

Field Force Automation Made Easy.

## 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, SOSMobile 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 SOSMobile.

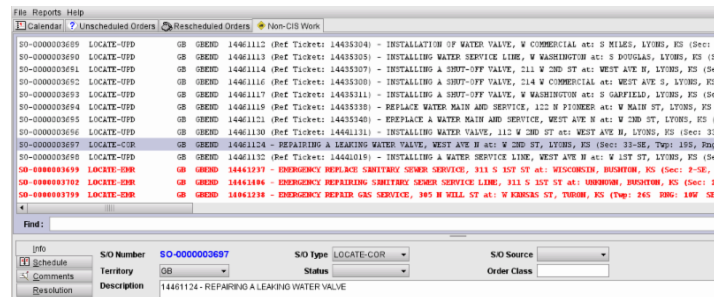


### How It Works

#### 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.



Line Locate Orders appear in SOSDispatch

DOTN1	OBEND	OBT1	OBT2	OBT3	OBT4
SO-000003417 [LOCATE-EMR]	SO-000003799 [LOCATE-EMR]	658160 [LITE]	SO-000003444 [LOCATE-EMR]	SO-000003588 [LOCATE-NEW]	657825 [PRBE]
643742 [OASNP]	SO-000003642 [LOCATE-EMR]	SO-000003583 [LOCATE-NEW]	651487 [READ]	SO-000003625 [LOCATE-NEW]	657824 [PRBE]
653789 [OASNP]	SO-000003845 [LOCATE-EMR]	SO-000003587 [LOCATE-NEW]	655578 [MTRD]	SO-000003629 [LOCATE-NEW]	SO-000003624 [LOCATE-NEW]
656772 [OASNP]	SO-000003903 [LOCATE-EMR]	SO-000003584 [LOCATE-EMR]	656262 [LITE]		
656788 [OASNP]	SO-0000034723 [LOCATE-EMR]	SO-000003582 [LOCATE-NEW]	658378 [PRBE]		
656868 [OASNP]	SO-000003620 [LOCATE-NEW]		656824 [MTRD]		
656934 [OASNP]	SO-000003627 [LOCATE-NEW]		656825 [MTRD]		
656968 [OASNP]	SO-000003630 [LOCATE-NEW]		657232 [LITE]		
656982 [OASNP]	SO-000003640 [LOCATE-UPD]	SO-000003587 [LOCATE-EMR]	657384 [MTRD]		

Color coded Calendar shows orders generated from any source

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

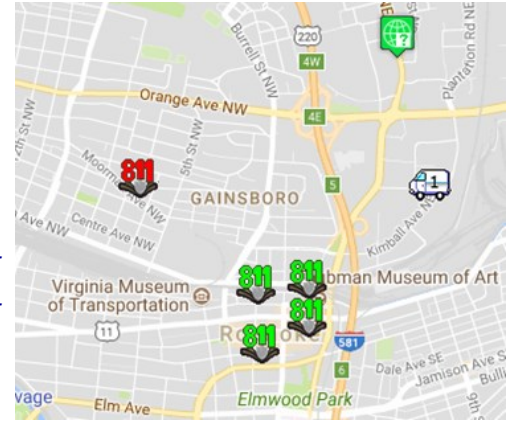
If a utility is using SOSMobile for orders generated from other sources—like their Customer Information System—the Calendar screen can be set to show all orders, or filtered to show only those pertinent to the user.



## 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 on the dispatch map along with any other order types.*



## Completing the Orders with SOSRemote

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 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.