

THE **MISSDIG811** MEMBER OUTREACH

JUNE 3, 2024

ISSUE 7

One Ticket, One Team

The Member Outreach monthly newsletter was created exclusively as a member communication tool to inform of updates, notifications, outages, and other helpful information to assist users of our system. If you know of someone who would also like to be on our mailing list, please click on the button below to access the Member Service Support Form and select Sign up for The Member Outreach newsletter.

[Member Service Support Form](#)

IVR Subscription Updates

IVR subscriptions are automated phone calls to a manned phone number for tickets received. IVR subscriptions can be created for any timeframe and can be used to receive **Emergency, Damage, Concerned Caller**, and/or **Short Notice** ticket types only.

IVR subscription(s) can be updated with a Member Full or Admin user account.

[Station Settings & Subscriptions User Guide](#)

The Member Services Team is also happy to make these updates for you. Click the button below to submit your request.

[Member Service Support Form](#)

Excavator PosR Webhook

Excavator PosR Webhook is a service available to Facility Owner/Operator Members and Contractor/Excavator Associate Members. The webhook notifications,

available through subscription, deliver Positive Response updates to your work management system on tickets created through OneCallAccess user accounts enabled with this feature. There are four notification/subscription types available:

- **Ticket Creation:** A PositiveResponse webhook notification is triggered whenever a new ticket created by that user is received into PositiveResponse. The notification will include station codes and member names for each of the members expected to respond, as well as dig site address and the legal start date.
- **Member Response:** A PositiveResponse webhook notification is triggered whenever a response is received from a member for an enquiry submitted by the user. The notification will include response details, station code and member name, as well as the dig site address and legal start date.
- **All Members Responded:** A PositiveResponse webhook notification is triggered when a response has been received from every member listed on a ticket, indicating it is potentially complete and ready to review. The notification will include response details, station codes and member names for all the members, as well as the dig site address and legal start date. PositiveResponse also sends a ticket completion email to the excavator's email address.
- **Legal Start Date:** A PositiveResponse webhook notification is triggered whenever a ticket reaches its legal start date. The notification will include response details, station codes and member names for all the members, as well as the dig site address and legal start date.

To receive the Excavator PosR Webhook notifications on tickets placed, click <https://fs30.formsite.com/missdig/MSSform/index> and select "Activate Excavator PosR Webhook Subscriptions." You will need to provide the specific OCA user account usernames you'd like to enable. Additionally, we will need the following webhook information to establish the subscriptions:

- Notification destination (URL)
- Signing key
- Optional headers (key:value)

If desired, different webhook information may be provided for each available subscription type.

For reference, please click on the button below to review:

[MISS DIG 811 PCAA PosR Excavator Webhook Notifications v1.4](#)



If you cannot log into SkillBuilder, please do not create a new account.
Contact us for assistance under HELP from the login page.



Join Quality Control (formerly Web Ticket) for the Monthly OCA Forum.



JUNE Topic: Scope-of-Work Guidelines

DATE: Wednesday, June 26th at 1:00 PM

Register through MISS DIG 811's online education site, SkillBuilder, under MISS DIG 811 Tools and Programs >> in your learning plan.

[Login to SkillBuilder](#)

If you have any issues, call or email Quality Control:
webticketdept@missdig811.org or (248) 370-6420.



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NEWS & UPDATES**

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You can view all issues of the newsletter by scrolling down on this website page.