

View Service Area Tickets

After logging in, click on the Tickets option in the menu on the left-hand side of your screen.

My Service Areas Tickets

Service Area Tickets ●
*Created in past 60 days

Filter by Ticket Number reset
Min 6 characters required

Items per Page: 25

Current Response	Response Due Date	Street	Place	Service Area	Work Type	Work Start Date	Company Name	Ticket Number
9Z	03/16/2021 10:18 AM	MEDICAL VILLAGE DR	EDGEWOOD	KUPI TEST	PLACING CONDUIT FOR FIBER OPTIC	03/12/2021 10:18 AM	G AND W CONTRACTORS	2103120008
9Z	03/26/2021 10:17 AM	7850 TANNERS LN	FLORENCE	KUPI TEST		03/26/2021 10:30 AM	LOUISVILLE WATER COMPANY	2103120006
9Z	03/11/2021 12:33 PM	ASHFORD CT	LOUISVILLE	KUPI TEST	INSTALL FIBER OPTIC AND CONDUIT	03/11/2021 12:45 PM	TICOM ENTERPRISES	2103090025
9Z	03/16/2021 10:15 AM	6831 GREEN MEADOW CIRCLE	LOUISVILLE	KUPI TEST	INSTALL FRENCH DRAINS	03/16/2021 10:30 AM		2103120004
9Z	03/16/2021 10:14 AM	BRAVE RIFLES REGIMENT AVE	FORT KNOX	KUPI TEST	REPAIR SIDEWALK(S)	03/16/2021 10:30 AM	THE GINN GROUP	2103120003

There are Filters that will allow you to view tickets that fit the following criteria:

- Service Area Tickets - Tickets that have been created within the last 60 days. You can select how many items you want to display per page.
- Response Due - Tickets that require a Response within the next 48 hours.
- Tickets on Map - If you are located in the same state as the tickets then you can view the tickets on the map using your current location.
- All Responses - Recent tickets created in the last 14 days.

My Service Areas Tickets

Service Area Tickets ●
*Created in past 60 days

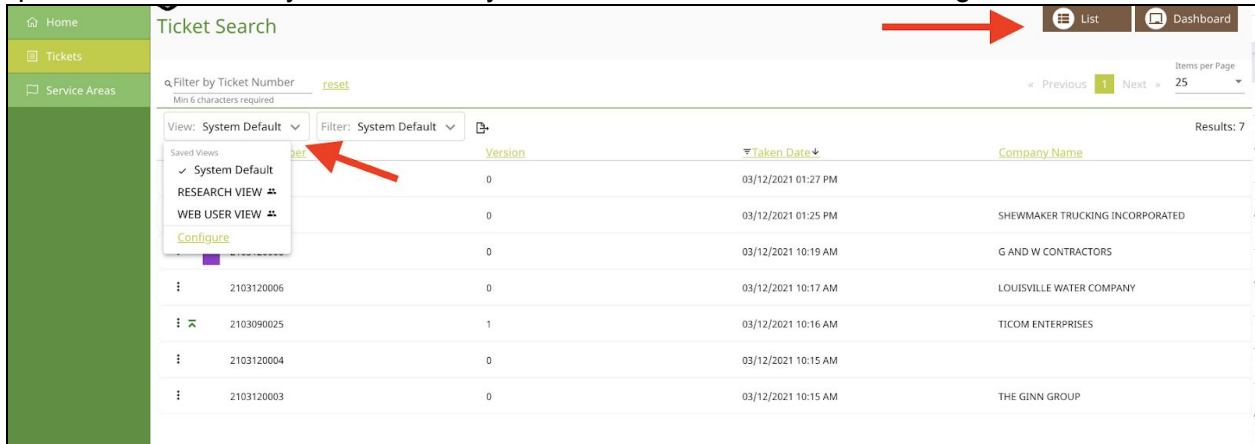
Filter by Ticket Number reset
Min 6 characters required

Items per Page: 25

Current Response	Response Due Date	Street	Place	Service Area	Work Type	Work Start Date	Company Name	Ticket Number
9Z	03/16/2021 10:43 AM	S HIGH SCHOOL RD	WAYNE	TEST1	DRIVING STEEL 3 FEET DEEP	03/16/2021 11:00 AM	NORTHPOINTE ENGINEERING AND SURVEYING, INC	2103120008
9Z	03/15/2021 12:09 PM	S HIGH SCHOOL RD	WAYNE	TEST1	RESURFACE ASPHALT AND CURB	03/11/2021 12:09 PM	RIETH RILEY CONSTRUCT...	2103110035
9Z	03/15/2021 12:08 PM	S HIGH SCHOOL RD	WAYNE	TEST1	DRIVING STEEL 3 FEET DEEP	03/11/2021 12:08 PM	NORTHPOINTE ENGINEERING AND SURVEYING, INC	2103110033
9Z	03/15/2021 10:53 AM	W MORRIS ST	WAYNE	TEST1	FIRE MAIN REPAIR	03/15/2021 11:15 AM	SECOND OPINION PLUMBING	2103110026
9Z	03/15/2021 10:52 AM	W MINNESOTA ST	WAYNE	TEST1	UNDERGROU... FIBER INSTALL	03/15/2021 11:00 AM	C S U INCORPORAT...	2103110025

Search Service Area Tickets

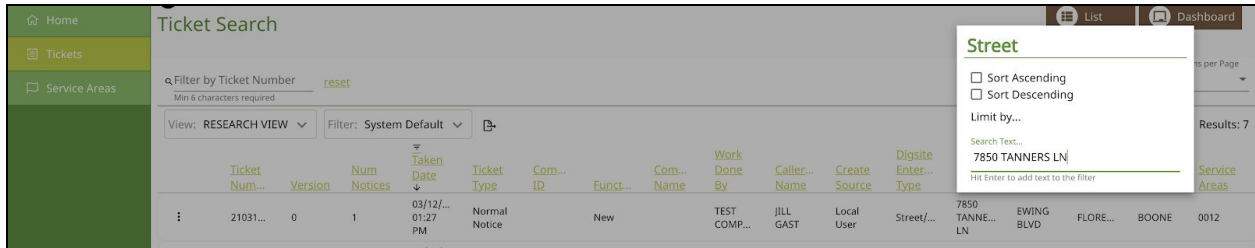
Click on List to view all tickets. Select Research View in the View drop-down. There are other options available and you can create your own View. Filters are also configurable.



The screenshot shows the 'Ticket Search' interface. At the top right, there are 'List' and 'Dashboard' buttons. A search bar is present with a 'Filter by Ticket Number' label and a 'reset' button. Below the search bar, there are 'View' and 'Filter' dropdown menus. The 'View' dropdown is open, showing options: 'System Default', 'RESEARCH VIEW', and 'WEB USER VIEW'. A red arrow points to the 'List' button, and another red arrow points to the 'RESEARCH VIEW' option in the dropdown. The main table displays a list of tickets with columns for Ticket Number, Version, Taken Date, and Company Name. The table shows 7 results.

Ticket Number	Version	Taken Date	Company Name
2103120006	0	03/12/2021 01:27 PM	
2103090025	1	03/12/2021 10:16 AM	TICOM ENTERPRISES
2103120004	0	03/12/2021 10:15 AM	
2103120003	0	03/12/2021 10:15 AM	THE GINN GROUP

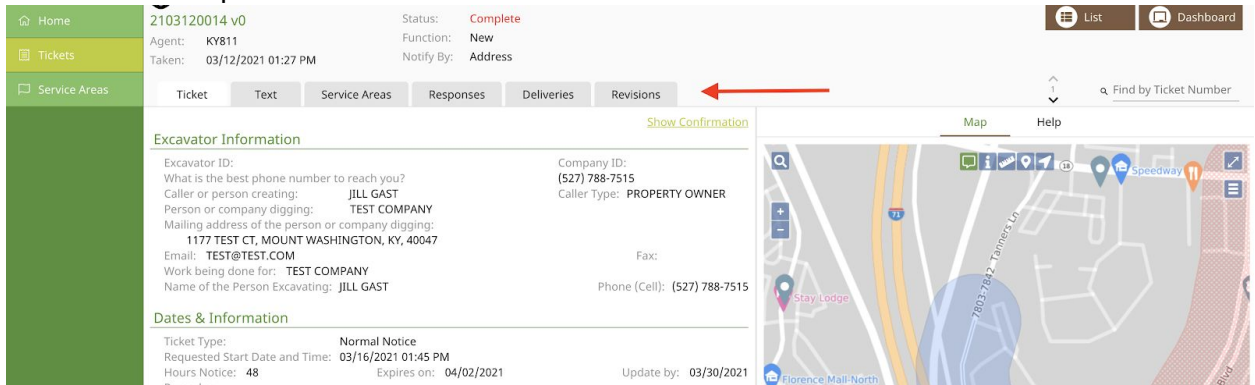
You are able to click on each column name and enter search parameters. You can enter search information into one or all columns.



The screenshot shows the 'Ticket Search' interface with a search filter applied to the 'Street' column. The 'View' dropdown is set to 'RESEARCH VIEW'. A search filter is visible over the 'Street' column, showing '7850 TANNERS LN'. The table displays a single ticket result with detailed information for each column.

Ticket Num...	Version	Num Notices	Taken Date	Ticket Type	Com... ID	Funct...	Com... Name	Work Done By	Caller... Name	Create Source	Digsite Enter...	Street/...	Service Areas
21031...	0	1	03/12/... 01:27 PM	Normal Notice		New	TEST COMP...	JILL GAST	Local User	Street/...	7850 TANNE... LN	EWING BLVD	FLORE... BOONE 0012

Once you find the ticket, click inside that line and the ticket information will appear. Please note the tabs at the top of the ticket information.



The screenshot shows the 'Ticket Information' page for ticket 2103120014 v0. The status is 'Complete'. The agent is KY811, and the ticket was taken on 03/12/2021 01:27 PM. The function is 'New Address'. The ticket information is displayed in a tabbed interface with tabs for 'Ticket', 'Text', 'Service Areas', 'Responses', 'Deliveries', and 'Revisions'. A red arrow points to the 'Revisions' tab. The 'Excavator Information' tab is active, showing details about the excavator, including the caller's name (JILL GAST), company (TEST COMPANY), and address (1177 TEST CT, MOUNT WASHINGTON, KY, 40047). The 'Dates & Information' tab shows the ticket type as 'Normal Notice', requested start date and time as 03/16/2021 01:45 PM, and hours notice as 48. A map is visible on the right side of the page, showing the location of the ticket.

Excavator Information

Excavator ID: [Redacted]
What is the best phone number to reach you?
Caller or person creating: JILL GAST
Person or company digging: TEST COMPANY
Mailing address of the person or company digging:
1177 TEST CT, MOUNT WASHINGTON, KY, 40047
Email: TEST@TEST.COM
Work being done for: TEST COMPANY
Name of the Person Excavating: JILL GAST

Company ID: (527) 788-7515
Caller Type: PROPERTY OWNER

Fax: [Redacted]
Phone (Cell): (527) 788-7515

Dates & Information

Ticket Type: Normal Notice
Requested Start Date and Time: 03/16/2021 01:45 PM
Hours Notice: 48 Expires on: 04/02/2021
Update by: 03/30/2021