

My Tickets OVERVIEW

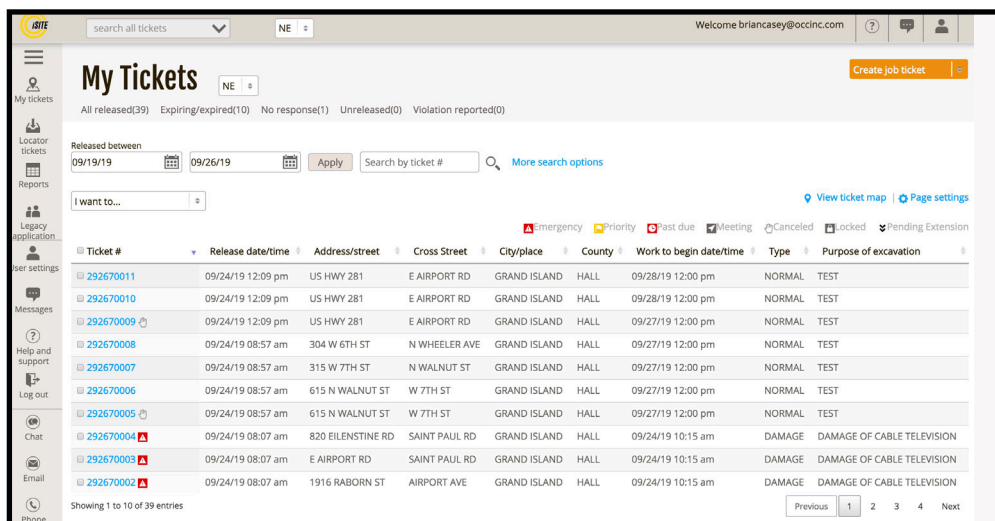


Records Hosted and Displayed Online for Easy Access

My Tickets provides a single repository for all tickets associated with your company's phone number. Tickets can be organized in a number of different ways, including date range, status, and ticket number.

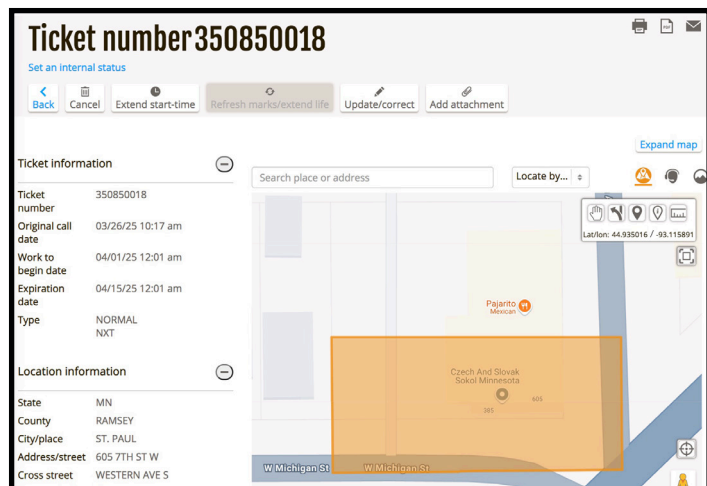
Allowing Excavators to Organize, Manage and Track Locate Requests

When you file a locate request ticket with Gopher State One Call, ITIC sends a ticket confirmation to the email that is registered with your GSOC account. MapLink appears on the email and will connect you with important information about locate requests with a single click.



Upload, Update, Post

For example maps or meet ticket documentation, upload file attachments to tickets, make excavator status updates, and post comments for colleagues or general record keeping.



Stay Informed and Up to Date

Easily check the marking status of your tickets, review ticket and mapping information for accuracy, and view multiple tickets in a geographic context.

Convenience and Flexibility

With My Tickets, excavators can manage tickets online and reprocess existing tickets (Remark, Update, Cancel, etc.). The Batch Process feature even allows for reprocessing multiple tickets simultaneously!

Real-Time Ticket Information Updates

Edits to tickets or active work areas, emergencies, or any other information will update to the server every few minutes - keeping everyone informed, on the same page, and up to speed.