



Tennessee Users Meeting

September 9, 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:

- **Tennessee 2014-2015 PT+ Usage: (YTD comparison)**
 - **2014 (1/1/2014 – 9/8/2014)**
 - Created: 7,264
 - Closed: 4,205
 - Tickets w/ Steps Completed: 10,153
 - **2015 YTD (1/1/2015 – 9/8/2015)**
 - Created: 9,532
 - Closed: 6,959
 - Tickets w/Steps Completed: 13,747
 - Total Open Tickets: 36,357

- Tennessee has created 16 Pole Attachments tickets this year.

- **Tennessee Top Users:**
 1. Top Creators:
 - AT&T, Nashville Electric Services, Knoxville Utilities Board
 - PA: North Central Telephone Coop
 2. Top Updaters:
 - AT&T, Comcast, Nashville Electric Service

- **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



• **Attendees:**

Last Name	First Name
Ashburn	Neal
Blanchard	Rich
Bryan	Derek
CLEMONS	CINDY
Campbell	Karen
Dake	Stephen
Deering	Angela
Dockery	Bob
Dorris	Suzanne
Everence	Rachel
FOSTER	KATRINA
Ferguson	Kevin
Friton	Fred
Gaddes	Crystal
Guthrie	Katie
HEAD	LARRY
Haley	Sheryl
Jones	Thomas
Jones	Dean
Kelley	Richard
Kirkpatrick	Chad
Lancaster	Theresa
Lewis	Chase
Love	Michael
Lynch	John
Mattox	James
McNair	Jana
Nitz	Tom
Oswalt	Priscilla
Peacher	Troy
Robertson	Jimmy
Sliney	Frederick
Sosnowski	Daniel
Thompson	Shantae
WATERS	FREDRICK
Waddell	Mickey



Walker	Bruce
Wampler	Chita
Webers	Tim
White	Will
Wilson	MacKenzie
warlick	william

- **Questions:**

1. In some cases we have had it take years for some transfers to take place. We understand that everyone is extremely busy and the name of the delinquent members is not relevant for this discussion. Is there any legislation or regulations that would force the other members to both transfer and then complete their tickets? *We are not sure of any legislation or regulations as NJUNS just provides the software. You might contact the directors of Tennessee to see if they have any information or suggestions. You can find them on our website.*

2. How do you make all tickets of interest? *The tickets of interest list is not something that you create as it is constantly changing based on the status of tickets. This list is shows tickets where your member code is either the creator, pole owner, or next to go member on the ticket and it has been updated in the last 30 days.*

3. When you put in a new ticket the tab doesn't stop on the date being entered for work requested date. Can this be corrected? *We will have our programmers look into this issue.*

4. When I do a search for Zayo Group it will not pull up the name for the State of Tennessee. How do I get the new name in the system? *Please email us at support@njuns.com and let us know what updates need to be made in the system.*

5. Has a priority code for TN been established? *Priority codes have not been established for Tennessee yet. We will reach out to the directors to see if any progress has been made on this.*

6. Where is the best report to go to show what tickets have been closed? *You can run a PT+Detail report or a PT+Search (Query) and choose the status of Closed and any other parameters you need. Since Closed Date is not currently a parameter on the report, you may want to run the query. We will look into adding the Closed Date to the Detail Report parameters.*