



 **Contact 811** before you dig. 

Ticket Automation (BOT) Policy

Web Services

(770) 476-6050

webhelpdesk@georgia811.com

Georgia 811

Ticket Automation (BOT) Policy

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Contact Information

The Georgia 811 Web Services department is dedicated to assisting their Members and Excavators with online ticket creation to support safe digging and excavation.

Please contact us if you have questions or need assistance:

Web Services Department:

Hours: Monday through Friday from 7:00 A.M. to 4:30 P.M.

Email: WebHelpDesk@Georgia811.com

Phone: (770) 476-6050

Chat Available: www.Georgia811.com

www.MyGeorgia811.com

<https://geocall.ga811.com/geocall/portal>

Mission

The purpose of this policy is to define standards for the members and/or excavators that requests a web account for the use of their own ticket automation system, also known as a “BOT.” The standards will assist in increasing productivity in locate tickets submission through the Georgia 811 Online Ticketing System.

These standards are set to enforce satisfactory ticket creation that adheres to all relevant laws, PSC rules, and Georgia 811 policies and procedures. All policies in place for a BOT web account are the same as those for a standard web user ticket creation account. The maintenance and quality of all aspects of the BOT web account will remain the responsibility of the Requesting Company, the designated Web User and the Technical Contact person whose name is associated with the web account.

Scope

This policy applies to the designated Web User of the BOT Web Account. The Web User must complete Georgia 811 Online Ticket Creation Training prior to implementation of the BOT. The BOT will be required to submit 20-30 test tickets daily for three days in the Georgia 811 Online Ticket Creation Test environment. A Quality Assurance Review will be completed on ten randomly selected test tickets. A passing score is 99.0% or higher per ticket.

Request for Ticket Automation (BOT) Access

BOT access will be approved for persons authorized to be a Web User of the Georgia 811 Ticketing System. Such persons are required to adhere to the details of this BOT policy.

The authorized Web User of the Georgia 811 ticketing system must request and complete a BOT Request Approval form to request BOT Automation.

Web Services will email the requestor a copy of the BOT Request Approval form and the requestor should complete the form and email it to webhelpdesk@Georgia811.com.

Georgia 811 reserves the right to suspend a Web User's account that has not been through the onboarding process for automated ticket entry. The account will remain suspended until either it is determined that the account is not being used for unauthorized automated ticket entry or the automated ticket entry onboarding process has been successfully completed.



Know what's below.
Call before you dig.

BOT REQUEST APPROVAL FORM	
Email a signed copy of this form to webhelpdesk@georgia811.com	
Company Information	
Company Name	
Company Phone Number	
Company Address	
Web User Information	
Name of Web User Responsible for the Quality of the BOT Tickets	
Date Web Ticket Entry Training Completed	
Date Last Web Ticket Created	
Best Phone Number	
Email Address	
Field Contact Information	
Name of Person Responsible for Overseeing Dig Projects	
Best Phone Number	
Email Address	
Technical Support	
Name of Person responsible for Overseeing BOT	
Best Phone Number	
Email Address	

Additional Information	
Type of Stakeholder at Georgia 811: Member Utility, Excavator or Both	
Number of BOTs Your Company Will Operate at Any Given Time	
Estimated Date for BOT Implementation	
Will an API be used in the BOT Implementation	
Any other information you need to share regarding the BOT Implementation	
Terms of Use Acknowledgment	
<i>The Georgia 811 BOT Policy outlines the terms of BOT Ticket Automation. You will receive a copy of this policy along with the approval of this form.</i>	
Signature and Date	
Sign Name	
Print Name	
Date	
Authorized By Signature and Date	
Sign Name	
Print Name	
Date	

Ticket Automation (BOT) Support

The Technology Department at Georgia 811 will not provide support in the development, implementation, maintenance or dismantling of a Web User's Ticket Automation (BOT) system. The Web User assumes full responsibility and support for their BOT and will report any technical issues that affects their ticket output to the Georgia 811 Web Help Desk department at webhelpdesk@georgia811.com.

Implementation of a Ticket Automation (BOT)

The following is required to be strictly followed by the designated Web User to manage their BOT:

Security and Technology

Georgia 811 requires all BOTs adhere to the following:

- Maintain a Web User account which incorporates BOT at the end of the company name, identifying the unique web account from any other existing web accounts within the company.
- Ability to adjust the processing rate and/or schedule as required by Georgia 811. The maximum processing rate allowed is one ticket every ten seconds but is subject to change. Blackout periods may be set where BOT ticket submission is not allowed. Changes will be communicated to the technical contacts Georgia 811 has on file.
- Be protected by appropriate measures to prevent unlawful or harmful use. It is the Web User's responsibility to ensure these measures are in place. The web user is liable for any damages caused by the BOT.
- Only be used for the purpose defined by GUFPA, the Web User and Georgia 811.
- BOT owners must ensure measures are in place to pick up the workload in the event of a BOT failure.
- Georgia 811 may at any time perform modifications to systems which may impact BOT performance. It is the responsibility of the Web User to identify and properly address the BOT accordingly.
- Maintain a proper technical contact. The inability for Georgia 811 to reach a valid contact is grounds for a BOT web use account being disabled.
- Georgia 811 can at their own discretion disable the BOT web use account.
- Any compromise of the credentials used by the BOT, such as the termination of employment of a technical contact, or disclosure of the username and/or password of the BOT account, must be reported to Georgia 811 immediately.

Ticket Creation Rules and Policy

[Sufficient Particularity Policy](#)

It is the responsibility of the excavator to describe the area of excavation with Sufficient Particularity, so that the utility owner may mark the utilities in conflict.

All tickets created through the BOT must adhere to the Sufficient Particularity Policy. To read the full policy, [Click Here](#).

[Ticket Size Policy](#)

The general rule is that any one (1) ticket may not exceed one (1) linear mile.

All tickets created through the BOT must adhere to the Ticket Size Policy. To read the full policy, [Click Here](#).

Quality Assurance Standards

The designated Web User is responsible for maintaining the quality of the tickets produced by the BOT based on the feedback provided by Georgia 811.

The ticket information must be entered in the correct field, in the correct format according to the Web Quality Criteria.

Ticket Type: Normal
Work Type: Select a work type...
For: Who are you doing the work for
State: GA County: Select a county... City: City
Address: Num PreDir Street Name St Type SufDir
Cross Street: What is the nearest cross street
Locate Instructions:
Remarks:

Will you be using explosives? Y N
Will you be using directional boring? Y N
Have you used white paint to indicate the excavation area? Y N
Duration:

Submit
Reset

Zoom To Clear Pan Mark Radius Mark Point Mark Line Mark Area Use Selection Measure Sketch Use Ticket Search for a street name.

100 km
50 mi

Layers

Web Quality Criteria Description for Ticket Creation

Ticket Type:

The Ticket Types available are in the dropdown menu and listed as: Normal, Design, Emergency Notice, or Overhead. A BOT will be authorized to submit Normal Tickets only.

Work Type:

The Work Type on the ticket must include: the type of utility; if the utility will be installed, replaced, or repaired; and if work will be done on a main or service line. All Work Types must be listed.

For:

What is the name of the company, homeowner or business the work is being done for?

Explosives:

Will your company be using dynamite or other explosives in your excavation?

Directional Boring:

Will your company be doing any horizontal directional drilling under any surfaces such as a road, driveway or sidewalk?

White Paint:

Has your company designated the area of excavation using white paint, white stakes or white flags?

Duration:

Select the duration of your company's digging project. It must not exceed 89 days.

State:

The work must take place in the State of Georgia, which is the default state on the ticket.

County & City:

The ticket must include the correct County and City where the excavation work will take place.

Address:

The ticket must include the correct dig site street, which is the location where the digging will occur.

Cross Street:

The ticket must include one street name that is the nearest street to the dig site location. This street must intersect (or cross) the dig site street where the excavation work will take place.

Locate Instructions:

The locate instructions should include a start and ending point and/or a distance to be located in the specified area. This information must be as specific as possible and must comply with Sufficient Particularity and Ticket Size Policy.

Example:

- Follow the path of the cable and locate 20' on either side.
- Follow path of cable for 150 feet to the pedestal, locate 20 feet on both sides of the cable.
- Locate the front of property to include the R/O/W
- From the intersection of Oak St. and Elm St. locate 1300 feet east on Oak St. and 700 feet west on Oak St.
- Locate the intersection of Oak St. and Elm St. for 200 feet in all directions

Map:

The area highlighted on the map determines which utility members are notified to mark the work area. If the map is not highlighted to cover the entire area, then all utility members with facilities at the dig site may not be added to the list of notified utility members.

The area mapped should cover the road or street, if work will be done in those areas or in front of the property.

Remarks:

Information such as gate codes, driving directions, job numbers, and important information for the locators should be entered in this field. Clearly state what the information is that has been entered into this field.

Policy Compliance

[Compliance Measurement](#)

The Web Services team will verify compliance with this policy through Quality Assurance Reviews.

[Non-Compliance](#)

The details of this policy should be followed as stated to avoid the discontinuation of this agreement and/or suspension of the web account associated with the Ticket Automation (BOT).

The inability for Georgia 811 to reach a valid contact is grounds for a BOT account to be disabled.

Georgia 811 can at their own discretion disable the BOT account without warning.