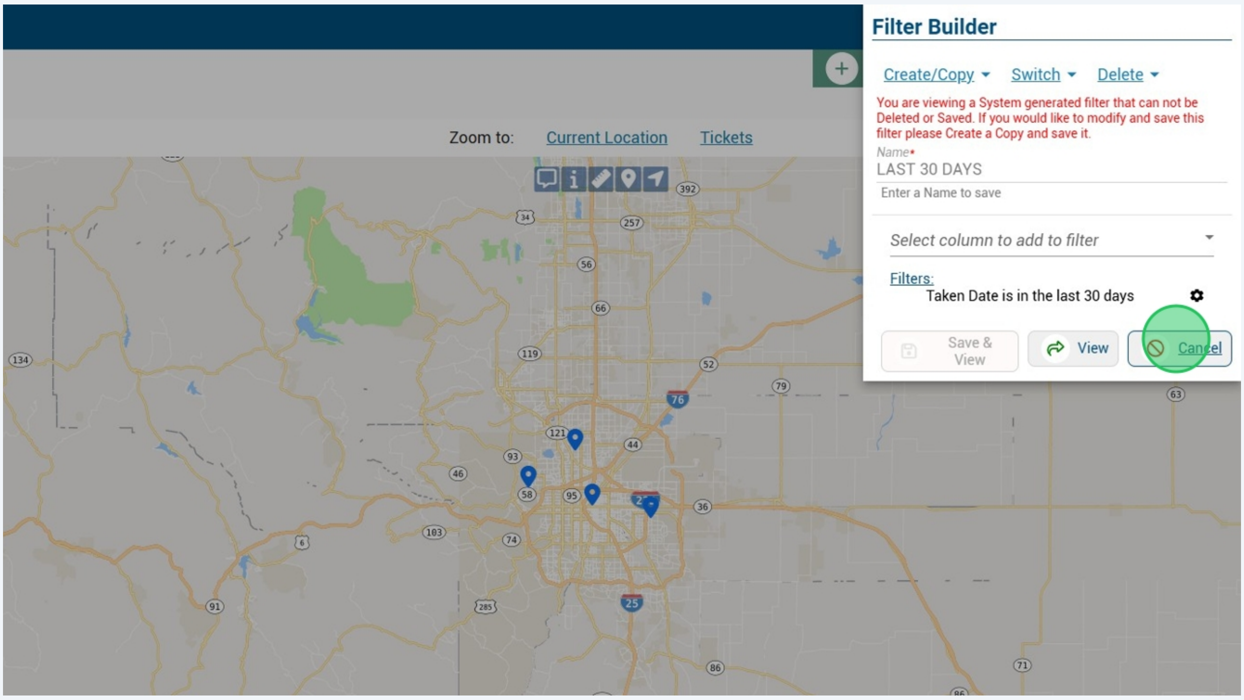
8 Click "**Configure**"



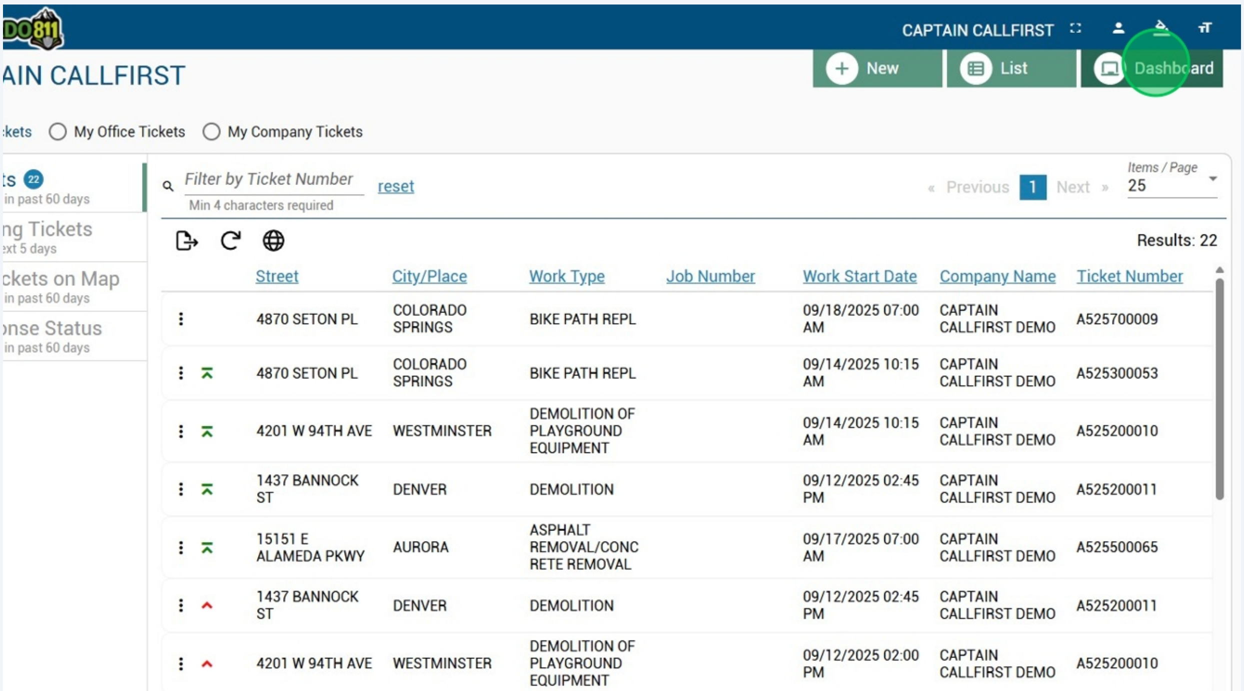
9 Click "**Filter Builder**"



10 Click "**Cancel**"



11 Click "**Dashboard.**" This button will bring you back to your ticket dashboard screen view.



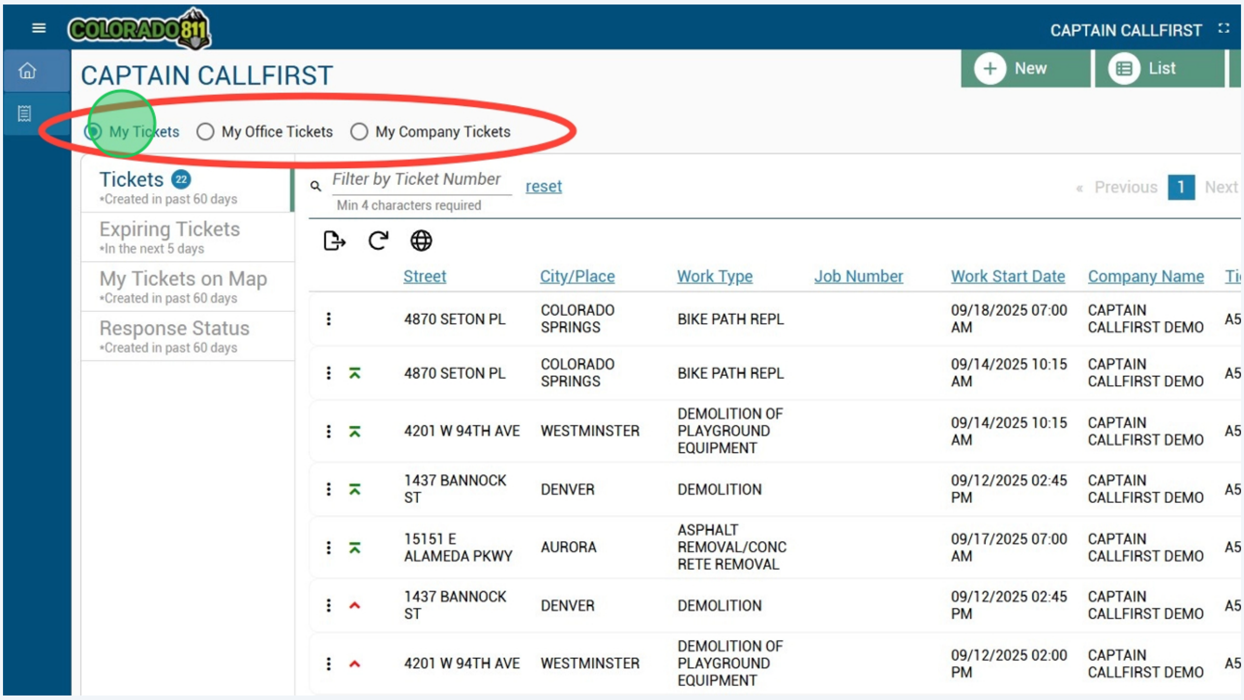
12 Viewing Your Tickets

You'll notice that you have automatically selected My Tickets.

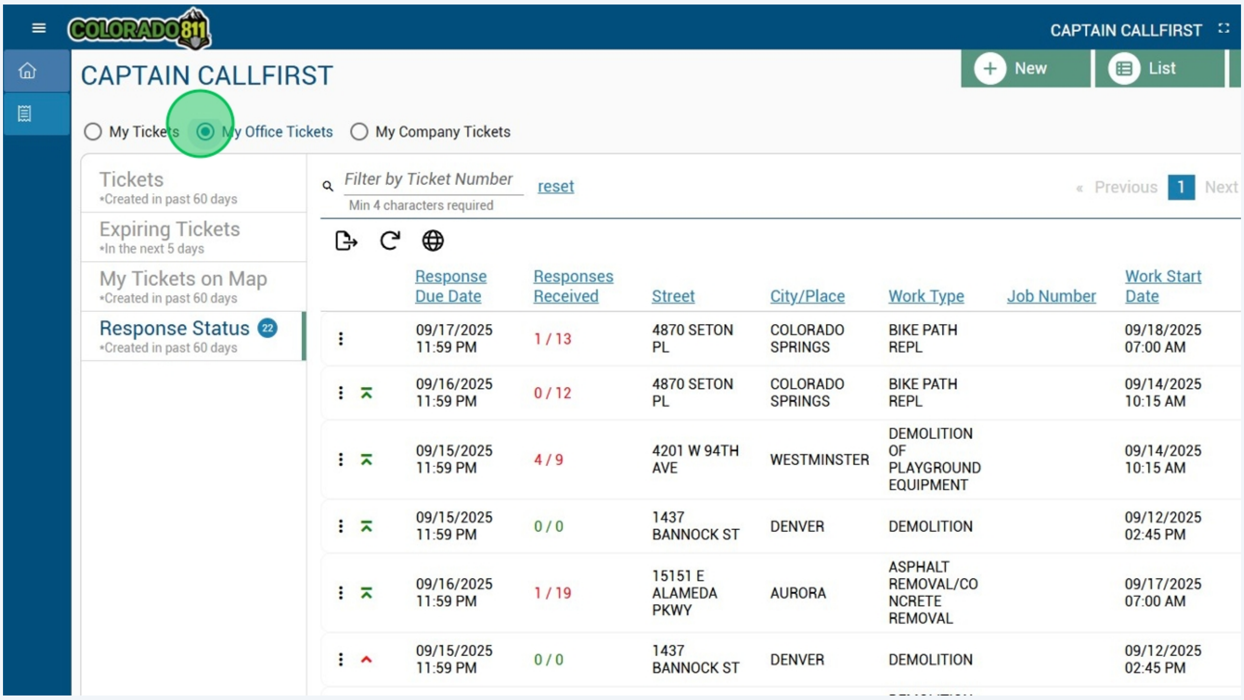
This will display all the tickets you have created within the last 60 days, regardless of their current status.

You have access to view the tickets you submitted, or the tickets from the office or company you are associated with, by selecting one of the other two options.

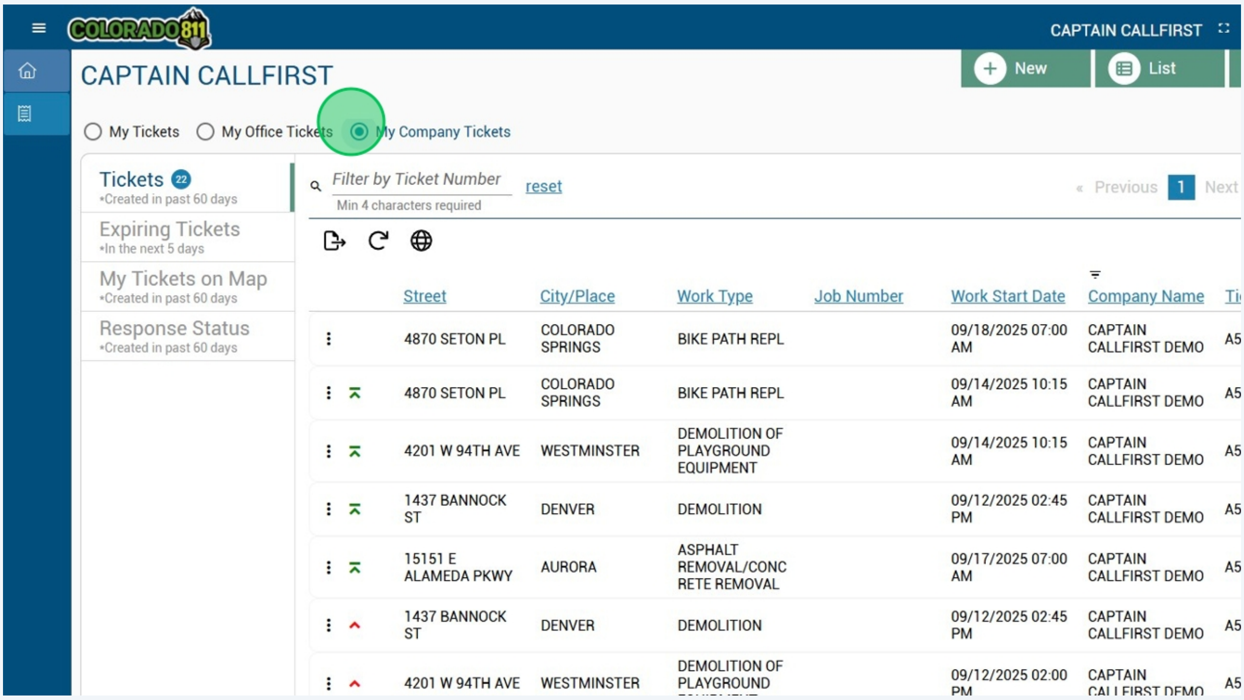
You can find tickets older than 60 days by using the Ticket Research portion of the website LINK



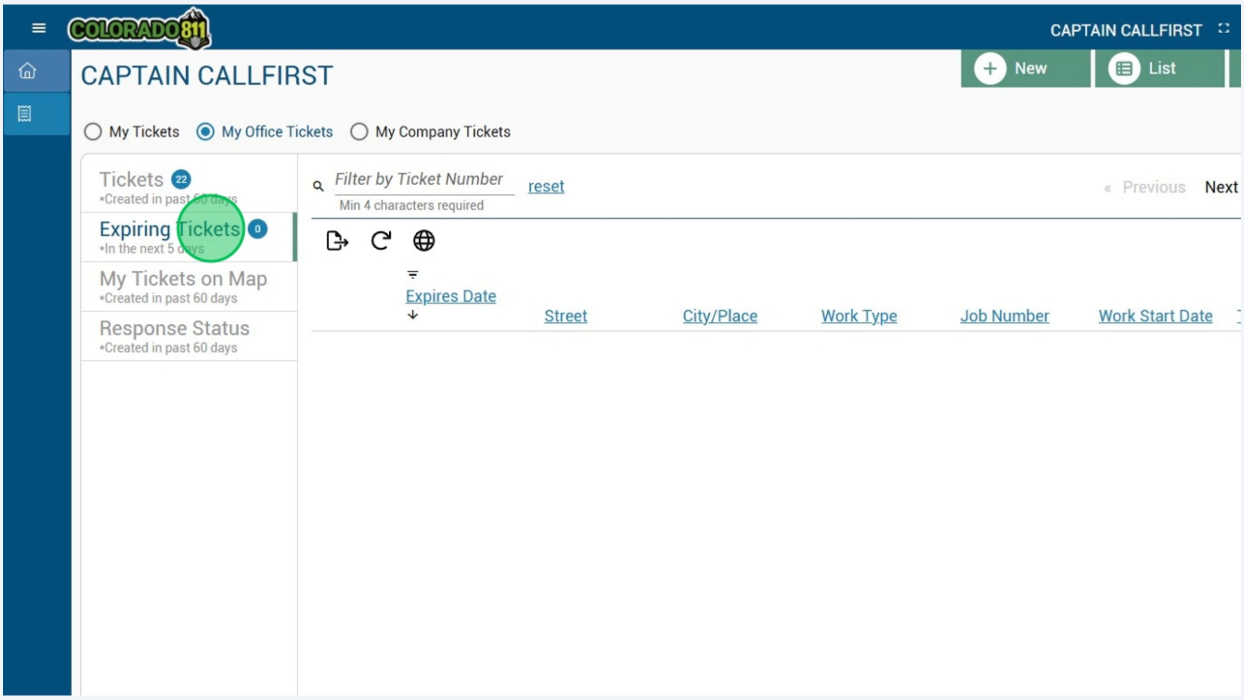
13 Click the "**My Office Tickets**" field.



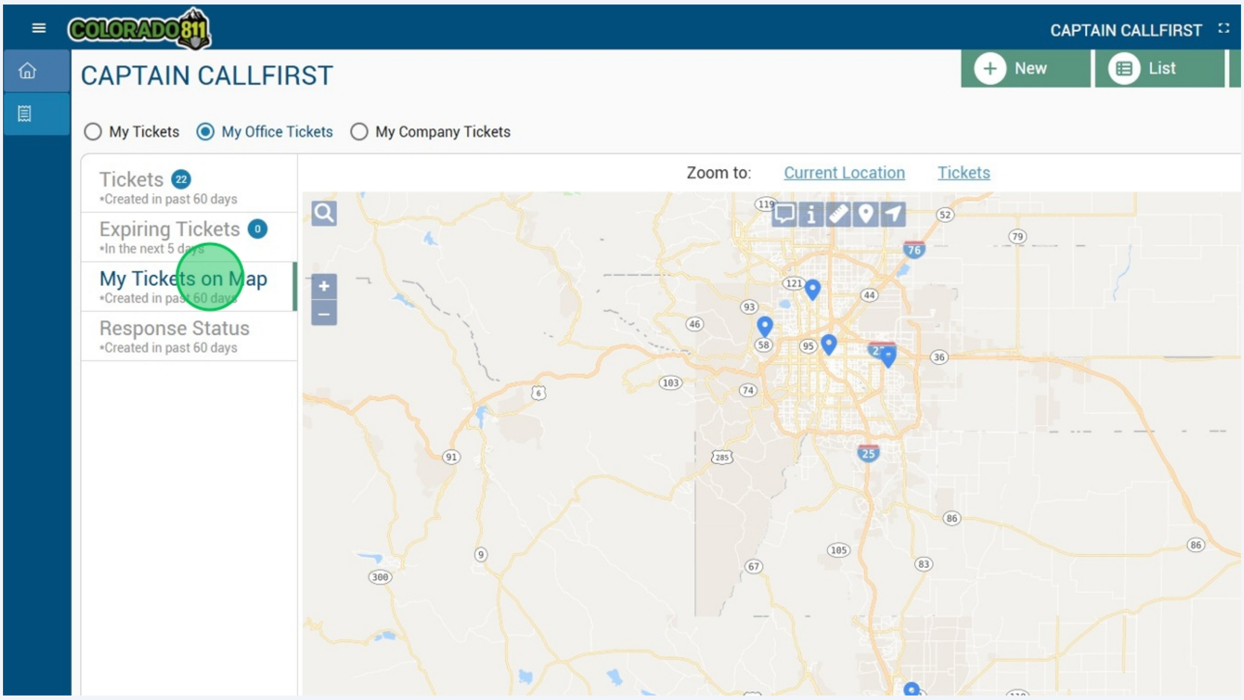
14 Click the "**My Company Tickets**" field.



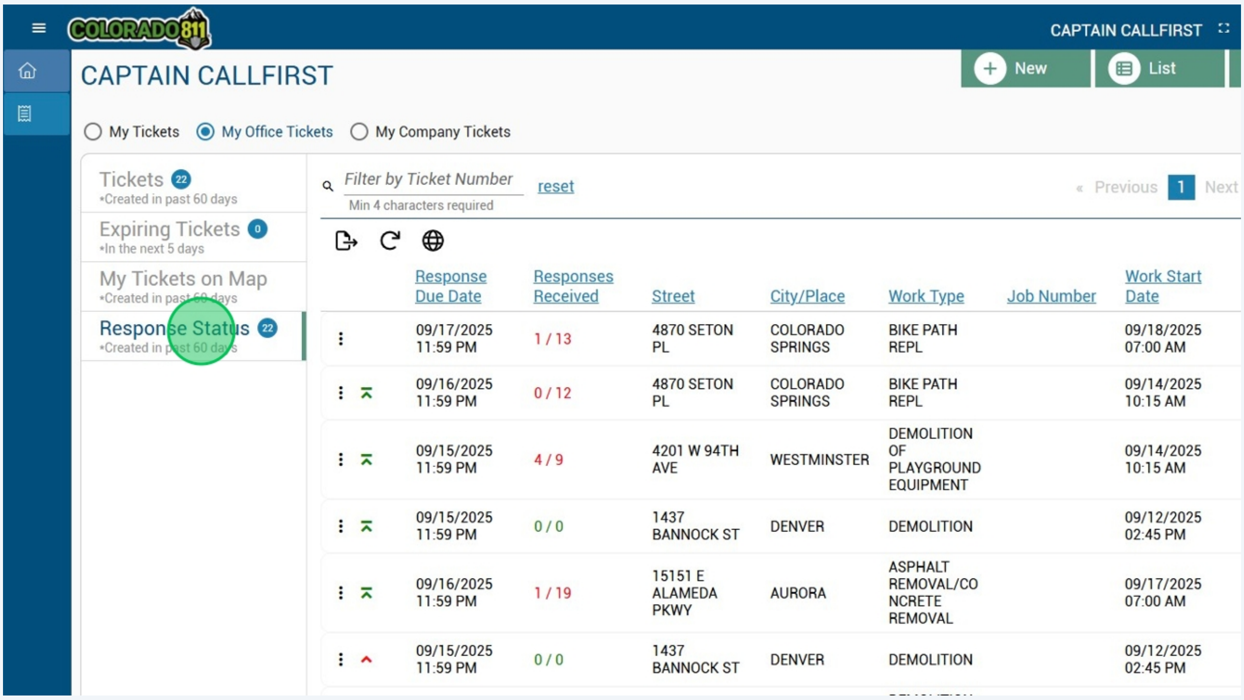
15 Click "**Expiring Tickets.**" Tickets that are expiring within the next 5 days will appear here.



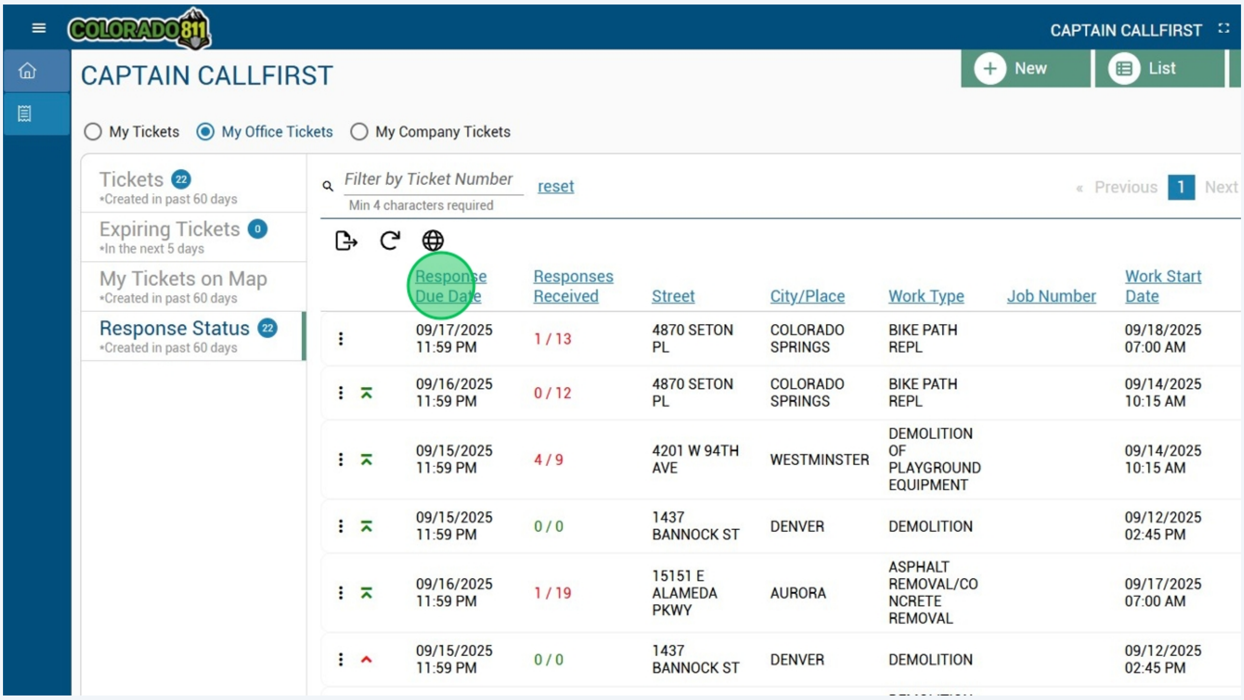
16 Click "**My Tickets on Map**." This allows you to see your tickets marked in a selected area. We will cover the buttons and features of the map in the next section.



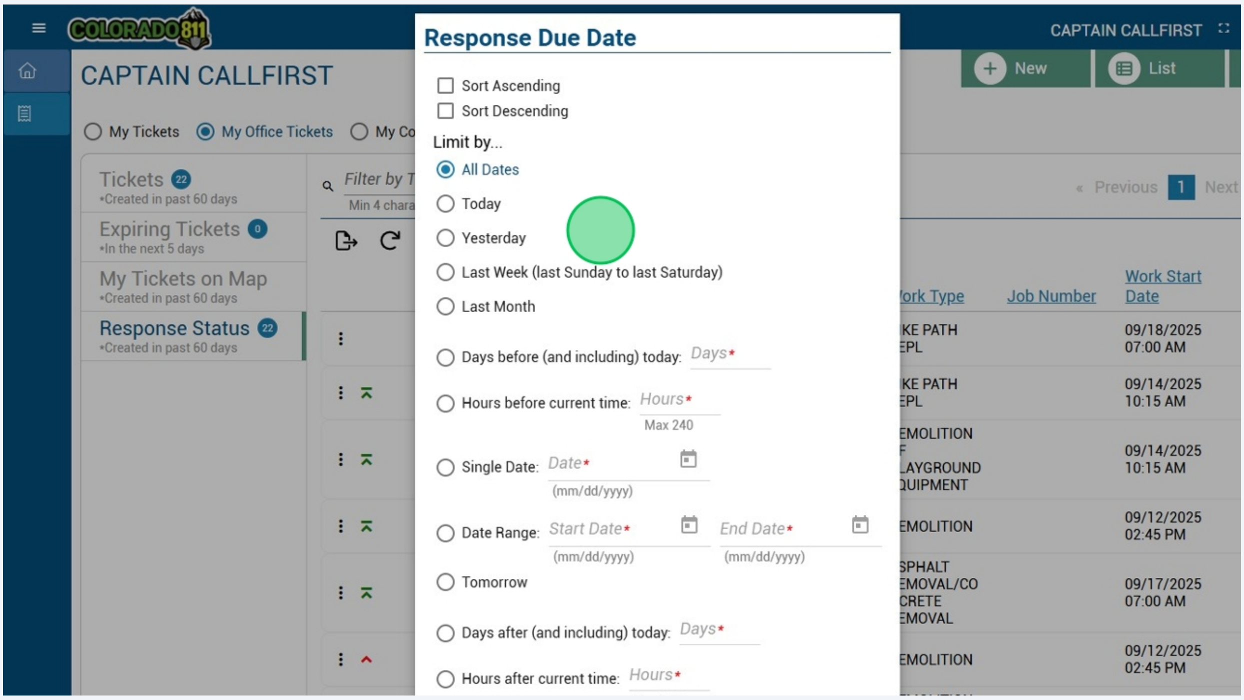
17 Click "**Response Status**. " Here you can see the summary of your ticket responses from facility owner/operator members.



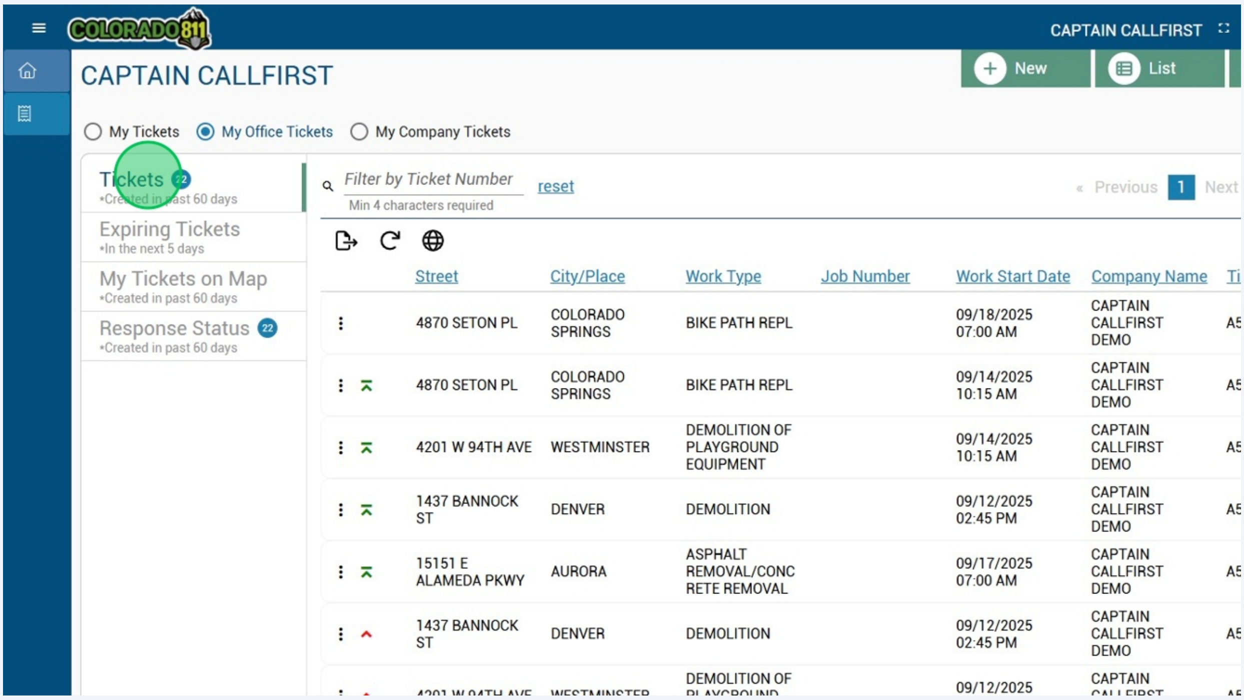
18 Click "**Response Due Date**." You'll notice that the category headings are underlined, much like you'd see with a hyperlink.



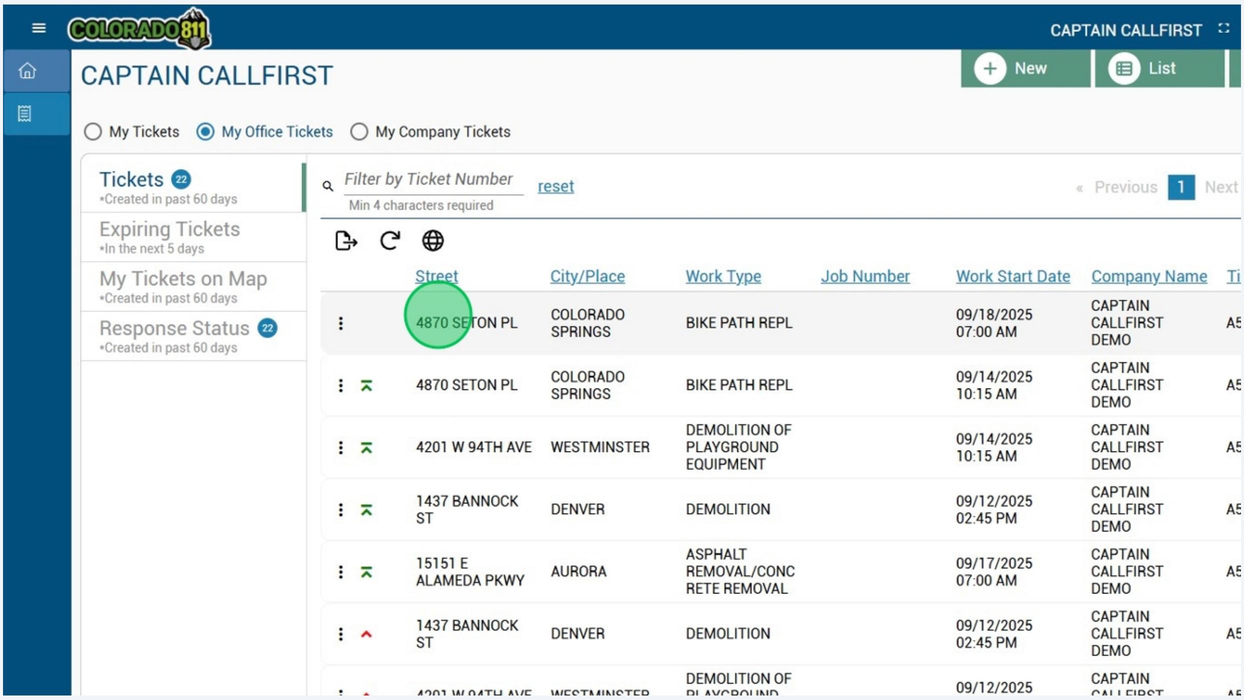
19 Clicking on these headings will bring up unique filter and search parameters that allow you to customize how you view the data available.



20 Click "**Tickets**." Let's look at a ticket.



21 Select a ticket.



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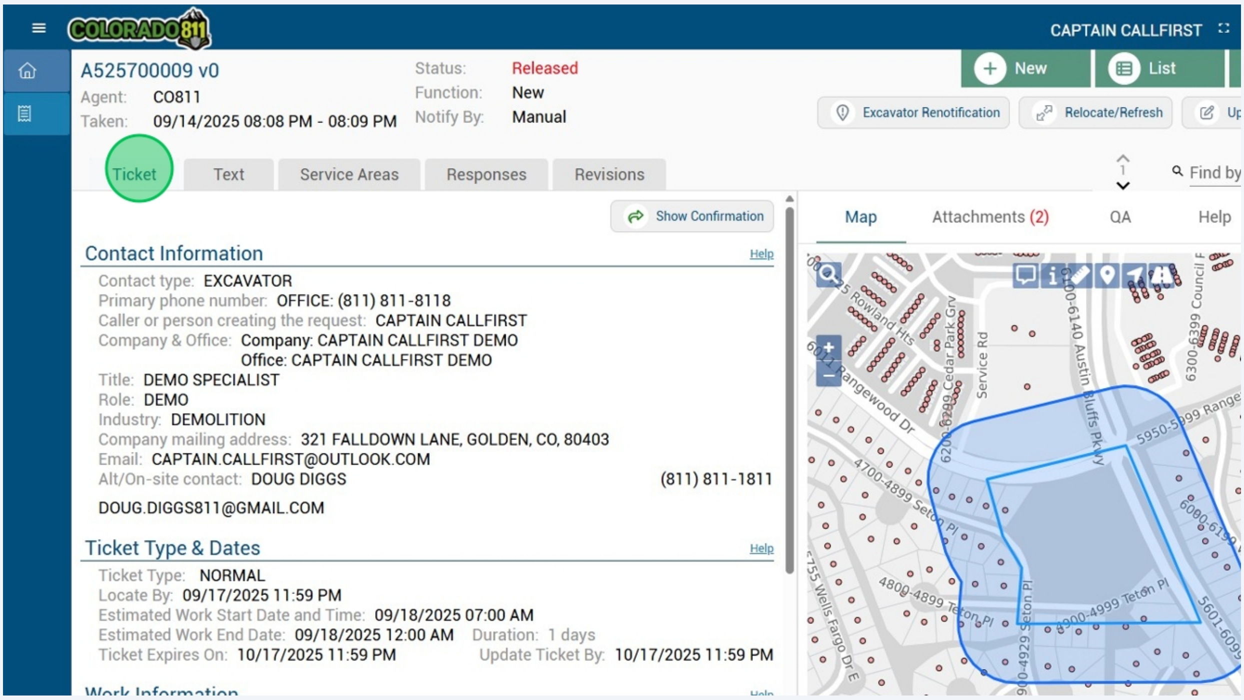
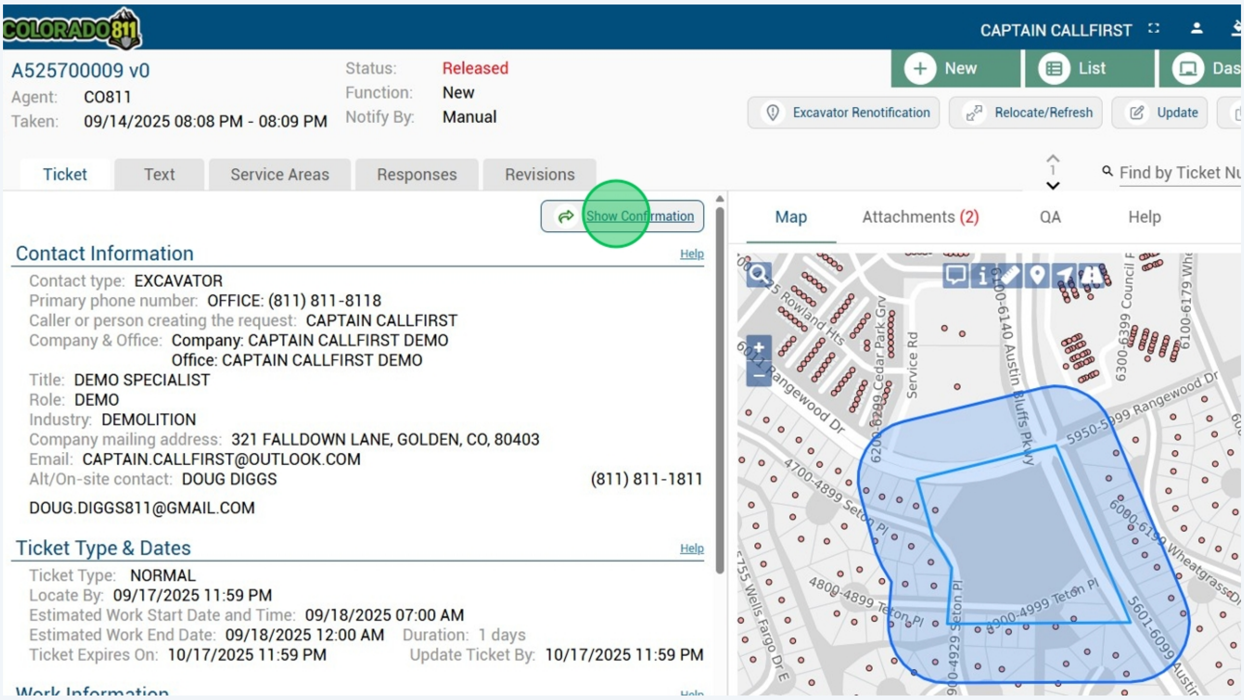
Here you can see all the information submitted for this ticket. You'll notice the ticket number format remains unchanged, ensuring continuity and consistency in ticket identification.

Here are the things that Colorado 811 has implemented:

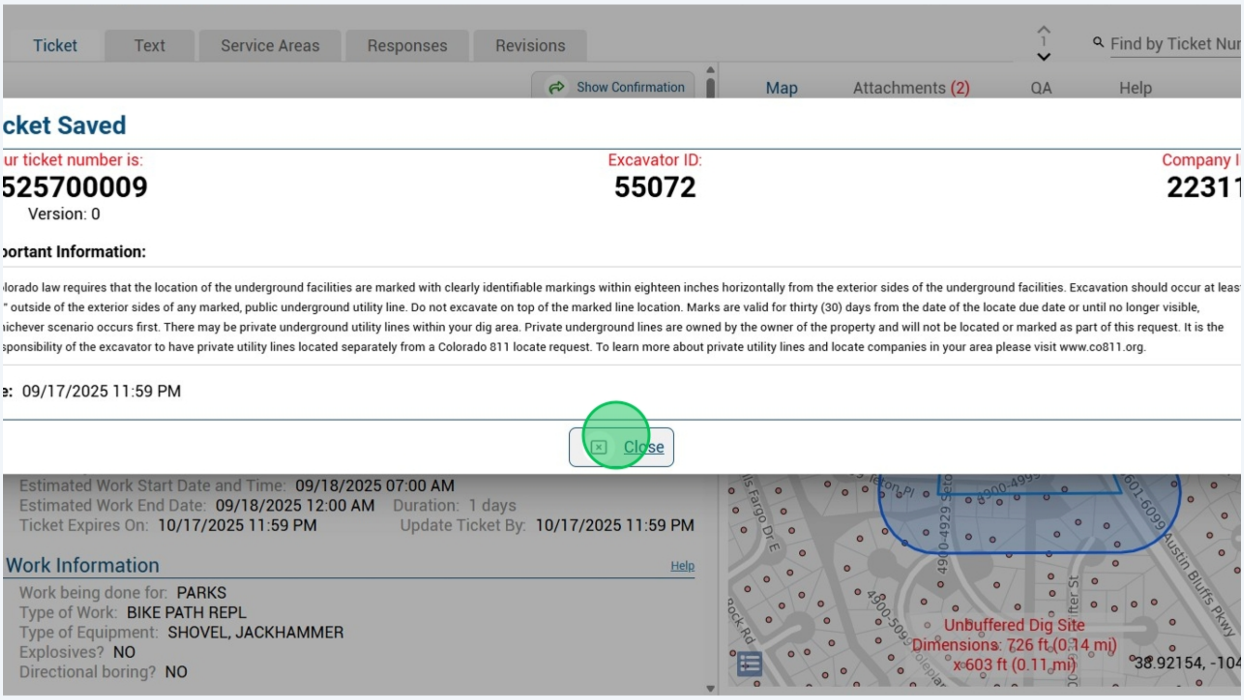
- **Versioning Instead of Revisions** - Revisions are now referred to as versions, starting at version 0 for the original ticket and incrementing for subsequent changes.
- **Discontinuing B Tickets** - Tickets starting with 'B' will be discontinued, and all new tickets will use the 'A' prefix.
- **Late Notice Handling** - Late notices will now generate a new ticket version, ensuring proper revision and tracking of late submissions.



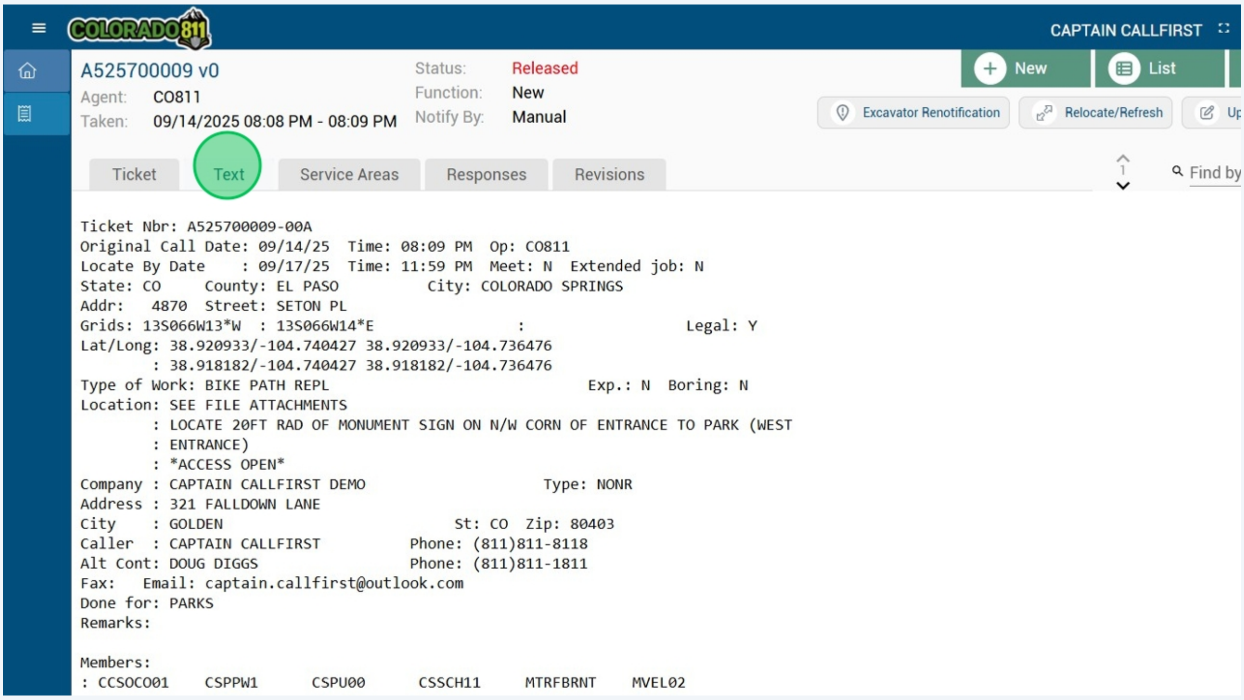
23 Click "**Show Confirmation**"



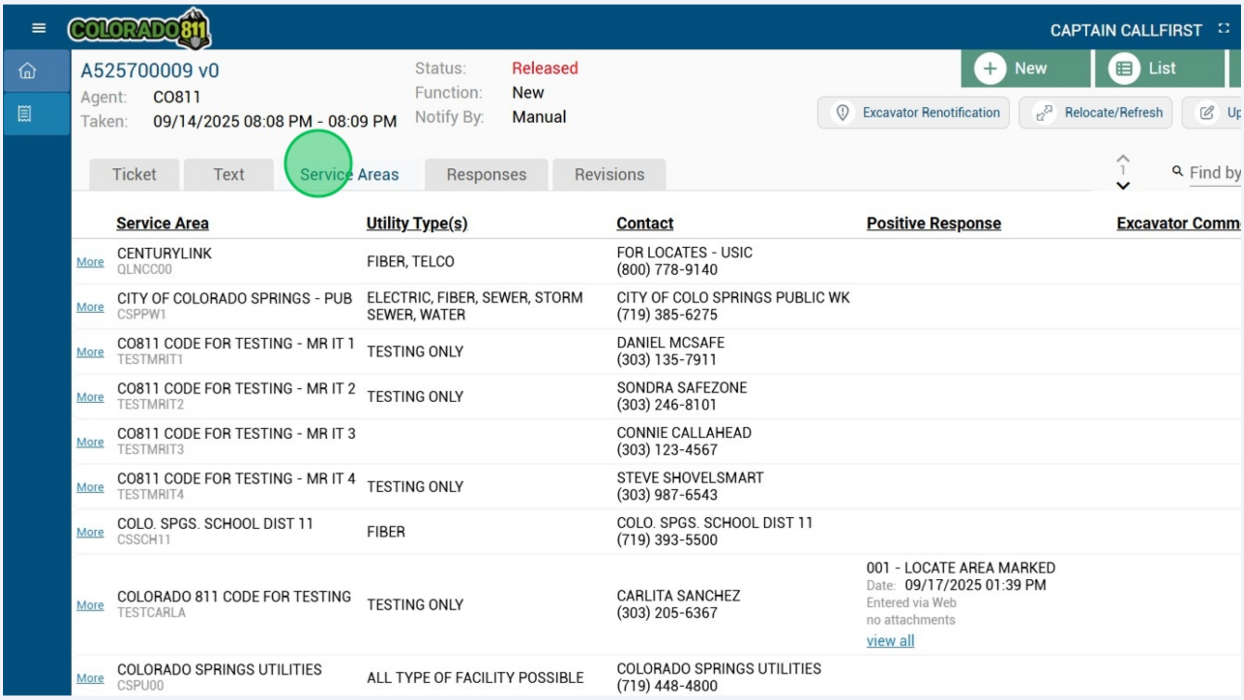
24 Click "**Close**"



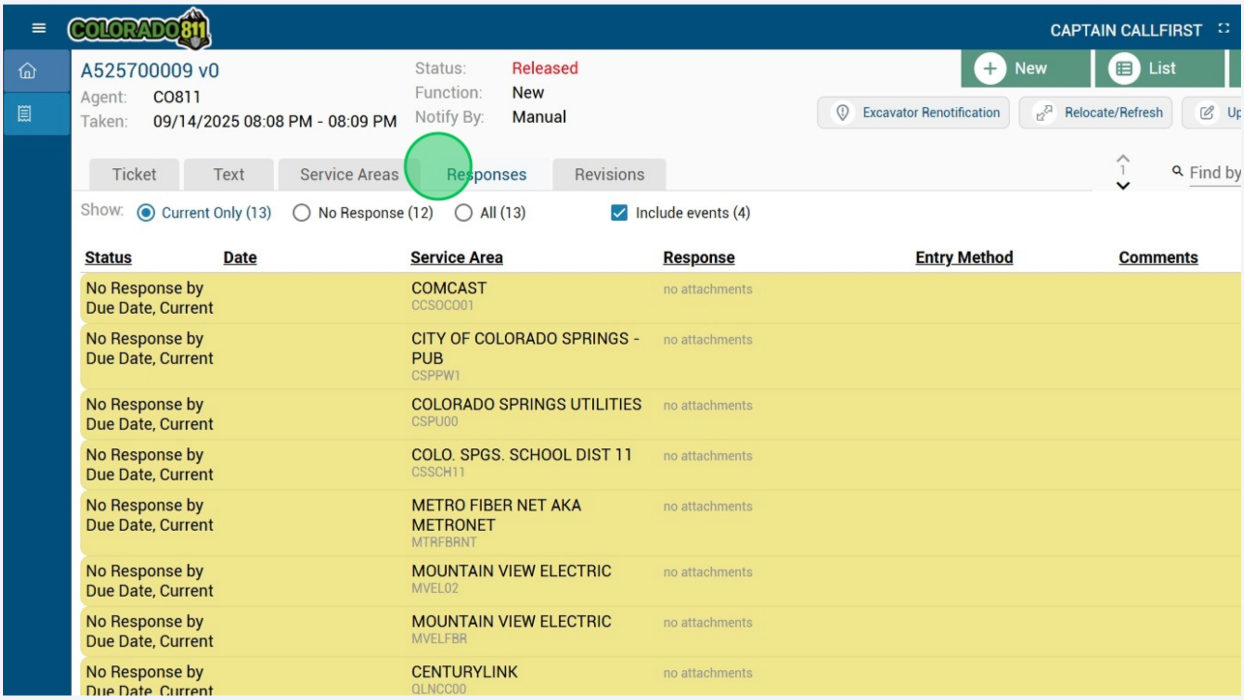
25 Click "**Text**." This is what the ticket information will look like when delivered to the Facility Owner/Operator Members.



26 Click "**Service Areas**." Here you are able to see the service areas notified along with contact information and a summary of positive response.



27 Click "**Responses**." In this tab, you see the status of the response for each Facility Owner/Operator Member notified.



28 Click "**Revisions**." This tab keeps you updated on the status of tickets in your account.