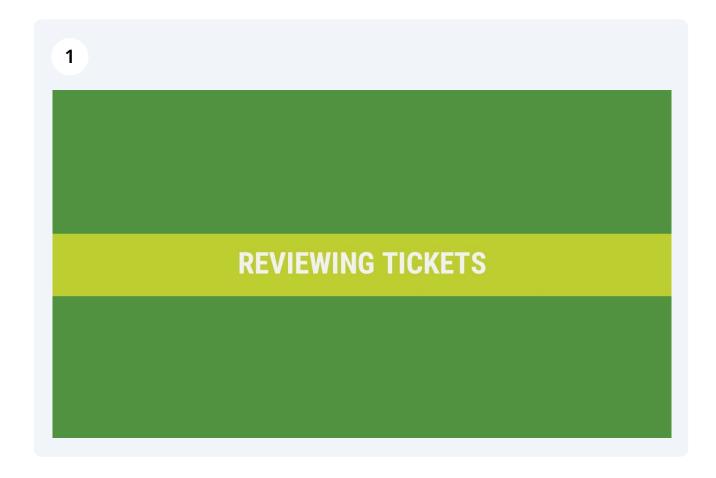
## **Reviewing Tickets for Members**

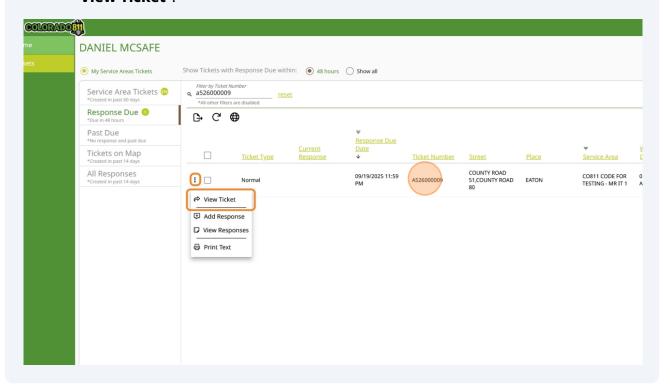


This guide provides a comprehensive walkthrough for effectively reviewing tickets. It streamlines the process of managing service area tickets, ensuring timely responses and efficient tracking of overdue items. By following the steps outlined, users can enhance their productivity and maintain better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



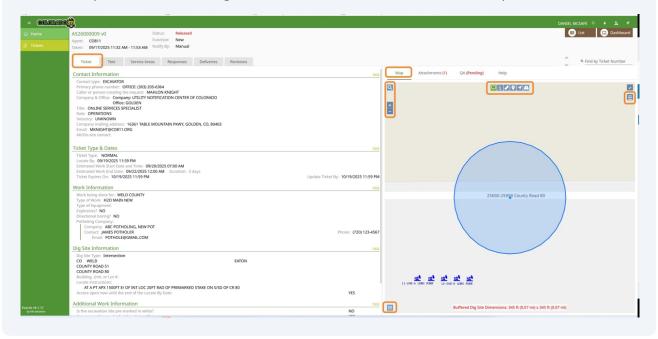
Tickets within Exactix may contain more detailed information than what is currently delivered to members, so it is always beneficial to review the full ticket within Exactix.

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**".



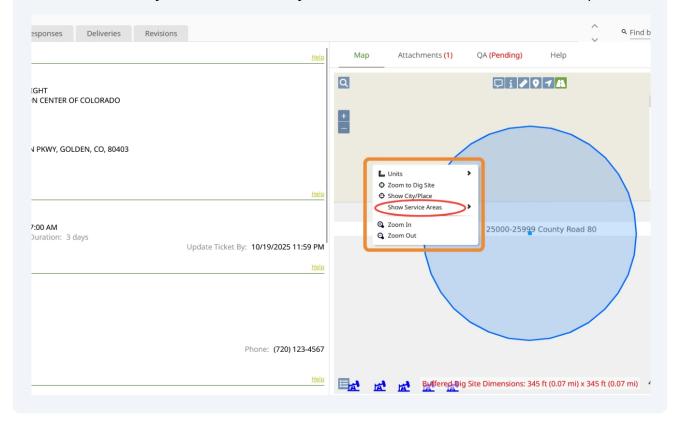
The "**Ticket**" tab within the full ticket displays all the information collected during ticket submission, as well as a map showing the dig site mapped for the ticket. The dig site mapping is what triggers the notification to underground facility owner/operator members. Suppose the ticket's dig site 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.



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.

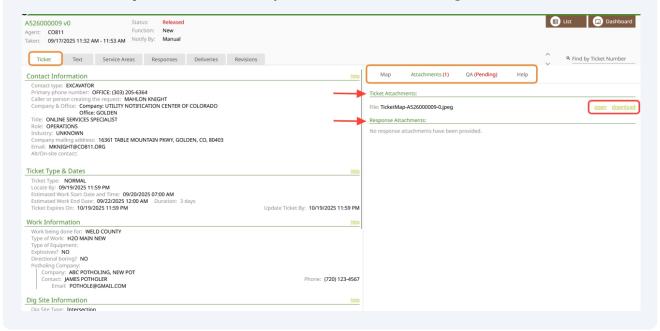
"**Show Service Areas**" is a valuable tool for understanding why your Service Area was notified on a ticket due to the dig site mapping. It will show the dig site overlapping or touching your Service Areas registration map. If the Dig Site does not appear to be within your Service Area(s) registration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



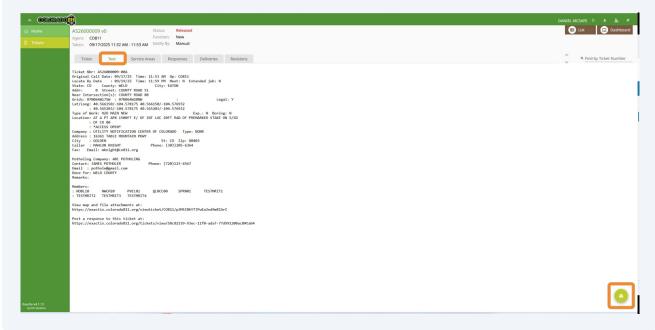
Above the map on the "**Ticket**" tab, there is a "**Attachments**" tab, which displays a red number indicating the number of attachments uploaded to the ticket, if any. This tab will show any excavator attachments that were included with the ticket when it was submitted under the "**Ticket Attachments**" 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.



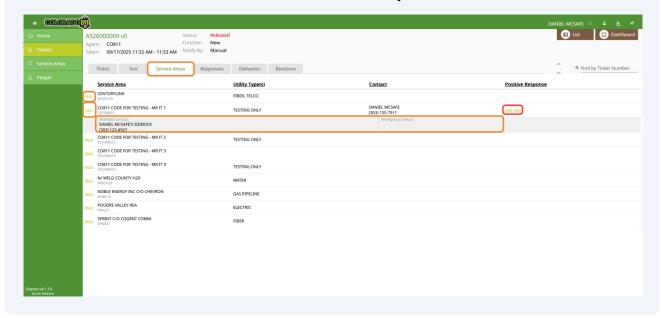
The next tab in the whole ticket is the "**Text**" tab. This tab displays the ticket text and information that was sent to the member. The ticket text can be printed using the printer icon on the bottom right of the page.



7 The next tab is the "**Service Areas**" tab. This tab shows all of the member service areas that were notified on the ticket.

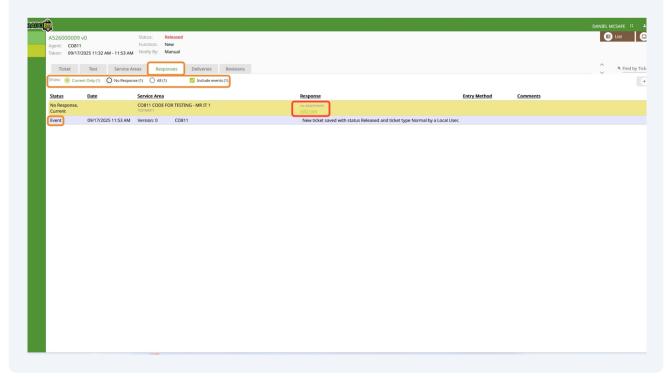
If you click on the "**More**" next to each Service Area listed, the member's contact information will be displayed.

Positive Responses can also be posted from this "**Service Areas**" tab by clicking the "**add new**" button under the "**Positive Response**" column.

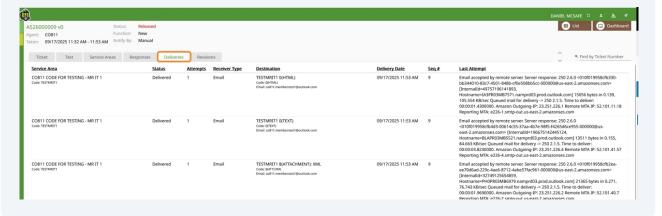


The next tab is the "**Responses**" tab. This tab allows you to post responses by clicking the "**Add New**" button under the "**Response**" column. It will also display positive responses that have been posted for your Service Area(s) on the ticket, as well as the ticket events.

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.



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.



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.

