



Tennessee Users Meeting

April 21, 2014 at 10:00am Eastern, 9:00am Central

Presenters: Chris Benefield & Corinne Harper

The meeting began at 10:00am Eastern.

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

- What is NJUNS? Non-profit, owned and ran by our membership states with a board of directors and executive counsel
- NJUNS Tennessee Sponsors: AT&T, TECA, and TMEPA
- Tennessee BOD: Todd Blocker – TECA and Mike Vinson - TMEPA
- Tennessee History: Joined NJUNS in 2005
 - First tickets created in fall of 2005
- 2013 Yearly Numbers for the state of Tennessee:
 - 9,026 created tickets
 - 17,123 tickets with steps completed
 - 5,930 tickets closed
- Prior to 2013:
 - 55,000 tickets created
 - 27,000 tickets closed
- Demonstration:
 - Creating Tickets:
 - Demonstrated the process of how user creates a ticket. Created an example ticket with one step. Opened the ticket to show the difference between a draft ticket and an open ticket.
 - Closing/Updating Tickets:
 - Updates – Demonstrated the process of how user updates steps from changing Pending to Complete and saving the step. This was demonstrated several times to the attendees. A user can update and notify others on an update in around 10 seconds.
 - Close – Demonstrated the process of how user closes a ticket by changing the ticket status from Open to Close after all steps are complete. This was demonstrated several times to the attendees. The more steps being completed the most tickets that need to be closed.



- Auto Close – Demonstrated how pole owner member codes can turn on the auto close feature. This feature allows tickets to auto close after the last step is completed. If a Pole Owner would like this turned on, please contact staff.
- User Forum/Website:
 - Tennessee Forum: Board of Director/Sponsor information
 - Meeting minutes for today’s meeting will be placed in the Tennessee User Forum.
 - Utilize State Forums for open topics within the state.
- 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.
 - PT+ Close Report:
 - This report lets you input your member code and it shows 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.
 - 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/Feedback:

1. Are there any printed materials for this meeting?
 - a. No, but the meeting minutes will be posted to the user forum.
2. How many users are on this call?
 - a. About 55-60 users are attending.
3. Does AT&T actually use the lat/long fields?
 - a. You will need to ask the Pole Owners for AT&T if they are using these fields.
4. Can multiple poles be place on one ticket?
 - a. Yes, but NJUNS recommends using one pole per ticket.
5. When will Tennessee have defined priority codes?
 - a. NJUNS staff will get with the sponsors in the state to define priority codes.



6. How do I change my password?
 - a. Contact NJUNS staff and request a password change.
7. How do I change my contact phone number?
 - a. Contact NJUNS staff and request a change.
8. Can NTG member send a ticket back to the pole owner or creator?
 - a. Yes, the step member can change their step back to the pole owner or creators member code and also add a dispute to the step.
9. If we do not use pole numbers, is this something we need to implement?
 - a. This is up to the pole owner and is not required in NJUNS.
10. Why would you manually want to close a ticket?
 - a. Some pole owners want to make sure the work was actually completed before closing out the ticket.
11. How do you turn on auto-close?
 - a. Contact NJUNS Staff with your member code that you would like to have auto-close turned on for.
12. What is the best way to pull a report when attaching company hasn't transferred in their required amount of days?
 - a. The PT+ Aging report will give you days aged, but you can also do a count on the PT+ detail report.
13. How do you know if you have auto-close?
 - a. Contact NJUNS Staff and we can look for you.
14. Is Charter a member of NJUNS, specifically in Clarksville, TN?
 - a. You can view a list of all member codes by visiting www.njuns.com and clicking on the members tab.
15. How is NJUNS funded?
 - a. NJUNS is funded by our members.
16. How do we create a member code?
 - a. Contact NJUNS staff and we can create you a new member code if needed.
17. Can you add a file attachment?
 - a. Yes, clicking on the file attachment tab and then clicking on add new instance will add a file attachment to your ticket.
18. What does the analytics button do?
 - a. This icon will show you who has viewed a ticket.
19. What does the online training cover?
 - a. We go in depth into how to create, update and close tickets. Also, we cover how to run queries and reports. The training will also go over other functions in pole transfer such as comments, cloning, etc.

The next Tennessee State Users Meeting will be held on September 3, 2014 at 10:00am Eastern.

The meeting ended at approximately 11:03am Eastern.



Attendees:

Scotty Ashe	Casey Moore
Teresa Burkett	Loyd Muncy
Brian Baker	Tom Nitz
Curt Ballance	Patricia O'Connor
Jimmy Beecham	Larry Ostermann
Todd Blocker	Randy Plunk
Randy Booth	Jimmy Robertson
J.W. Brown	Allison Ragsdale
Yolanda Burke	David Schwartz
Christine Carling	Russ Stoots
Donna Chambers	Teresa Tatum
Chuck Dake	Brian Taylor
Stephen Dake	Pat Trivette
Troy Davis	Mike Vinson
Greg Dugger	Mickey Waddell
Jeremy Elrod	Vicki Whitmire
Amy Ensley	Joseph Wigington
Ross Fischer	Steve Worley
Carolyn Freeman	Glenn Fones
Jeff Graves	Bobby Hutcherson
David Grubb	
Steve Hastings	
Larry Head	
Jeff Henley	
Jeremy Hitchcock	
Jeff Jackson	
Don Jones	
A Richard Kelley	
Kenneth King	
Danny Kirkendoll	
Chad Kirkpatrick	
Dan Koppenberg	
Michael Lafferty	
Keith Lawson	
Michael Love	
Rob Mann	
Lori Marriott	
Ryan Massey	
Jim McDowell	
Jana McNair	

