

Ticket Detail: 230162



SAMPLE CALL CENTER TICKET
TRANSMIT DATE: 11/05/2007 09:23:31
TRANSMISSION: 25548856
TICKET NUMBER: 230162
TYPE: NORMAL
CALL DATE: 11/05/2007 09:20
WORK: REPAIRING LEAK ON MAIN
WORK DATE: 11/07/2007 09:20
STREET: COVINGTON COVE
ADDRESS: 711
STATE: CA
COUNTY: Orange
CITY: Trabuco Canyon
CALLER: Elizabeth Rodriguez
CALLER PHONE: (813) 288-6162
CALLER FAX: (810) 279-6294
CALLER EMAIL: Maria22@example.com
EXCAVATOR: Ryther Foundations Inc
EXCAVATOR ADDRESS: 1052 COVINGTON COVE
EXCAVATOR CITY: Santa Venetia
MEMBER: CB02
MEMBER: CW34
MEMBER: XR32

Ticket Detail: 230162



Locates on this ticket:

<u>Utility</u>	<u>Term ID</u>	<u>Status</u>	<u>Detail</u>	<u>Assigned To</u>	<u>Locate Open?</u>
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Ticket Activity History:

<u>Date/Time</u>	<u>Type</u>	<u>User</u>	<u>Utility</u>	<u>Feet</u>	<u>Minute</u>	<u>Addr.</u>	<u>Description</u>
11/8 06:11 AM CST	Parsed	-	-	0	0	0	Transmission #: 25548856 Feed: CEN3
11/8 06:11 AM CST	Info	System	-	0	0	0	Emergency = false
11/8 06:11 AM CST	Info	System	-	0	0	0	Meet = false
11/8 06:11 AM CST	Info	System	-	0	0	0	Area = Bettys Area
11/8 06:11 AM CST	Assigned	System	AMCABL CB02	0	0	0	Assigned from (-) to Betty
11/8 06:11 AM CST	Assigned	System	CWATR CW34	0	0	0	Assigned from (-) to Screener
11/8 11:51 AM CST	Visit / Work	Paul d'Manager	-	0	0	0	Start: 11/8/07 11:51 AM CST End: 11/8/07 11:51 AM CST
11/8 11:51 AM CST	Status	Paul d'Manager	AMCABL CB02	0	0	0	Marked - Flagged and Painted (Closed)
11/8 11:51 AM CST	High Profile	Paul d'Manager	AMCABL CB02	0	0	0	Fiber
11/8 11:51 AM CST	Status	Paul d'Manager	CWATR CW34	0	0	0	Marked - Flagged Only (Closed)
11/8 11:54 AM CST	Assigned	Paul d'Manager	AMCABL CB02	0	0	0	Assigned from Betty to Paul d'Manager

Ticket Detail: 230115



SAMPLE CALL CENTER TICKET
TRANSMIT DATE: 11/08/2007 10:53:46
TRANSMISSION: 25548800
TICKET NUMBER: 230115
TYPE: NORMAL
CALL DATE: 11/08/2007 10:51
WORK: INST POOL
WORK DATE: 11/10/2007 10:51
STREET: Old Town Mill
ADDRESS: 3414
STATE: CA
COUNTY: Orange
CITY: Anaheim
CALLER: Megan King
CALLER PHONE: (936) 625-10042
CALLER FAX: (827) 609-2097
CALLER EMAIL: Brianna149@example.com
EXCAVATOR: Jim Needy Construction
EXCAVATOR ADDRESS: 2313 Old Town Mill
EXCAVATOR CITY: Klamath Air Force Station
MEMBER: CB02
MEMBER: CW34
MEMBER: WR22

Ticket Detail: 230115



Locates on this ticket:

<u>Utility</u>	<u>Term ID</u>	<u>Status</u>	<u>Detail</u>	<u>Assigned To</u>	<u>Locate Open?</u>
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Ticket Activity History:

<u>Date/Time</u>	<u>Type</u>	<u>User</u>	<u>Utility</u>	<u>Feet</u>	<u>Minute</u>	<u>Addr.</u>	<u>Description</u>
11/8 06:11 AM CST	Parsed	-	-	0	0	0	Transmission #: 25548798 Feed: CEN3
11/8 06:11 AM CST	Info	System	-	0	0	0	Emergency = false
11/8 06:11 AM CST	Info	System	-	0	0	0	Meet = false
11/8 06:11 AM CST	Info	System	-	0	0	0	Area = Bettys Area
11/8 06:11 AM CST	Assigned	System	CWATR CW34	0	0	0	Assigned from (-) to Screener
11/8 06:11 AM CST	Assigned	System	CWATR CW39	0	0	0	Assigned from (-) to Screener
11/8 06:11 AM CST	Visit / Work	System	-	0	0	0	Start: 11/8/07 6:11 AM CST End: 11/8/07 6:11 AM CST
11/8 06:11 AM CST	Status	System	CWATR CW39	0	0	0	Not Mark - Duplicate Locate (Closed)
11/8 06:11 AM CST	Parsed	-	-	0	0	0	Transmission #: 25548799 Feed: CEN3
11/8 06:11 AM CST	Assigned	System	AMCABL CB02	0	0	0	Assigned from (-) to Betty
11/8 06:11 AM CST	Parsed	-	-	0	0	0	Transmission #: 25548800 Feed: CEN3
11/8 11:52 AM CST	Note	Paul d'Manager	-	0	0	0	Could not find address, received no answer at contact phone number.
11/8 11:52 AM CST	Visit / Work	Paul d'Manager	-	0	0	0	Start: 11/8/07 11:52 AM CST End: 11/8/07 11:52 AM CST
11/8 11:52 AM CST	Status	Paul d'Manager	AMCABL CB02	0	0	0	Not mark - Count Not Find Address (Closed)
11/8 11:52 AM CST	Status	Paul d'Manager	CWATR CW34	0	0	0	Not mark - Count Not Find Address (Closed)
11/8 11:52 AM CST	Status	Paul d'Manager	CWATR CW39	0	0	0	Not mark - Count Not Find Address (Closed)
11/8 11:54 AM CST	Assigned	Paul d'Manager	AMCABL CB02	0	0	0	Assigned from Betty to Paul d'Manager

Ticket Detail: 230147



SAMPLE CALL CENTER TICKET
TRANSMIT DATE: 11/07/2007 10:33:00
TRANSMISSION: 25548839
TICKET NUMBER: 230147
TYPE: DESIGN
CALL DATE: 11/07/2007 10:31
WORK: LAYING CONCRETE PATIO
WORK DATE: 11/09/2007 10:31
STREET: West DuPont Road
ADDRESS: 4367
STATE: CA
COUNTY: Orange
CITY: Aliso Viejo
CALLER: Kathryn Jackson
CALLER PHONE: (356) 786-3641
CALLER FAX: (879) 1047-5965
CALLER EMAIL: Ian145@example.com
EXCAVATOR: Korte Foundations Inc
EXCAVATOR ADDRESS: 4196 West DuPont Road
EXCAVATOR CITY: Klamath
MEMBER: CW34
MEMBER: CW39
MEMBER: WR22
MEMBER: JI01

Ticket Detail: 230147



Locates on this ticket:

<u>Utility</u>	<u>Term ID</u>	<u>Status</u>	<u>Detail</u>	<u>Assigned To</u>	<u>Locate Open?</u>
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Ticket Activity History:

<u>Date/Time</u>	<u>Type</u>	<u>User</u>	<u>Utility</u>	<u>Feet</u>	<u>Minute</u>	<u>Addr.</u>	<u>Description</u>
11/8 06:11 AM CST	Parsed	-	-	0	0	0	Transmission #: 25548838 Feed: CEN3
11/8 06:11 AM CST	Info	System	-	0	0	0	Emergency = false
11/8 06:11 AM CST	Info	System	-	0	0	0	Meet = false
11/8 06:11 AM CST	Info	System	-	0	0	0	Area = Bettys Area
11/8 06:11 AM CST	Assigned	System	AMCABL CB02	0	0	0	Assigned from (-) to Betty
11/8 06:11 AM CST	Assigned	System	CWATR CW34	0	0	0	Assigned from (-) to Screener
11/8 06:11 AM CST	Assigned	System	CWATR CW39	0	0	0	Assigned from (-) to Screener
11/8 06:11 AM CST	Visit / Work	System	-	0	0	0	Start: 11/8/07 6:11 AM CST End: 11/8/07 6:11 AM CST
11/8 06:11 AM CST	Status	System	CWATR CW39	0	0	0	Not Mark - Duplicate Locate (Closed)
11/8 06:11 AM CST	Parsed	-	-	0	0	0	Transmission #: 25548839 Feed: CEN3
11/8 11:53 AM CST	Visit / Work	Paul d'Manager	-	0	0	0	Start: 11/8/07 11:53 AM CST End: 11/8/07 11:53 AM CST
11/8 11:53 AM CST	Status	Paul d'Manager	AMCABL CB02	0	0	0	Marked - Flagged and Painted (Closed)
11/8 11:53 AM CST	Status	Paul d'Manager	CWATR CW34	0	0	0	Not mark - No Facility Anywhere Nearby (Closed)
11/8 11:53 AM CST	Status	Paul d'Manager	CWATR CW39	0	0	0	Marked - Flagged Only (Closed)
11/8 11:54 AM CST	Assigned	Paul d'Manager	AMCABL CB02	0	0	0	Assigned from Betty to Paul d'Manager