



## Kentucky User Meeting

*October 21, 2015*

*Presenters: Corinne Harper and Angie Weaver*

The meeting began at 10:00 EST.

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

- Kentucky 2012-2014 Usage:
  - 2014 (Jan 1, 2014 – October 20, 2014)
    - Created: 2,901
    - Closed: 364
    - Tickets w/ Steps Completed: 1,632
  - 2015 YTD
    - Created: 6,617
    - Closed: 2,853
    - Tickets w/ Steps Completed: 5,574
- Top Kentucky Users:
  - Top Creators:
    - AT&T Kentucky, Kentucky Utilities and Tri-County Electric
  - Top Updaters:
    - AT&T Kentucky, Time Warner Cable and Kentucky Utilities
- 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 list 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” to put projects in. This is used as an organizational tool for tickets.
    - Creating PT+ Projects/Templates
    - Reporting with Projects



Attendees:

John Alderson

Rose Marie Abell

Linda Basham

Natalie Hudgins

David Laun

Ralph McDonie

Jeff Morris

Darrell Nave

Will Ralph

John Wallace

Lee Bowlin