



**PositiveResponse – Members:  
Zendesk Article Plan**

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Call Center Support

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## Document History

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Categories	Sections	Articles
Website Assistance	Getting Started	<ul style="list-style-type: none"> <li>How do I access PositiveResponse if I am a member?</li> <li>How do I search for a ticket?</li> <li>Why do I only see tickets where the Response Code is Unassigned?</li> </ul>
	Response Codes	<ul style="list-style-type: none"> <li>How do I update a Response Code?</li> <li>Can I update multiple Response Codes simultaneously?</li> <li>Can I change a Response Code?</li> <li>What do the different Response Codes mean?</li> </ul>
FAQs		<ul style="list-style-type: none"> <li>What if I am not a registered member of PositiveResponse?</li> <li>How is the Due By date calculated?</li> </ul>

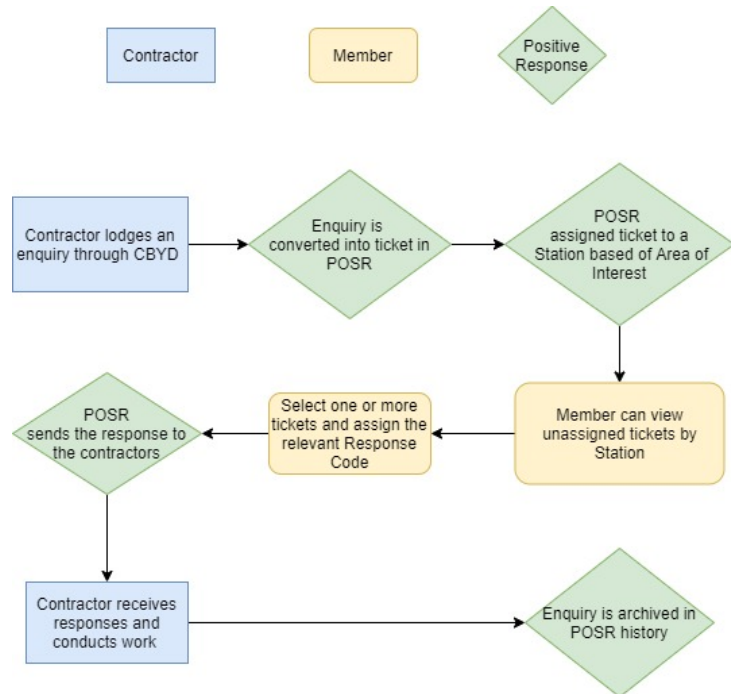
# 1. Website Assistance

## 1.1 How does PositiveResponse work?

Using PositiveResponse is simple for both Utility members and Excavators. PositiveResponse is accessed by members via the PelicanPortal. Members will need to be registered within the PelicanPortal to use the service. Registered members will have a PositiveResponse menu option under the Operations tab on the left of the screen. When clicked the user will need to search for the relevant station code in the search box.

It is possible to also automate the process of responding using your ticketing service. Please contact OCW for more details.

- Excavators lodge an inquiry through CBYD, all enquiries affecting the Members stations are then created as tickets in PositiveResponse.
- Open PelicanPortal
- Select the station code for which you wish to view the tickets
- The default view is Unassigned Tickets. Emergency and other urgent tickets are displayed on the top of the list.
- To assign a response code select one or more tickets Select a response code

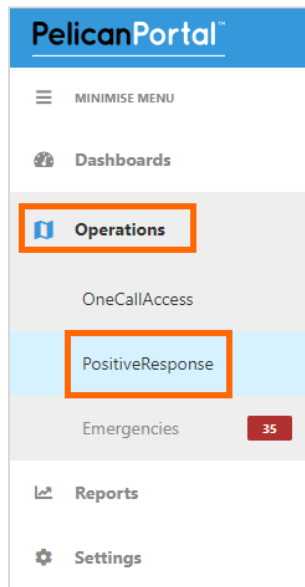


- Add any comments regarding the response (note that these comments can be for internal use only and not passed to the Excavator or shared with the Excavator as required).
- The response codes are then sent to the Excavators are notified when a response code has been received from every expected member
- Tickets that have previously been responded to can be found via the search function.
- Response codes can be updated by the Member as needed.
- Once a ticket is closed (the work is complete) by the Excavator it can no longer have its response code updated by the Member.

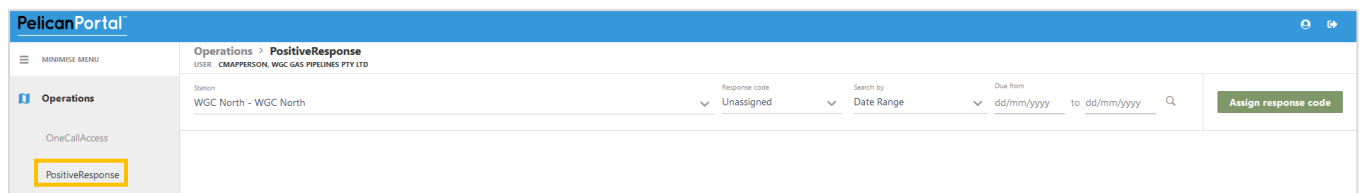
## 1.2 Getting Started

### 1.2.1 How do I access PositiveResponse if I am a member?

PositiveResponse is accessed by members via the PelicanPortal. Members will need to be registered to use the PositiveResponse service. Registered members will have a PositiveResponse menu option under the Operations tab on the left-hand side of the screen.



When clicked, you will need to select the relevant station code to view the tickets for that station code:



This will open the list of tickets for that company for that station code. The default view will be those tickets that have a status of Unassigned (tickets that have not had a Response Code assigned to them):

<input type="checkbox"/> Due by	Response code	Ticket no
<input type="checkbox"/> 6/09/2018	Unassigned	12345
<input type="checkbox"/> 6/09/2018	Unassigned	12346
<input type="checkbox"/> 6/09/2018	Unassigned	12347
<input type="checkbox"/> 6/09/2018	Unassigned	12349
<input type="checkbox"/> 6/09/2018	Unassigned	12355
<input type="checkbox"/> 6/09/2018	Unassigned	12358
<input type="checkbox"/> 6/09/2018	Unassigned	12359
<input type="checkbox"/> 6/09/2018	Unassigned	12360
<input type="checkbox"/> 6/09/2018	Unassigned	12377
<input type="checkbox"/> 6/09/2018	Unassigned	12378
<input type="checkbox"/> 6/09/2018	Unassigned	12379

You can click the Response Code Filter to change the view to filter by another Response Code type:

Response code

Unassigned ▼

### 1.2.2 How do I search for a ticket?

Once you have opened PositiveResponse you will have a variety of filters you can search by at the top of the screen:

Operations > PositiveResponse  
USER: CMAPPERSON, WGC GAS PIPELINES PTY LTD

Station: WGC North - WGC North

Response code: Unassigned

Search by: Date Range

Due from: dd/mm/yyyy to dd/mm/yyyy

Assign response code

You can search by station:

Station

WGC North - WGC North ▼

By Response Code:

Response code

Unassigned ▼

Or by the Search By drop down allows you to search by a date range, individual ticket number or work location:

Search by

Date Range ^ dd/mm/yyyy to dd/mm/yyyy 🔍

- Date Range
- Individual ticket number
- Work location

## 1.3 Response Codes

### 1.3.1 How do I update a Response Code?

Select the ticket you wish to assign the response code to. Next, click the *Assign response code* button next to the search fields and a popup panel will appear from the right side of your screen with the Contractor's details, the Worksite details, and the Response Code and History sections:

Select the relevant option from the drop-down menu and fill in the notes (you can choose to have these notes visible to the Excavator or not by clicking on the checkbox below the Notes box):

Then click the *Assign response code* button. This code will be sent through to the Contractor's PositiveResponse system, and the ticket within PelicanPortal will be moved from the Unassigned list to the selected Response Code list.

### 1.3.2 Can I update multiple Response Codes simultaneously?

Yes, you can update multiple tickets at the same time but only with the same response code. To do this, select all the tickets you wish to assign the same response code to and fill in the notes (you can choose to have these notes visible to the Excavator or not by clicking on the checkbox below the Notes box).

Then click the *Assign response code* button. Select the desired response code from the drop-down menu, then click the *Assign response code* button:

### Assign response code

**Tickets selected: 2**

These tickets will all be assigned the response code selected below.

Response code  
-- Select one --

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Notes  
E.g. why this response code is being assigned

Show these notes when a contractor views this ticket in PositiveResponse

Assign response code
Cancel

These codes will be sent through to the Excavators' PositiveResponse systems, and the ticket within PelicanPortal will disappear from the Unassigned list and be added to the relevant Response Code list.

### 1.3.3 Can I change a Response Code?

Yes, you can change response codes at any time. Simply select the ticket you wish to update, click the *Assign response code* button, select the relevant option from the dropdown menu, then click the *Assign response code* button.

### 1.3.4 What do the different Response Codes mean?

Users can assign one of nine Response Codes to a ticket:

CODE 1 - Facilities are not in conflict with the excavation site/ pre-marked area.
CODE 2 - Facilities have been marked according to the excavation site/ pre-marked area.
CODE 3 - Do not dig - Utility personnel required onsite.
CODE 4 - Maps or other documentation has been provided to the excavator.
CODE 5 - Large Project - Facility Owner has spoken with the Excavator and has agreed to this message.
CODE 6 - Information provided on ticket is not correct or site is not pre-marked.
CODE 7 - Arrange with Locator/Utility Owner to provide access to excavation site.
CODE 8 - Unmarked - Locator/Utility Owner Requests Meeting with Excavator.
CODE 9 - Inclement Weather - Delay in marking facilities due to rain, snow, lightning.

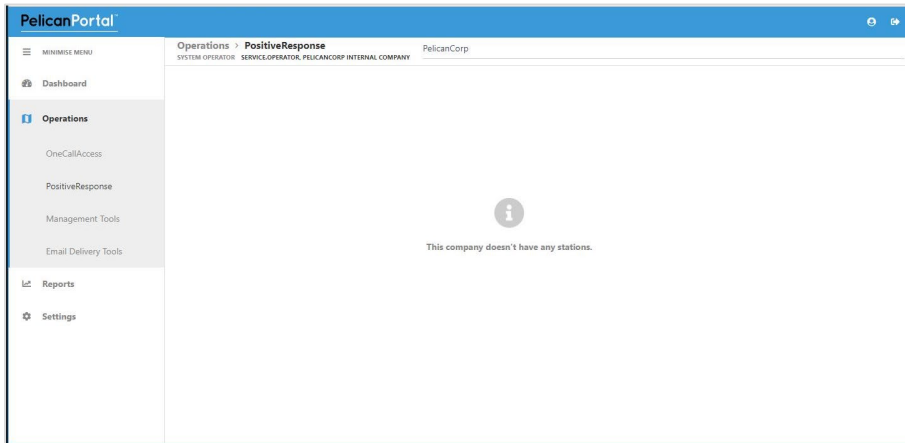


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## 2. FAQs

### 2.1 What if I am not a registered member of PositiveResponse?

If you are not a registered member, you will see the following message when you click to open PositiveResponse using the menu option on the left:

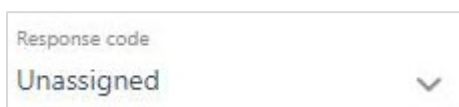


You can subscribe to PositiveResponse by contacting One-Call of Wyoming and asking for your company to be subscribed to the PositiveResponse service.

If your organization is subscribed to the service, and other users have access, please ask your Administration user to add you to the PositiveResponse service.

### 2.2 Why can I only see tickets where the Response Code is Unassigned?

We have filtered your view to only the tickets that have not been responded to by default. Users can click the Response Code Filter to change the view to show another Response Code type:



The view will update to list all tickets that meet that criteria.

### 2.3 How is the Due Date calculated?

The due date is set as the day the work is to commence, this is determined on the ticket when it is created in One-Call of Wyoming.