



## Texas State User Meeting

September 11, 2014 – 10:30am Eastern, 9:30am Central

Presenter: Corinne Harper

The meeting began at 10:30am Eastern, 9:30am Central

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

- Texas 2014 Usage:
  - 5,700 PT+ Tickets Created (Projection: 8.5k)
  - 6,000 PT+ Tickets with Steps Completed (Projection: 10k)
  - 2,500 PT+ Tickets Closed (Projection: 4.5k)
  
- 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.
      - Demonstrated how to add a dispute to a ticket and showed that you cannot complete a step until the dispute is resolved.
      - Demonstrated how to resolve a dispute by changing the status from active to resolved and saving.
    - Dispute information is available on PT+ Detail Report and PT+ Next To Go Reports.
  - 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
      - If pole owners are interested in utilizing auto-close, contact [support@njuns.com](mailto:support@njuns.com).
  - 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.
      - Auto-filter is available on all reports.



- Questions:
  1. What is the importance of priority codes and why are there only 3?
    - a. Each state standardizes their own priority codes. Priority codes are a number from 0-9, but how they are defined differs from state to state. Texas has only defined three of their priority codes so far.
  2. If we are next go to and our lines are not on the pole, do we dispute or just close out ticket and put remarks in the comments?
    - a. This is a great reason to use the dispute function. You can chose the dispute reason that applies and add information to the dispute detail section.
  3. Are you able to show us how to submit new pole permit requests?
    - a. The pole attachment module allows licensees to submit pole permit requests. We do not show how to do that in this meeting, however, if you want additional information on it please email me.
  4. Can you show taking a ticket from draft to open?
    - a. Once a ticket header is completed and there is at least one step on the ticket, the ticket can be opened. To open a ticket, change the status from draft to open and save.
  5. Question concerning tickets being removed after 30 days and only viewable with a query or report?
    - a. The tickets of interest list only shows tickets where your member code is the creator, pole owner, or NTG member that has been updated or created in the past 30 days. Users also have the option to view their NTG tickets and draft tickets by changing the ticket list shown. The quick search is also available, which allows a user to search for a ticket by ticket number or pole number.
  6. Any thoughts on mobile ticket creation?
    - a. We will be looking into mobile applications in the future.
  7. Will the existing companies remain as sponsors for 2015?
    - a. The major pole owners are the sponsors within the state of Texas. A few pole owners may be coming on with sponsorship in 2015, but this is not official.
  8. Let's say a cable/phone company wants more time so they "dispute" the print attached and we "resolve" it by uploading a better print and they "dispute" it again. Can we just resolve and change it? I can see some of these going on and on.
    - a. Disputes are not really used for this. A dispute is used when there is an issue with a step and allows the pole owner and step member to communicate back and forth. If the step member needs more time, they can leave a comment or add remarks and then complete their step when it is completed in the field.



Attendees:

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