

Reviewing Tickets for Members



This guide provides a comprehensive walkthrough for effectively reviewing tickets. It streamlines the process of managing service area tickets, ensuring timely responses and efficient tracking of overdue items. By following the steps outlined, users can enhance their productivity and maintain better oversight of ticket statuses, ultimately improving service delivery. Viewing this guide will empower users to navigate the system with confidence and ease.

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REVIEWING TICKETS

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Tickets within Exactix may contain more detailed information than what is currently delivered to members, so it is always beneficial to review the full ticket within Exactix.

Select the ticket you want to review and open it by double-clicking anywhere on the ticket row, or by clicking on the 3-dot menu for the ticket row and selecting **"View Ticket"**.

The screenshot shows the Exactix interface for user DANIEL MCSAFE. The left sidebar contains navigation links: Home, Tickets, and a green sidebar. The main content area displays a list of tickets under the heading "My Service Areas Tickets". The filter "Show Tickets with Response Due within: 48 hours" is selected. A search bar shows "a526000009" with a "reset" button. The table lists tickets with columns: Ticket Type, Current Response, Response Due Date, Ticket Number, Street, Place, and Service Area. A ticket with ID A526000009 is highlighted. A 3-dot menu is open for this ticket, showing options: View Ticket, Add Response, View Responses, and Print Text. The "View Ticket" option is highlighted with an orange box.

Ticket Type	Current Response	Response Due Date	Ticket Number	Street	Place	Service Area
Normal		09/19/2025 11:59 PM	A526000009	COUNTY ROAD 51, COUNTY ROAD 80	EATON	CO811 CODE FOR TESTING - MR IT 1

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The **"Ticket"** tab within the full ticket displays all the information collected during ticket submission, as well as a map showing the dig site mapped for the ticket. The dig site mapping is what triggers the notification to underground facility owner/operator members. Suppose the ticket's dig site mapping touches the member's service area registration map that is active in the system. In that case, that member will receive the ticket.

The map has features like zoom in (+), zoom out (-), search (magnifying glass on the top left corner of the map), a measurement tool, a 'place a pin' tool, a position to current location feature (navigation arrow icon), a highlight streets feature (road icon), as well as some oil well and facility map layers, and an aerial imagery map option within the hamburger menu ("≡") on the top right of the map. The map also includes a legend in the bottom left corner of the map.

Ticket Details:

- Ticket:** AS26000009 v0
- Status:** Released
- Agent:** COB11
- Function:** New
- Taken:** 09/17/2025 11:32 AM - 11:53 AM
- Notify By:** Manual

Contact Information

- Contact type: EXCAVATOR
- Primary phone number: OFFICE: (303) 205-6364
- Caller or person creating this request: MAHLON KNIGHT
- Company & Office: Company: UTILITY NOTIFICATION CENTER OF COLORADO
- Office: GOLDEN
- Title: ONLINE SERVICES SPECIALIST
- Role: OPERATIONS
- Industry: UNKNOWN
- Company mailing address: 16361 TABLE MOUNTAIN PKWY, GOLDEN, CO, 80403
- Email: MKNIGHT@COB11.ORG
- Alt/Os-site contact:

Ticket Type & Dates

- Ticket Type: NORMAL
- Locate By: 09/19/2025 11:59 PM
- Estimated Work Start Date and Time: 09/20/2025 07:00 AM
- Estimated Work End Date: 09/22/2025 12:00 AM
- Duration: 3 days
- Ticket Expires On: 10/19/2025 11:59 PM
- Update Ticket By: 10/19/2025 11:59 PM

Work Information

- Work being done for: WELD COUNTY
- Type of Work: H2O MAIN NEW
- Type of Equipment:
- Explosives? NO
- Directional boring? NO
- Potholing Company:
- Company: ABC POTHOLING, NEW POT
- Contact: JAMES POTHOLER
- Email: POTHOLER@GMAIL.COM
- Phone: (720) 123-4567

Dig Site Information

- Dig Site Type: Intersection
- CO WELD
- COUNTY ROAD S1
- COUNTY ROAD 80
- Building, Unit, or Lot #:
- Locate instructions:
- AT A PT APX 1500FT E/ OF INT LOC 20FT RAD OF PREMARKED STAKE ON S/SD OF CR 80
- Access open now until the end of the Locate By Date:
- YES

Additional Work Information

- Is the excavation site pre-marked in white?
- NO

Map Information:

- Map
- Attachments (1)
- QA (Pending)
- Help
- Find by Ticket Number
- 25000-25999 County Road 80
- Buffered Dig Site Dimensions: 345 ft (0.07 mi) x 345 ft (0.07 mi)

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Right clicking on the map will open a few more map features like; "**Units**" which will let you change the increment of measurement for the map measurement tool, a "**zoom to Dig Site**", a "**Show City/Place**" feature, a "**Show Service Areas**" feature which will display your Service Area(s) registration area(s) on the map for reference, as well as another place to zoom in and zoom out.

"**Show Service Areas**" is a valuable tool for understanding why your Service Area was notified on a ticket due to the dig site mapping. It will show the dig site overlapping or touching your Service Areas registration map. If the Dig Site does not appear to be within your Service Area(s) registration map, then your Service Area(s) may have been manually added to the ticket at the excavator's request.

The screenshot displays a software interface with a left sidebar and a main map area. The sidebar contains tabs for "Responses", "Deliveries", and "Revisions". Below these tabs, there is a list of items, including "LIGHT CENTER OF COLORADO" and "PKWY, GOLDEN, CO, 80403". The main map area shows a map with a blue circular area representing a service area. A context menu is open over the map, listing several options: "Units", "Zoom to Dig Site", "Show City/Place", "Show Service Areas", "Zoom In", and "Zoom Out". The "Show Service Areas" option is highlighted with a red circle. At the bottom of the map, there is a status bar that reads "Buffered Dig Site Dimensions: 345 ft (0.07 mi) x 345 ft (0.07 mi)".

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Above the map on the **"Ticket"** tab, there is a **"Attachments"** tab, which displays a red number indicating the number of attachments uploaded to the ticket, if any. This tab will show any excavator attachments that were included with the ticket when it was submitted under the **"Ticket Attachments"** section and, if you are looking at a ticket that is past their locate by date, there may be some positive response attachments that were uploaded by the members notified on the ticket with their positive responses under the **"Response Attachments"** section. The ticket attachments can be opened or downloaded.

There is also a **"QA"** tab above the map that indicates whether the Quality Assurance Department has reviewed the quality of the ticket. This tab will say "Pending" if the ticket has not been quality checked yet, or it will display a score in red if it has been QA'd.

The **"Help"** tab is not currently in use for ticket reviewing.

A526000009 v0 Status: **Released** Agent: **CO811** Function: **New** Taken: **09/17/2025 11:32 AM - 11:53 AM** Notify By: **Manual**

Ticket Text Service Areas Responses Deliveries Revisions

Contact Information [Help](#)

Contact type: **EXCAVATOR**
 Primary phone number: **OFFICE: (303) 205-6364**
 Caller or person creating the request: **MAHLON KNIGHT**
 Company & Office: **Company: UTILITY NOTIFICATION CENTER OF COLORADO**
Office: GOLDEN
 Title: **ONLINE SERVICES SPECIALIST**
 Role: **OPERATIONS**
 Industry: **UNKNOWN**
 Company mailing address: **16361 TABLE MOUNTAIN PKWY, GOLDEN, CO, 80403**
 Email: **MKNIGHT@CO811.ORG**
 Alt/On-site contact:

Ticket Type & Dates [Help](#)

Ticket Type: **NORMAL**
 Locate By: **09/19/2025 11:59 PM**
 Estimated Work Start Date and Time: **09/20/2025 07:00 AM**
 Estimated Work End Date: **09/22/2025 12:00 AM** Duration: **3 days**
 Ticket Expires On: **10/19/2025 11:59 PM** Update Ticket By: **10/19/2025 11:59 PM**

Work Information [Help](#)

Work being done for: **WELD COUNTY**
 Type of Work: **H2O MAIN NEW**
 Type of Equipment:
 Explosives? **NO**
 Directional boring? **NO**
 Potholing Company:
 Company: **ABC POTHOLING, NEW POT**
 Contact: **JAMES POTHOLER** Phone: **(720) 123-4567**
 Email: **POTHOLE@GMAIL.COM**

Dig Site Information [Help](#)

Dig Site Type: **Intersection**

Map Attachments (1) QA (Pending) Help

Ticket Attachments:

File: **TicketMap-A526000009-0.jpeg** [open](#) [download](#)

Response Attachments:

No response attachments have been provided.

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The next tab in the whole ticket is the **"Text"** tab. This tab displays the ticket text and information that was sent to the member. The ticket text can be printed using the printer icon on the bottom right of the page.

The screenshot shows the 'Text' tab of a ticket in the Colorado 811 system. The ticket number is AS26000009 v0, and the status is 'Released'. The agent is COB11, and the ticket was taken on 09/17/2025 at 11:32 AM. The ticket text includes details about the location (Eaton, CO), the type of work (H2O MAIN NEW), and the company (UTILITY NOTIFICATION CENTER OF COLORADO). A printer icon is located in the bottom right corner of the page.

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The next tab is the **"Service Areas"** tab. This tab shows all of the member service areas that were notified on the ticket. If you click on the **"More"** next to each Service Area listed, the member's contact information will be displayed. Positive Responses can also be posted from this **"Service Areas"** tab by clicking the **"add new"** button under the **"Positive Response"** column.

The screenshot shows the 'Service Areas' tab of the same ticket. It displays a table with the following columns: Service Area, Utility Type(s), Contact, and Positive Response. The table lists several service areas, including CENTURYLINK, COB11 CODE FOR TESTING - MR IT 1, and COB11 CODE FOR TESTING - MR IT 2. An 'add new' button is visible in the Positive Response column for the first row.

Service Area	Utility Type(s)	Contact	Positive Response
CENTURYLINK QUINCCO	FIBER, TELCO	DANIEL MCSAFE (303) 135-7911	add new
COB11 CODE FOR TESTING - MR IT 1 TESTMRIT1 Primary Contact: DANIEL MCSAFE'S SIDEKICK (303) 123-4567	TESTING ONLY		
COB11 CODE FOR TESTING - MR IT 2 TESTMRIT2	TESTING ONLY		
COB11 CODE FOR TESTING - MR IT 3 TESTMRIT3	TESTING ONLY		
COB11 CODE FOR TESTING - MR IT 4 TESTMRIT4	TESTING ONLY		
N/ WELD COUNTY H2O H2O001	WATER		
NOBLE ENERGY INC C/O CHEVRON NOBL10	GAS PIPELINE		
POUDRE VALLEY REA PVEL01	ELECTRIC		
SPRINT C/O COGENT COMM. SPR001	FIBER		

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The next tab is the **"Responses"** tab. This tab allows you to post responses by clicking the **"Add New"** button under the **"Response"** column. It will also display positive responses that have been posted for your Service Area(s) on the ticket, as well as the ticket events.

The view on the **"Responses"** tab can be sorted using the **"Show"** filter check boxes. **"Current Only"** will show the most recent positive responses only, the **"No Response"** will show your Service Area(s) that have not had a positive reaction posted yet, and the **"All"** will show all responses -new, old, and none- for your Service Area(s). The **"Include Events"** checkbox will also include the ticket events in the view.

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The next tab is the **"Deliveries"** tab. This tab displays the ticket delivery details related to the ticket being delivered to your Service Area(s) and its destination.

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The final tab in the whole ticket is the "**Revisions**" tab. This tab displays all revisions the ticket may have undergone. Revisions are created when the ticket has been modified, updated, or has had a secondary ticket function processed, like an Excavator Renotification or a Relocate/Refresh.

The screenshot shows the Colorado 811 ticket management interface. The left sidebar has a green background with a 'Home' button and a 'Tickets' button. The main content area has a green header with the Colorado 811 logo. Below the header, the ticket details are displayed: Ticket ID A526000009 v0, Status Released, Agent CO811, Function New, Taken 09/17/2025 11:32 AM - 11:53 AM, and Notify By Manual. Below the details, there are tabs for Ticket, Text, Service Areas, Responses, Deliveries, and Revisions. The Revisions tab is selected and highlighted with an orange border. The Revisions tab displays a table with the following data:

Date	Ticket Number	Version	Agent	Description
09/17/2025 11:55 AM	N/A		Web User	Ticket has been sent to Coursettra to be QA'd with Priority 1, Activity Code AC0034
09/17/2025 11:53 AM	A526000009	0	CO811	New ticket saved with status Released and ticket type Normal by a Local User.