



Remote Ticket Entry

Ticket Search.exe Tutorial

Locate requests submitted by your company less than 4 years old from the created date are available to you, FREE of charge.



Click on **Ticket Search** icon.

TicketSearch.exe Logon

Account:

Password:

Enter your Remote Ticket Entry log in credentials in the Account and Password fields. To show the search criteria window, click OK.

Ticket Search -- Center: NCOCC Server: NCOCCA User: wlb Chan: 300 [v3.0.0.114]

Select Data Source

Select the data source for ticket searches.

NCOCC NexGen Server: NCOCCA

NCOCC Long-Term Server

Account: Password:

Archive Database File

Click the **Data Source** button in the ticket listing window to show the Select Data Source window. Choose the "NCOCC Long-Term Server" and click OK.

Within the Search Criteria tab, enter the criteria to be searched. If need to change the **Database** from the current year, click the drop down feature and select the year to be searched. Once the database is chosen, the system will automatically populate the **Completed** fields with the first and last day of the selected year, then click the **Search** button. Matching results will be displayed in the Ticket Listing Window. The output columns within the ticket listing window can be changed by clicking the **Output Columns** tab. Place a checkmark by the output column name, and it will be displayed in the ticket listing window.

To preview all ticket information for the desired locate request, click the ticket in the listing window, then click the **Details** button. Additional information regarding the ticket will be displayed. Positive Response information can be found when opening the details of the individual ticket.

To print tickets from the **listing window**, click the **Print** button. Specify if you want to print the **listing** or the **ticket details**. All tickets will print unless "print selected ticket only" is checked. To print multiple tickets at one time, hold the CTRL button, click on each ticket needing to be printed and click print. Be sure 'PRINT SELECTED TICKETS' is checked.

To copy tickets from the listing window to a text file or Excel file, click the Copy button. Specify the format, if Column Headers are needed, as well as specify only the selected tickets then click Copy. Open desired program, e.g. Microsoft Excel paste Ticket Search information within.

TICKET SEARCH [Long-Term Server]

Enter the Ticket Search criteria. Click the Reset button to reset the search to default values. Optionally, select the output columns to display.

Search Criteria | Output Columns

Completed: Thu, Jan 1, 2015 12:00 AM To Thu, Dec 31, 2015 11:59 PM

Work Date: Thu, Jan 1, 2015 12:00 AM To Thu, Dec 31, 2015 11:59 PM

Ticket Type: Priority: Category:

Channel: Operator:

Member(s): U/O/B: <Any>

Response: Link Response to Member

Grids:

County: Company:

Place: Company Phone:

Subdivision: Company Address:

Address: Caller:

Street: Caller Phone:

Cross 1: Caller Type:

Cross 2: Work Type:

Done For: Remarks:

Location: Header:

Contact: Comments:

Database:

Results: Limit 500

TICKET SEARCH [Long-Term Server]

Enter the Ticket Search criteria. Click the Reset button to reset the search to default values. Optionally, select the output columns to display.

Search Criteria | Output Columns

Select the output columns to display. Ticket Number and Revision are always displayed first.

Ticket Type Caller Phone Duration

Ticket Priority Contact

Ticket Category Contact Phone

Header Contact Phone Ext

Taken Source E-Mail

Taken Version State

Started Date County

Completed Date Place

Work Date Subdivision

Good Thru Date Street Address (From)

Update By Date Street Address (To)

Operator Street

Channel Cross Street 1

Done For Cross Street 2

Company User Latitude

Company Phone User Longitude

Company Address1 Best Ft Latitude

Company Address2 Best Ft Longitude

Caller U/O/B Underground/Overhead/Both

Caller Type Work Type

Ticket Search - Tickets Listing Window

Ticket Search -- Center: NCOCC Server: NCOCCA User: wlb Chan: 300 [v3.0.0.107]

Ticket	Rev	Type	Category	Header	Completed	Oper	Chan	Done For	Company	Company Phone	Caller	Caller Phone	County	Place	Street
A131402879	01A	FXMT	LR		2013-05-20 17:04	WLB	300	NC811	NC811	3368555760	WENDY FISHER	3368555760	GUILFORD	GREENSBORO	W MEADOWVIEW RD
A131402879	00A	NEW	LR		2013-05-20 14:48	WLB	300	NC811	NC811	3368555760	WENDY FISHER	3368555760	GUILFORD	GREENSBORO	W MEADOWVIEW RD