

TICKET TALK

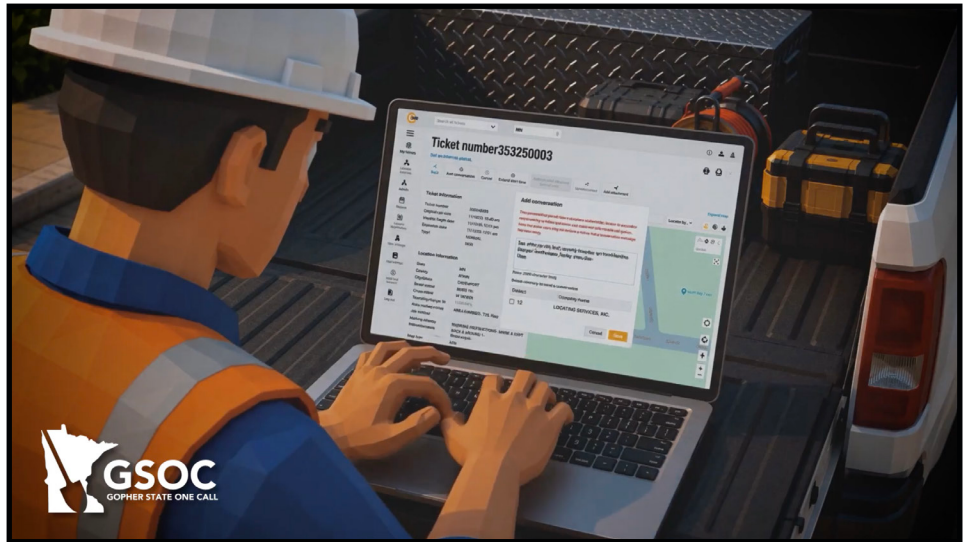


Ticket Talk can be accessed directly through [ITIC](#) or through the link provided in the locate ticket. To start a conversation:

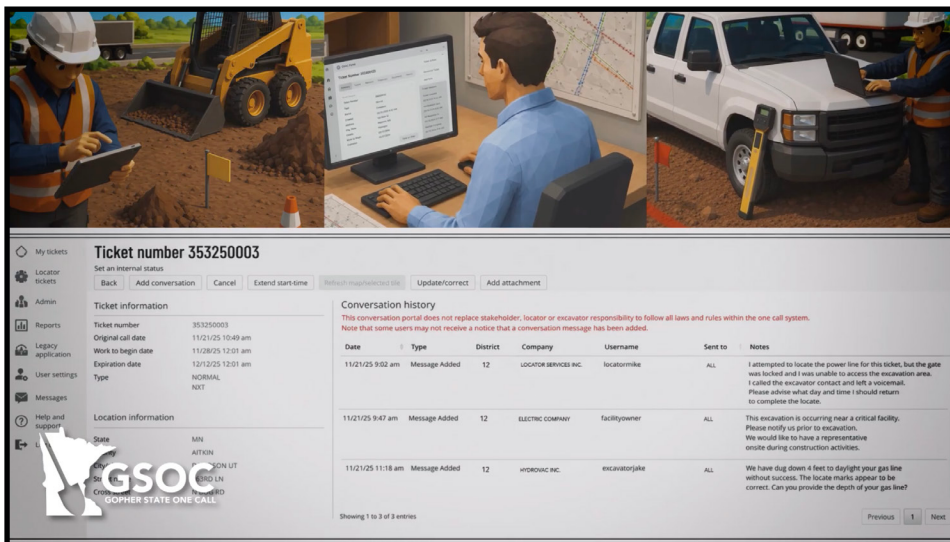
1. Go to My Tickets and select the ticket you want to discuss.
2. Click Add Conversation, then type your message (e.g., “Do you agree to reschedule ticket 253360570 for Monday 12/09/25?”).

Step-by-Step Guide

As a contractor, every delay costs money. When utility markings are unclear, schedules change, or questions arise in the field, valuable time is often spent making phone calls, sending emails, and waiting for responses. Ticket Talk was built to reduce that back-and-forth and help contractors get the information they need faster.



3. Choose the utility you want to contact, then click Save. Your message will appear in the Conversation History.
4. If your message isn't fully visible, just click Show More.
5. Users will receive an email notification when a message is received. A chat bubble will appear next to the ticket number in My Tickets or Locator Tickets. Click on the ticket to view the message, and if you would like to respond, click “Add Conversation”.



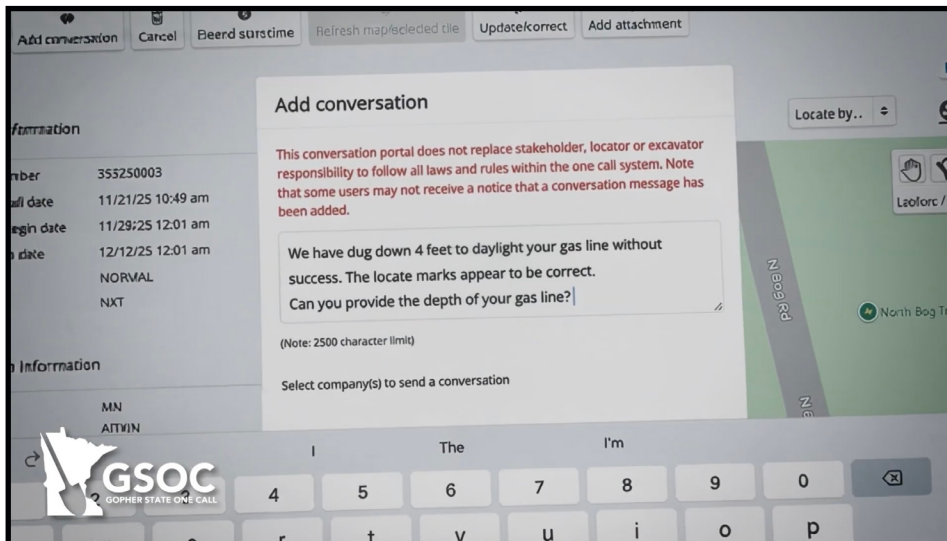
Important Note: Ticket Talk is meant to supplement communication but does not replace legal responsibilities. **Conversations in Ticket Talk do not create a locate request, nor do they amend or alter the original notice of planned excavations. Users MUST file a new ticket to make these modifications.** Given the public record of conversation, users are advised not to post sensitive information, such as access codes, personal phone numbers, or other private details.

Please share this information throughout your organization so that everyone can take advantage of the system and its full range of capabilities.

VIDEO: Get Connected with Ticket Talk



Scan to watch the video.



Need Assistance?

Visit the GSOC Ticket Talk webpage at gopherstateonecall.org/ticketing/ticket-talk for more information.



Contact GSOC at customersupport@gopherstateonecall.org for Ticket Talk training, assistance, or questions.

Why Contractors Should Use Ticket Talk

- Reduce Project Delays
- Create a Clear Record of Communication
- Keep Crews Productive
- Improve Coordination with Utilities and Locators
- Protect Your Business and Bottom Line