



Florida Users Meeting

November 12, 2014

Presenter: Corinne Harper

The meeting began at 10:00am Eastern; 9:00am Central

The following topics were discussed, as well as a PowerPoint was presented:

- **Florida 2012-2014 Usage:**
 - 2012
 - Created: 34,580
 - Closed: 33,423
 - Tickets w/ Steps Completed: 66,480
 - 2013
 - Created: 40,295
 - Closed: 27,605
 - Tickets w/ Steps Completed: 63,565
 - 2014
 - Created: 37,949
 - Closed: 23,343
 - Tickets w/ Steps Completed: 62,903

- **Top Florida Users:**
 1. Top Creators:
 - Florida Power and Light, Duke Energy, Tampa Electric
 2. Top Updaters:
 - Comcast, AT&T, Florida Power and Light

- **Demonstration:**
 1. Disputes
 - Dispute Reason Added
 - Active Dispute Report
 2. Best Practices in NJUNS
 - Copying Steps
 - Cloning Tickets
 3. State Portfolios
 4. Other Website Updates
 - Training
 - Member Code List
 - New User Registration Form



- Questions
 1. Can we search by the name of the person who created the ticket? If not could this be added?
 - You cannot search by the name of the creator, but can filter based off of the contact name in report results.
 2. Concerning Disputes: When a Step Member puts a ticket into dispute does it remain in the NTG report for that Step Member? Or, does it get removed as NTG until the dispute is resolved?
 - No, the member remains Next To Go until the step is completed. A step cannot be completed until the dispute is resolved.
 3. Can you get the addresses to show up on the home page of all the tickets?
 - We have added house number and street name to Tickets of Interest and Next To Go ticket lists.
 4. How do you prefer we deactivate a user?
 - Send an email to support@njuns.com with the users email address that needs to be deactivated.
 5. If you are creating a dispute is there a way to attach a picture to help identify it?
 - You cannot attach a file to the actual dispute, but you can use the File Attachments tab on the ticket to attach a file that way.
 6. How can we save a draft ticket and name it so you can utilize it for cloning in the future? If you can name it, how do you recall the named draft ticket when needed?
 - You cannot give a ticket a name.
 7. If you have a high profile project like a pole replacement project, should a user create another member code for that project only to keep it separate from daily work?
 - Yes, there is a module called Pole Transfer Project, which will allow you to create projects to associate to certain tickets when working on an internal project or task that needs to group tickets together.
 8. Is anything being done to improve searchability of existing tickets? (Searching multiple fields at once including house #, searching by GPS proximity, standardizing fields, etc)
 - We are working to better our searching abilities. If you have any specific needs, please email them to aweaver@njuns.com.
 9. Is there a wildcard character like "*", or "%", etc for searches?
 - Yes, use the wildcard ** for NJUNS searches.
 10. Can we search by house #?
 - You cannot search by it, but it is available on report and search results. You can then filter tickets by house number. The reason we do not allow it to be a parameter is because it is too labor intensive on the system.
 11. Need to research an address. What is the best report to you when you only have an address?
 - PT+ Search allows you to search by street name.
 12. Can you add the Contact Name to the Monday Report?
 - We will look into this.



13. I cannot open my report. I click on run and nothing happens.
- Your computer is probably blocking the file from opening. A work around is holding down CTRL while clicking on run.

• **Attendees:**

Last Name	First Name	Last Name	First Name
Abreu	Maria	Monge	Miriam
Ago	Eric	Odom	Pam
Allain	Tom	Payne	Jeffrey
Anderson	Alannah	Perry	Paula
Baldwin	Scott	Pike	James
Brandt	Phil	Powers	Matthew
Bridges	Naomi	Ravelo	Abel
Brinson	Lakisha	Rein	Rebecca
Brown	Rana	Reynolds	Kimberly
Bryan	Chris	Sansone	Joe
Burnett	Melissa	Shepard	Gail
Cepeda	Adriana	Smith	Gary
Corder	Jeffrey	Tamayo	Aileen
Culverhouse	Matt	Taylor	Todd
Dixon	Eddie	Toms	Nancy
Duncan	Kyrsten	VARNER	ANNETTE
Duncan	Helen	WOJCIESZAK	IKA
Fludd	Micki	Walker	Joshua
Glenn	Nathan	Weaver	Angie
HENDERSON	JEANETTE	Westover	Eric
Hagler	Michael	Williams	Sue
Harrell	Cameron	boatright	curtis
Hart	Kim	howard	alan
Henderson	Larry		
Hodge	Carla		
Holmes	Frank		
Johnson	Randy		
Kaeff	Bill		
Kerber	Frederick		
Kukich III	Ted		
Livolsi	Monique		
Longwell	Tim		
Mc Kenna	Liam		
McDonald	Mike		
Miranda	Yonhui		