

Steps to Use ITIC Reports

- A) Go to mo1call.com (the MOCS web site)
- B) Select the "Internet Ticketing" button, then "Excavator/Utility Internet Ticketing"
- C) Enter your email address and password, select "I Agree to Terms and Conditions", then click "Login" (If you do not have a login for ITIC send an email to moitic@occinc.com)
- D) Select "Reports" from the Main Menu

Information displayed will be for the call center as a whole or your district code depending on the type of report you select (information for District Codes other than your own will not be displayed).

You can see a description of each report by clicking on the box [...] to the right of each report title.

Most Used Reports:

Under Caller Reports:

- 1) Caller Tickets Report – gives caller ID and company name with ticket types, which allows you to see who is calling in what types of tickets and how the ticket was processed (ITIC, Phone, Fax).

Under Ticket Reports:

- 1) Ticket Header Contractor – lets you see which excavators may be processing tickets in violation of state law. For example, you can see which excavators are processing emergency tickets for non emergency reasons, excessive renewals, non-compliance tickets, and reporting no responses when utilities have responded.
- 2) Ticket Search – find all your tickets. This report can be run with multiple criteria options such as county, address, street names, company name, and ticket header. You can enter as little or as much criteria as you want to search.

Under Summary/Stats Reports:

- 1) District Summary Report by month or year – summary of tickets sent to your District Code(s) by the call center for the month or year.
- 2) Header Summary Report – shows you the number of tickets processed by header for each day of the month, as well as the percentage each header represents in the overall tickets.