



Kentucky State User Meeting

October 21, 2014

Presenter: Corinne Harper

The meeting began at 10:00am Eastern.

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

- Kentucky 2014 Usage:
 - 3,000 PT+ Tickets Created
 - 365 PT+ Tickets with Steps Completed
 - 1,650 PT+ Tickets Closed

- Demonstration:
 - **PT+ Disputes**
 - What is a dispute?
 - Disputes allow the ticket creator, pole owner, or step member to add a dispute to a step if there is an issue with the step. Disputes must be resolved before completing the step. An email notification is sent out when a dispute is added or resolved.
 - Demonstration:
 - How to add a dispute to a ticket
 - Cannot complete a step until the dispute is resolved
 - How to resolve a dispute by changing the status from active to resolved and saving
 - Pole owner or step member can resolve disputes
 - **Closing Tickets**
 - Shared the importance of closing tickets. Pole owner or creator is responsible for making sure tickets are closed.
 - Demonstrated how to manually close tickets and how auto-close feature is used.
 - **Reports**
 - PT+ Detail Report:
 - This report lets you input many different parameters and it returns all ticket information. This report is like a data dump.
 - Data is in a normalized format so it is flexible to users. Users can apply auto-filters, pivot tables, graphs and more to make the data fit their needs.
 - This report offers most parameters to input information and returns the most information. Filtering is available on all reports.



- Attendees:

John Alderson	Cathy Brown
Jerry Daniels	Albert Gaboriault
Jason Ginn	Teresa Harp
Jenny Magner	Ralph McDonie
Rasool Shakoor	John Wallace
Harold Waters	