



Users Meeting

February 11, 2015

Presenters: Corinne Harper and Angie Weaver

The meeting began at 10:00 AM EST.

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

- **New Hampshire 2012-2014 Usage:**
 - 2012
 - Created: 5,029
 - Closed: 3,393
 - Tickets w/ Steps Completed: 5,991
 - 2013
 - Created: 4,286
 - Closed: 2,540
 - Tickets w/ Steps Completed: 5,941
 - 2014
 - Created: 4,884
 - Closed: 2,167
 - Tickets w/ Steps Completed: 6,245
- **Top New Hampshire Users:**
 1. Top Creators:
 - Public Service of New Hampshire, FairPoint Communications, Liberty Utilities
 2. Top Updaters:
 - FairPoint Communications, Comcast, Public Service of New Hampshire
- **Demonstration:**
 1. Disputes
 - Dispute Reason Added
 - Active Dispute Report
 - Step member and pole owner reports available
 2. Best Practices in NJUNS
 - Copying Steps
 - Cloning Tickets
 - Creates replica of the ticket you cloned from, including ticket header and steps. Comments, File Attachments and Disputes do not clone over.
 3. State Portfolios
 - Available under the Members tab
 4. Other Website Updates



- Training
 - Users Guide and Training Videos on Website
 - Member Code List
 - Ability to sort by County
 - New User Registration Form
- **Questions:**
 - a. How do you pull up reports? The pop-up blocker was preventing the Excel report from opening. Holding the CTRL key down while clicking on Run will bypass this issue.

- **Attendees:**

Jeremy Audette	Jay Floyd
Debra Bedaw	Christine Gosselin
Rebecca Bouley	Betty Hackett
Carole Carbonneau	Kathleen Kilroy
Ramona Chessman	Linda Ladue
Judy Cormier	Gail Lane
Jay Dunn	Lili Mendonca
Donna Dupont	Lynn Perkins
Kristen Puddister	Missy Samenfeld
Anthony Strabone	Tricia Stratton
Amy Taylor	Tracy Trahan
Jim Viall	John Bates
Tim Dent	Jeffrey Wallace
Brian Demers	Adam Dickerson
Jay Dunn	Robert Fagnant
Jonathan Goldman	John Jowders
George Kirkwood	Andrew Salter