



# System Updates Announcement

## PelicanCorp Updates: Sprints 21-22

MISS DIG 811 members will be impacted by the following improvements to OneCallAccess and the DamagePreventionPortal:

### DPP

#### ***ExploreYourData***

- When viewing an individual ticket, users can now click the *Expand All* and *Collapse All* buttons to view available contact information for the stations that received the ticket.
- Users can also now search tickets by revision number.

#### ***Delegation***

- Once a user account has been assigned to a contracted company's stations, that account will be removed from the delegated company's user list. This makes it easier for the employee assigning user accounts to then see only those internal user accounts that have not yet been assigned.

#### ***Positive Response***

- The ticket number shown under the *History* section of a ticket in Positive Response now displays the revision number each response code is associated with.
- Members can no longer post Positive Response to tickets where the contractor has updated the status to "Work Completed."
- "No Enquiry Found" error is an ongoing issue that Pelican has deployed a multi-phase fix to successfully move all tickets over from OCA to Positive Response for posting.

### OCA

#### ***Ticket Injection API***

- Members and users have been testing this feature on our pre-production server. We are awaiting documentation for use on the live server.

#### ***Ticket Fields***

- Tickets with a blank *Street* field will no longer be able to be submitted.
- The system will now duplicate the information provided in the *Onsite Contact Company* field from the original ticket to the new one with each retransmit.

#### ***GPS Coordinates Bug***

- Inputting the dig site will no longer populate an address because there isn't always an address at the searched location. Only the city, township, or village of the X, Y coordinates should be populated in the *Confirm Dig Site* section.

***These updates will occur overnight on January 4, 2023.***