

# THE **MISSDIG811** MEMBER OUTREACH

**AUGUST 5, 2024**

**ISSUE 9**

## *One Ticket, One Team*

### **MISS DIG 811 County-Place Information**

In the event of a system outage, county-place information will be used to help MISS DIG 811 NSRs notify members of emergencies based on the work location. It is necessary to collect the location(s) in which you or your organization owns/operates underground facilities. The information provided here should match the general location of shapes/polygons provided in your Area of Interest (AOI) file per station code in DamagePreventionPortal. Click on the button below to add your County-Place Information.

**MISS DIG 811 County-Place Area of Interest  
Information**

### **IVR CALLOUTS**



IVR callouts are for emergency tickets only. One attempt per station is made. The system does not make an additional attempt to call. These automated callouts come from (262) 732-2263 [Caledonia, WI]. We advise anyone in receipt of IVR callouts add this number as a contact. The IVR may leave a voicemail if the call is unanswered.

The IVR message is as follows:

*Hi, this is Kathy from MISS DIG 811. I have an emergency locate ticket. Please view and respond through your DamagePreventionPortal. The following is your ticket info. Ticket number . The start time is .*

*To repeat this message again, press 1. To register a response to the message, press 2.*

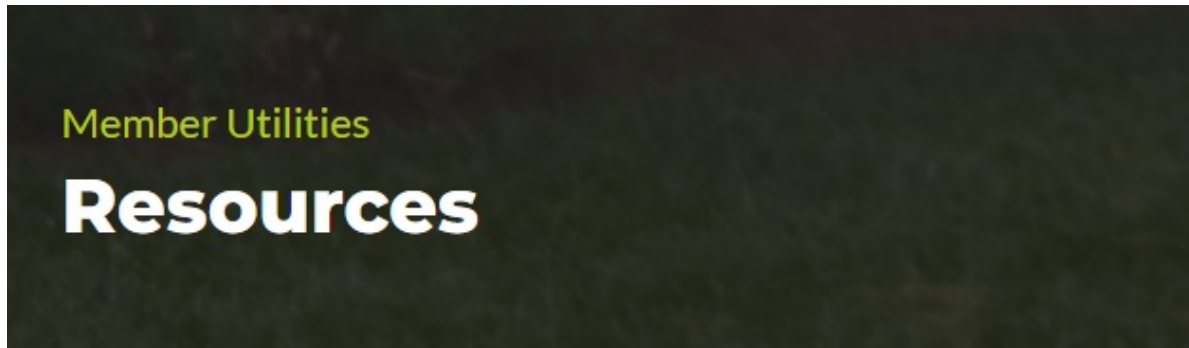
If the recipient selects prompt 2, the system will prompt you to state your name and company name.

After your response, the automated message will end with, *Your response has been successfully recorded. Thank you for your response. Have a good day. Good Bye.*

**It's important to remember that you cannot post to Positive Response for the emergency ticket via phone. We have inquired about getting the prompt updated to avoid confusion.**

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On the [Member Utilities Resources](#) page of the [MISS DIG 811 website](#), we include a tab for Member Contacts. If you would like information based on area for your facility added to our website Member Contacts list, notify us at [membersupport@missdig811.org](mailto:membersupport@missdig811.org).



If you cannot log into [SkillBuilder](#), please do not create a new account. Contact Us for assistance under HELP from the login page.

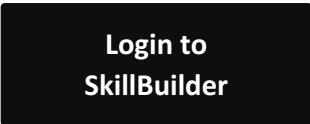


Join Quality Control (formerly Web Ticket)  
for the Monthly OCA Forum.  
AUGUST Topic:  
Work Polygon vs Written Remarks



DATE: Tuesday, August 27th 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.



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



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