

Field Force Automation Made Easy.

Built for Utilities. Delivered with Competence.

How SOSMobile Helps with . . . 811 Dig Safe Notifications

The Problem

Are Dig Safe email notifications piling up in your inbox? Ensuring pending line locates are assigned and completed within the specified time parameters can quickly become overwhelming for any Utility.

SOSMobile can help by automatically turning those 811 emails into electronic orders, making them available for the dispatch and closing process.



Whether you have a dedicated locator crew, or your field workers multi-task, SOS Mobile can affordably automate your line locate process while conforming to your business rules. Even if you currently contract with a locating service, you might find it makes sense for your bottom line to bring it in-house with SOS Mobile.

How It Works

Creating the Orders



Behind the scenes in SOSMobile, our *Email Monitor* can be set to capture your 811 email notifications, parse the information, and automatically turn them into electronic orders.

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🚹 Calendar 💡 U	Jnscheduled Orders	Reso	cheduled	d Orders 🔶 Non-CIS Work
\$0-000003689	LOCATE-UPD	GB	GBEND	14461112 (Ref Ticket: 14435304) - INSTALLATION OF WATER VALVE, W COMMERCIAL at: S MILES, LYONS, ES (Sec:
50-000003690	LOCATE-UPD	GB	GBEND	14461113 (Ref Ticket: 14435305) - INSTALLING WATER SERVICE LINE, W WASHINGTON at: S DOUGLAS, LYONS, KS (
50-0000003691	LOCATE-UPD	GB	GEEND	14461114 (Ref Ticket: 14435307) - INSTALLING & SHUT-OFF VALVE, 211 W 2ND ST at: WEST AVE N, LYONS, ES (5
\$0-000003692	LOCATE-UPD	GB	GBEND	14461116 (Ref Ticket: 14435308) - INSTALLING & SHUT-OFF VALVE, 214 W COMMERCIAL at: WEST AVE S, LYONS, H
50-000003693	LOCATE-UPD	GB	GEEND	14461117 (Ref Ticket: 14435311) - INSTALLING & SHUT-OFF VALVE, W WASHINGTON at: S GARFIELD, LYONS, ES (5
50-000003694	LOCATE-UPD	GB	GBEND	14461119 (Ref Ticket: 14435338) - REPLACE WATER MAIN AND SERVICE, 122 N PIONEER at: W MAIN ST, LYONS, 83
50-000003695	LOCATE-UPD	GB	GBEND	14461121 (Ref Ticket: 14435340) - EREPLACE A WATER MAIN AND SERVICE, WEST AVE N at: W 2ND ST, LYONS, KS
\$0-000003696	LOCATE-UPD	GB	GBEND	14461130 (Ref Ticket: 14441131) - INSTALLING WATER VALVE, 112 W 200 ST at: WEST AVE N, LYONS, KS (Sec: 3
50-000003697	LOCATE-COR	GB	GEEND	14461124 - REPAIRING & LEAKING WATER VALVE, WEST AVE H at: W 2ND ST, LYONS, KS (Sec: 33-SE, Twp: 195, Fr
50-000003698	LOCATE-UPD	GB	GBEND	14461132 (Ref Ticket: 14441019) - INSTALLING A WATER SERVICE LINE, WEST AVE N at: W 1ST ST, LYONS, ES (5
50-000003699	LOCATE-EMR	GB	GBEND	14461237 - EMERGENCY REPLACE SANITARY SEWER SERVICE, 311 S 1ST ST at: WISCONSIN, BUSHTON, KS (Sec: 2-SE,
50-000003702	LOCATE-EMR	GB	GEEND	14461406 - ENERGENCY REPAIRING SAMITARY SEMER SERVICE LIME, 311 S 15T ST at: UNBNOWN, BUSHTON, KS (Sec:
50-000003799	LOCATE-EMR	GB	GBEND	14061238 - ENERGENCY REPAIR GAS SERVICE, 305 N WILL ST at: W KNNSAS ST, TURON, KS (Twp: 265 RNG: 10W S
4				
Find :				
info	S/O Number	SO-000	000265	
Schedule				
S Comments	Territory	GB		Status Order Class
Resolution	Description	1446113	24 - REP.	PAIRING A LEAKING WATER VALVE



Once the orders are created, they can be viewed in the SOSDispatch application.

If a utility is using SOSMobile for orders generated from other sources—like their Customer Information System—the Calendar screen can be set to show all orders, or filtered to see only those pertinent to the user.

InsightAtlast.com

DOTN1	d OBEND	d 08T1	d 0812	G 813	d GET4
LOCATE EMPI	SO 0000000799 LOCATE EWR)	656160 (LITE)	LOCATE ENRI	SO-0000003585 [LOCATE-NEW]	657525 [PRBE]
643742 (GASNP]	BO-0000000842 BLOCATE-EMRI	SO-0000003583 JLOCATE-NEW	651487 [READ]	SO-0000003625 [LOCATE-NEW]	657624 [PRBE]
652789 (OASNP]	SO-0000003855 LOCATE-EMR	SO-0000003587 JLOCATE-NEWI	655578 [MTFRD] 🔁	SO-6000003629 [LOCATE-NEW]	SO-0000003624
656772 [GASNP]	50-000003953 B-OCATE EMR]	50-9300003654	656062 [LITE]		
656788 [OASNP]	BO-000004723 BLOCATE-EMRI	LOCATE-EMP(2 SO-0000003592	656378 [PRBE]		
656868 [OASNP]	SO-000003620 [LOCATE-NEW]	LOCATE-NEW R	656624 [MTFRD]		
656934 [GASNP]	SO-0000003627 [LOCATE NEW]		656625 [MTSRD]		
656966 [OASNP]	SO-000003630		657232 [LITE]		
656992 [GASNP]	SO-000003640 [LOCATE-UPD]	50-0000003407	657364 [MTFRD]	k Meyer (12:00 PMD	
447447	20.0000000000000	LOCATE-EMRI	CUT2-Ma	scateger (12:00 PM)	

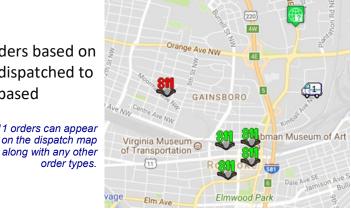
Color coded Calendar shows orders generated from any source



Field Force Automation for Utilities

Assigning the Orders

SOSMobile can be set to auto-assign the electronic orders based on a utility's pre-defined rules. Or, they can be manually dispatched to the entity performing the work via a list view or map-based method. 811 orders can appear



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Completing the Orders with **SOS**Remote

Once assigned, locates appear on the field worker's device running SOSRemote, along with any other order types they may have. Our easy-to-use

order types.

Closing Wizards guide them through entering all the information required for the locate ticket.

And, as with any type of order, the user can take pictures and attach them to the locate ticket. They can even annotate the image with SOSMobile's built in sketchpad.





Esri map as seen on SOSRemote device. The area to be marked can be highlighted based on geo coordinates in the 811 notification.

Users can also view the location of the locate ticket on their utility's GIS map within the SOSRemote application, allowing them to easily determine where the lines are located.

If required, a Positive Response notification can be sent to the Dig Safe provider and/or contractor when an order is closed.

Remember, all of the data associated with the locate ticket is logged and available for reporting or future auditing purposes.

Please contact us for more information and to see whether it makes sense for your utility to automate your line locate process with SOSMobile.