



## **New Hampshire**

### **User Meeting**

*February 17, 2016*

*Presenters: Corinne Harper and Angie Weaver*

The meeting began at 10:00am Eastern

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

- New Hampshire 2014 Usage (Pole Transfer):
  - 2014
    - Created: 4,750
    - Closed: 2,167
    - Tickets w/ Steps Completed: 6,215
  - 2015
    - Created: 3,564
    - Closed: 2,337
    - Tickets w/ Steps Completed: 6,239
- 2016 YTD PT+ (1/1/16-2/16/16)
  - Created: 441
  - Closed: 215
  - Tickets w/ Steps Completed: 1,025
- Total Open Tickets: 12,097
- Active Users: 207
- Active Member Codes: 114
- Participating Members: 82
- Top New Hampshire Users: (PT+)
  - Top Creators:
    - FairPoint Communications, Public Service of New Hampshire, NE Electric Cooperative
  - Top Updaters:
    - FairPoint Communications, Comcast, Public Service of New Hampshire
- Demonstration:
  - Just Released: NJUNS System Updates – January 11, 2016
    - Bulk Update Feature
      - Ability to bulk update tickets/steps in multiple ways:



- Bulk update Next To Go tickets from ticket lists (Tickets of Interest, NTG Tickets, etc)
- Bulk close tickets where all steps are completed from ticket lists (Tickets of Interest, NTG Tickets, etc)
- Bulk update NTG steps or close tickets from favorites
- Bulk complete steps from ticket on step section
- Dispute Process Change
  - When a dispute is added, the system will automatically generate a DISPUTE step above the step that was disputed. The DISPUTE step will be assigned to the ticket creator member code and given 30 days interval. This process will put the ticket creator as the Next To Go member, instead of the step member who disputed the step. When the dispute is ready to be resolved, the DISPUTE step can be completed or the dispute can be resolved. When a dispute is resolved, the Next To Go start date for the disputed step is updated based on today's date and the days interval for a new NTG start date.
  - A dispute status of canceled will be available to cancel a dispute that is invalid. This will cancel the dispute, however, it will leave the DISPUTE step on the ticket for documentation. The Next To Go start date will not update if the dispute is canceled.
- Member Code Clean-up
  - In effort to clean up out of date member code information, a spreadsheet of Oregon member codes was sent out to all contacts/email recipients. If any information (primary contact, ticket email addresses, descriptions, etc.) are incorrect for your company's member code(s), please send corrections to [charper@njuns.com](mailto:charper@njuns.com) or [aweaver@njuns.com](mailto:aweaver@njuns.com).
  - **Follow us on Facebook, Twitter, LinkedIn**
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**Attendees:**

Bedaw	Debra
Bolduc	James
Chessman	Ramona
Delisle	Jeana
Dent	Tim
Dezafra	Patrick
Dube	Steve
Dunn	Jay
Dupont	Donna
Flewelling	Dave
Gosselin	Christine
Gouger	Jeff
Ladue	Linda
Legsdin	Sandra
Mahany	John
Mendonca	Lili
Read	Chris
Salter	Andrew
Young	Andrew
parks	maria

**Questions:**

**How is the Pole Abandonment ticket type used?** *We are not exactly sure how it is used as that is determined by each company. Typically, pole abandonment ticket type would mean that the pole is not being managed by any company and was left.*

**Can you use the bulk update feature as a step member?** *Yes, you can complete your step if you're next to go from the ticket lists or queries and complete your step from within the ticket itself.*

**Can we not get the multiple emails as a pole owner?** *The email notifications go out to the email addresses that are listed on the member code to receive notifications. The system sends all notifications to the addresses associated with the pole owner member code. You can set up email rules on your email client if you do not want them all coming to your inbox. Visit our Best Practices under training for information on how to do that.*

**How do you handle tickets where you are not attached but were put on the ticket?** *You should create a dispute on your step so the Ticket Creator will be notified that your step should either be removed or changed to the correct step member. You can find a document on creating disputes under our Best Practices section located on our website under training.*