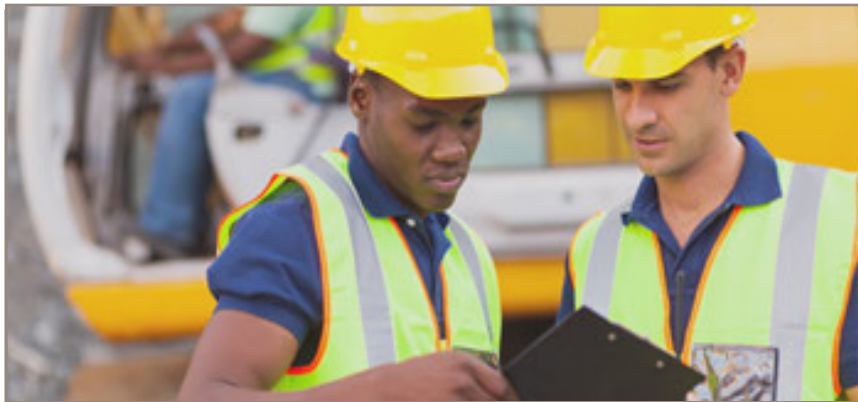


## KorWeb **TICKET SPLITTING**

When you need more than one party to respond to a One Call ticket, Ticket Splitting will create tickets within the system for each relevant department. Each ticket is autonomous, allowing employees to complete work separately from the other ticket responders. When all individual locates are completed, the system merges the copies into a single Positive Response back to One Call Center.

Ticket Splitting also benefits those situations when identical tickets are distributed to two people in overlapping zones, but only one response is needed.



Eliminate cost duplicate One Call tickets, split one locate ticket between numerous departments, and work all tickets autonomously.



### Identical Autonomy

Locators can perform separate work on the same ticket, and the system merges them for one Positive Response.



### Benefits

- Eliminate cost of duplicate tickets from One Call Center
- Reduce internal costs associated with dispatching and handling multiple tickets
- Save time and confusion with automated response process

### Features

- Split one locate ticket between multiple departments
- Respond to each department ticket
- Send all Positive Responses at once
- Unite multiple tickets sent to overlapping zones when just one response is needed

Contact KorTerra to find out how Ticket Splitting can help streamline your company's workflow.

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