



Florida

Users Meeting

June 10, 2015

Presenters: Corinne Harper and Angie Weaver

The meeting began at 10:00 AM EDT.

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

- **Florida 2014-2015 PT+ Usage: (YTD comparison)**
 - **2014 (1/1/2014 - 6/9/2014)**
 - Created: 18,563
 - Closed: 10,573
 - Tickets w/ Steps Completed: 34,227
 - **2015 YTD (1/1/2015 – 6/9/2015)**
 - Created: 22,962
 - Closed: 11,167
 - Tickets w/Steps Completed: 38,569
 - Total Open Tickets: 162,532

- **Florida Top Users:**
 1. Top Creators:
 - Florida Power & Light, Duke Energy, AT&T
 2. Top Updaters:
 - Florida Power & Light, AT&T, Comcast

- **Demonstration:**
 - NJUNS System Updates
 - File Attachments: Ability to add multiple file attachments at once and a drag/drop feature was added
 - Send Message Feature: Ability to select or deselect email addresses when sending a notification via this feature
 - NJUNS Website Updates
 - Member code list: Ability to filter on Counties and Member Name (Company Name)
 - Subscribe to the NJUNS Communicator Newsletter
 - PT+ Project Module
 - What is a PT+ Project? The project module allows a user to create a “folder” where tickets can be inserted. This is used as an organizational tool for tickets.
 - Creating PT+ Projects/Templates
 - Reporting with Projects



- **Questions:**

1. The result of a query search gives you the option to view the house number and street name. Is it possible to show Latitude & Longitude in order to export the result? Currently, we do not have Lat/Long as an option. We might possibly add it as a hidden option, but our data grid will only allow a certain number of viewable fields.
2. When will we be able to use iPads with NJUNS? We are currently working on the possibility of a mobile option. We will know if and how we will be going mobile in the next couple of months.
3. Is there a way to load all of the address for a city into the njuns database? I know that Broward county has a database of county records? We do not have the option to load external records into the NJUNS database.
4. Would like to close out multiple tickets at once. Can that be done? If not, can you create that option? We currently do not have the ability to bulk update tickets to close them at once, however we are working with our programmers on this option and are hoping to have this feature available in the near future.
5. Does NJUNS have the ability to Cut & Paste? Yes, you can cut and paste by using the keyboard options of CTRL-X for cut or CTRL-C for Copy and CTRL-V for paste.
6. Will any reports pull up GPS Data? The PT+ Detail and Next to go reports will pull up the Lat/Long data that is entered on the ticket.
7. Are you limited to 4megs per file or for all files? The 4MB limit is per file.
8. Are there any improvements coming in the ability to search for tickets? i.e. standardizing more fields, utilizing gps, etc? We suggest when searching for a street name to input the name of the street and leave off the Rd, Road, Dr., Drive portion so that search will find it. We are not currently planning to implement and fields for this. For Lat/Long, you can also type in the numbers included in the Lat/Long and it will find any combination of those numbers. (ex. If the Lat is 78.234 and you type in 7682345, it will pull up the Lat you are looking for in the results.
9. Are other companies doing anything especially effective to eliminate invalid tickets (bad or missing addresses, incorrect statuses) ? We are not sure of any best practices that companies are doing to handle missing or bad addresses, however we suggest using the Dispute feature for this. Visit our website under training for information on using Disputes.



10. If you search under place there is an opa locka and an opa-locka. We will get with our programmers to correct this so there will only be one option for Opa-Locka.

11. Hi- when NJUNS originally switched to Silverlight, I was able to see instant updates to a project after I closed a ticket. For instance, If I had a project and three tickets open in tabs, completing a step would automatically change the ticket to closed, then update that ticket on the project tab to closed. Now, when I close a ticket, the ticket window automatically updates but the project tab does not. To see the updated ticket status I now have to close the project tab and then open it again. (The refresh button doesn't work either)

We were able to duplicate the issue and will note this for our programmers. It appears if you will refresh at the ticket level instead of using the Main Ribbon to refresh, then it will work.

12. Does NJUNS have any plans to improve location data - standardizing GPS coordinates or using geocoding on addresses? We are currently looking into improved mapping capabilities.

13. Can you standadrize search fields by using more drop downs? Maybe a drop down for the ave/ avenue st/street type of issues as well as sw vs southwest vs south west? This question is answered above in number 9.

- **Attendees:**

Beltran	Luis
Bernard	Dean
Brown	Rana
Cepeda	Adriana
Chappell	Michael
Cochran	Lori
Daisson	Jorge
Dalziel	Pam
Davies	William
Dixon	Eddie
Dykes	William
Fludd	Micki
GEE	LYN P
Gibbs	Britanya
Haboon	Joy
Hagerty	Wade
Hamper	Chris



Hanson	Carolyn
Harding	Ed
Henderson	Larry
Hessinger	Sheila
Hodge	Carla
Howell	Gracie
Jones	Michelle
Keller	Marnell
Kukich III	Ted
LANE	JAMES
Larsh	Angela
McDonald	Mike
Meister	Dodie
Mitchell	John
Monge	Miriam
Murphy	Robert
O'Donnell	Charles
Ortiz	Esmeralda
Pike	James
Pope	Thomas
Ross	Brian
Salyard	Tim
Shepard	Gail
Simon	Lilliam
Tamayo	Aileen
Toms	Nancy
Wooldridge	Patricia
Wright	Jessica
bradley	scot
watkins	jackie