



OKIE811 Portal Ticket Report Linked Codes Tutorial

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Ticket Report Linked Codes Tutorial

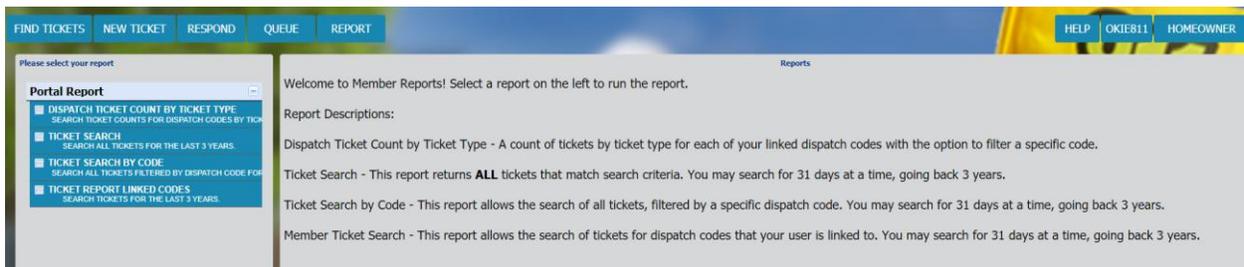
OKIE811 wants to make it easier for members to access the data needed using real time reports. If you want to search for an existing ticket, view your ticket counts or pull a report of ticket details, it's quick and effortless. This tutorial will guide you through the process of running each report.

To run a report, you must first **LOGIN** to your account at top right corner of the page

Click on **REPORT** at the top left corner of the page

From the reports page, you will see a list of the reports and a description of each report.

The name of the report on the left side panel is how you will start the report.



Simply click on the name of the report.

This report allows the search of tickets for dispatch codes that your user is linked to. You may search for 31 days at a time, going back 3 years.

You should see a box with multiple fields you can use to filter the data.

On the next page is an example of the search box you will see.

Code Filter (Optional):	<input type="text"/>
Ticket Type:	<input type="text"/>
Company Name:	<input type="text"/>
Company Phone:	<input type="text"/>
Caller Name:	<input type="text"/>
Caller Email:	<input type="text"/>
Contact Name:	<input type="text"/>
Contact Email:	<input type="text"/>
County:	<input type="text"/>
Place:	<input type="text"/>
House Number:	<input type="text"/>
Street Name:	<input type="text"/>
Nearest Major Intersection:	<input type="text"/>
Grids:	<input type="text"/>
Done For:	<input type="text"/>
Work Type:	<input type="text"/>
First Created Date:	<input type="text" value="11/13/2019"/> 
Last Created Date:	<input type="text" value="11/13/2019"/> 
<input type="button" value="SEARCH"/> <input type="button" value="CANCEL"/>	

Enter the date range and any other information you have.

The more information you can provide the more precise your search results will be.

Below is an example of Ticket Report Linked Code Results.

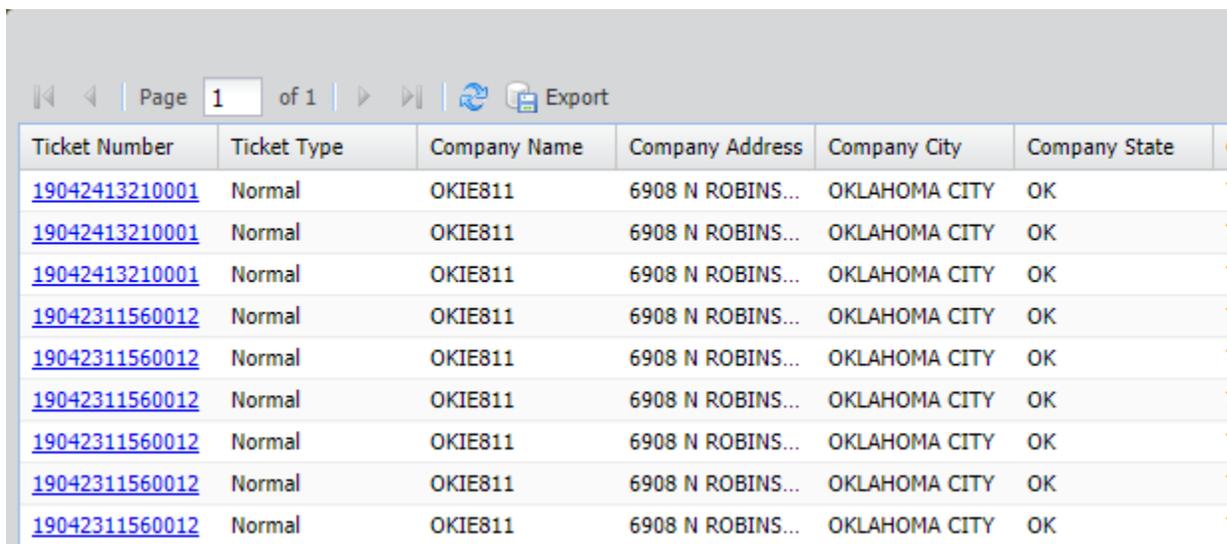
You can click the ticket number to view the ticket.

- **A new window will open** and the ticket will be displayed with additional options.

If there are multiple pages of data in your results, you can click the arrows to navigate through the pages.

You may sort the data by clicking on the column headers.

Click “Export” to export data into a .CSV file



The screenshot shows a web interface for a ticket report. At the top, there are navigation controls: a double left arrow, a single left arrow, a text box containing 'Page 1', a single right arrow, and a double right arrow. To the right of these are a refresh icon and an 'Export' button with a download icon. Below the navigation is a table with the following columns: Ticket Number, Ticket Type, Company Name, Company Address, Company City, and Company State. The table contains 8 rows of data, all with 'Normal' ticket types and 'OKIE811' company names. The ticket numbers are a mix of 19042413210001 and 19042311560012. The company address is '6908 N ROBINS...' and the city is 'OKLAHOMA CITY' with state 'OK'. Each ticket number in the first column is a blue hyperlink.

Ticket Number	Ticket Type	Company Name	Company Address	Company City	Company State
19042413210001	Normal	OKIE811	6908 N ROBINS...	OKLAHOMA CITY	OK
19042413210001	Normal	OKIE811	6908 N ROBINS...	OKLAHOMA CITY	OK
19042413210001	Normal	OKIE811	6908 N ROBINS...	OKLAHOMA CITY	OK
19042311560012	Normal	OKIE811	6908 N ROBINS...	OKLAHOMA CITY	OK
19042311560012	Normal	OKIE811	6908 N ROBINS...	OKLAHOMA CITY	OK
19042311560012	Normal	OKIE811	6908 N ROBINS...	OKLAHOMA CITY	OK
19042311560012	Normal	OKIE811	6908 N ROBINS...	OKLAHOMA CITY	OK
19042311560012	Normal	OKIE811	6908 N ROBINS...	OKLAHOMA CITY	OK