



## Tennessee User Meeting

March 24, 2015

Presenters: Corinne Harper and Angie Weaver

The meeting began at 10am Eastern.

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

- **Tennessee 2012-2014 Usage:**
  - 2012
    - Created: 9,052
    - Closed: 5,061
    - Tickets w/ Steps Completed: 11,650
  - 2013
    - Created: 9,028
    - Closed: 5,790
    - Tickets w/ Steps Completed: 12,850
  - 2014
    - Created: 11,958
    - Closed: 6,713
    - Tickets w/ Steps Completed: 15,066
  
- **Top Tennessee Users:**
  1. Top Creators:
    - AT&T, Nashville Electric Services, Knoxville Utilities Board
  2. Top Updaters:
    - AT&T, Comcast, Nashville Electric Services
  
- **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 – Replacing the user forum
  4. Other Website Updates
    - Training
      - Users Guide and Training Videos on Website
    - Member Code List



- Ability to sort by County
- New User Registration Form

- **Attendees:**

Barbara Allen	Joseph Wigington
Neal Ashburn	Gary Williams
Todd Blocker	MacKenzie Wilson
Marcia Buckles	Jarred Young
Mithcel Collins	Bradley Zill
Karen Campbell	Robert Hutcherson
Hallee Childress	James Prater
Bob Colwick	
Cheryl Crawford	
Stephen Dake	
Troy Davis	
Angela Deering	
Bryan Delozier	
Crystal Gaddes	
Larry Head	
Sheryl Haley	
James Inman	
Dan Koppenberg	
Paul Manner	
Mike Meek	
Casey Moore	
Larry Ostermann	
Allen Potter	
Sandy Smith	
Russ Stoots	
Shantae Thompson	
Dan Toth	
Patsy Trivette	
Mickey Waddell	
Will White	
Lisa Wigdor	