



Tennessee

User Meeting

March 14, 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:

- Tennessee 2014 Usage (Pole Transfer):
 - 2014
 - Created: 11,843
 - Closed: 6,692
 - Tickets w/ Steps Completed: 15,016
 - 2015
 - Created: 14,012
 - Closed: 12,570
 - Tickets w/ Steps Completed: 20,121
- 2016 YTD PT+ (1/1/16-3/12/16)
 - Created: 2,836
 - Closed: 2,506
 - Tickets w/ Steps Completed: 4,569
- Total Open Tickets: 35,579
- Active Users: 478
- Active Member Codes: 163
- Participating Members: 95
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- Tennessee Users: (PT+)
 - Top Creators:
 - AT&T, Nashville Electric Services, Knoxville Utilities Board
 - Top Updaters:
 - AT&T, Comcast, Nashville Electric Services
- 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 - In effort to clean up out of date member code information, a spreadsheet of Oregon member codes was sent out to all contacts/email recipients.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 or aweaver@njuns.com.
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Attendees:

Last Name	First Name
Blanchard	Rich
Blocker	Todd
CLEMONS	CINDY
Campbell	Karen
Charles	Vaughan
Chavez	Ruby
Childress	Hallee
Clift	Steve
Crenshaw	Jason
Dake	Stephen
Davis	Troy
Deering	Angela
Dugan	Jeff
Gessling	Stephen
Gore	Deron
Grindstaff	April
Haliti	Bekim
Hamilon	Keith
Head	Larry
Hitchcock	Jeremy
Jones	Dean
Kearney	Andrea
King	Kenneth
Kirkpatrick	Chad
Letterman	Heather
MANNER	PAUL
Mattox	James
Mills	Cory
Ostermann	Larry
Perkins	Marla
Plunk	Randy
Potter	Douglas



Smith	Sandy
Taylor	Bradley
Thompson	SHantae
Thompson III	Benton
Wampler	Chita
Williams	Derick
hutcherson	robert
warlick	william

No Questions.