



New Hampshire State User Meeting

July 17, 2014 at 10:00am Eastern

Presenter: Corinne Harper & Chris Benefield

The meeting began at 10:00am Eastern

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

- Meeting Objectives:
 - Update users on the use of NJUNS for 2013 and 2014
 - Provide forum for discussion on New Hampshire NJUNS issues
 - Provide system feedback and collect feedback from users

- New Hampshire 2013 Usage:
 - 33,509 PT+ Tickets Created
 - 24,265 PT+ Tickets with Steps Completed
 - 4,061 PT+ Tickets Closed

- Demonstration:
 - PT+ Disputes
 - 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
 - Demonstrated and talked about the importance of closing tickets. Demonstrated how to manually close a ticket.
 - Showed how to use the auto-close feature and to contact support if interested in turning auto-close on for your member code.
 - PT+ Close Report:
 - This report lets the pole owner input their member code and it returns results with all tickets that are ready to be closed. All steps on the ticket are completed and the ticket is ready to be changed from open to close.
 - Close Report shows statistics of count by pole owner member code.



- 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.
 - PT+ Next To Go Reports:
 - PT+ Next To Go – Pole Owner:
 - Shows Next To Go tickets as the pole owner
 - Shows statistics of member code and job type. User can change statistics by utilizing the pivot table.
 - PT+ Next To Go – Step Member:
 - Shows Next To Go tickets for a member code
 - Shows statistics of member code and job type. User can change statistics by utilizing the pivot table.
- Questions:
 1. Is it possible to make all transfers visible when you click pole transfers rather than just the ones that are over 30 days old?
 - a. We have defined the ticket list as tickets of interest when you click on pole transfer. This ticket list cannot show all tickets because it would be too much work on the servers to load all tickets for each person. Tickets of interest is defined as any ticket that has been created or updated in the past 30 days where your member code is the pole owner, creator or NTG.
 2. If we are waiting trimming and the telephone company completed their step and it is now in my mode as next to go we can use dispute and will it put it back in their mode?
 - a. Adding a dispute will not change who is NTG, however, it will send a note to the pole owner letting them know a dispute was added. You can add in the dispute detail that you are not NTG and that the step member before you has not completed their work yet in the field.



Attendees:

Debra Bedaw
David Brown
Carole Caisse
Ramona Chessman
Jeffrey Crawford
Donna Dupont
Adam Dickerson
Steve Dube
Jay Dunn
Robert Fagnant
Elizabeth Hackett
John Jowders
Lili Mendonca
Lynn Perkins
Kristen Puddister
Scott Rahe
Melissa Samenfeld
Andrea Schroeder
Kimberly Smith
Tricia Stratton
Amy Taylor
Paula Vincent
Jason Yergeau
Kitty Kilroy