



Florida

User Meeting

June 15, 2016

Presenters: Corinne Harper and Angie Weaver

The meeting began at 10:00 AM EST

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

- 2015 YTD Usage (Pole Transfer) (1/1/15 – 6/14/15)
 - Created: 24,177
 - Closed: 11,724
 - Tickets w/ Steps Completed: 40,302

- 2016 YTD Usage (Pole Transfer) (1/1/16-6/14/16)
 - Created: 35,602
 - Closed: 17,283
 - Tickets w/ Steps Completed: 44,891

- Total Open Tickets: 203,814

- Active Users: 469
- Active Member Codes: 213
- Participating Members: 81

- Florida Users:
 - Top Creators:
 - Florida Power & Light (22,427), Duke Energy (4,349), AT&T (2,991)
 - Top Updaters:
 - Florida Power & Light (21,564), AT&T (13,440), Bright House Networks (6,070)

Demonstration:

- We sent a survey to Florida users registered for the meeting to ask what they wanted covered. The information in italics below is what was asked.
 - *NJUNS Basics* – We offer training every 2 weeks that covers the basics. Please view our training schedule on our website under Training
 - *Member code drop down and the need for working under a code to update a ticket* – Currently you do have to be working under the member code that matches the code on the ticket you are updating. This is a security feature in NJUN
 - **PT+ Best Practices:**



- Favorites
 - Allows you to save tickets in a favorites folder where you can easily access them for future reference. You can have multiple favorites folder to represent different jobs, etc.
- Audit History
 - Audit history allows the user to see who has made changes to a ticket. You can see the status changes as well as any header or step updates.
- Closing tickets using Bulk Update - The new bulk update feature can help to update steps and close tickets.
 - 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
 - We also have a query called PT+ Close Search that will allow you to sell all tickets ready to close and use the bulk update feature to close them.
 - Auto-close is also a feature that can be turned on for the pole owner member code and will automatically close tickets once all steps are complete.
- Data Grids
 - **Follow us on Facebook, Twitter, LinkedIn**
 - **Sign up for one of our training sessions**
 - Next meeting is in January 2017



Attendees:

Last Name	First Name
Abichandani	Kunal
Akber	Mohammad
Anderson	Alannah
BUTCHER	NANCY
Bates	Nichole
Beach	Jo
Biels	Chad
Bingham	Theodore
Bradley	Scot
Brown	Rana
Chambers	Justin
Clarke	Kevin
Cochran	Lori
Daisson	Jorge
Davies	William
Domostoy	Tracey
Drewery	Brenda
Duncan	Helen
Dyal	Kim
Fleming	James
Folkerts	Luke
Gordon	Josh
Harding	Ed
Harris	Elizabeth
Harvey	Mackemia
Haynes	Sandra
Hessinger	Sheila
Isom	Mike
Kaiser	Jerry
Keller	John
Klopp	Keven
LIVOLSI	MONIQUE
MITCHELL	SABRINA
Mc Kenna	Liam
Morissette	Pam
Olson	Stephen
Powell	Barry
Ruiz	Gerry
Schroeder	Chris



Seargeant	Bonnie
Smith "Smitty"	J.D.
Thomas	Terri
Walker	Joshua
Whitfield	Nathan
Wilson	Johnie
carlton	michael
dIXON	Eddie
haynes	laurie

Questions:

1. Can any step member add a ticket to their favorites?

Any user in NJUNS can add tickets to favorites. As long as you can pull up the ticket in NJUNS, you can add it to your favorites.

2. Is there an Auto Close for Projects, so once every ticket is closed, the PJCT will close?

No, there is not currently an auto close on projects. Those have to be manually closed.

3. In training, can I download this training session? I got cut off or lost internet connection during this training.

We offer PT+ training as well as a Best Practices training (it covers everything we did today) quite often. You can visit our training schedule on our website www.njuns.com and click on Training.

4. Is the push pin necessary? It seems like the "x" does the same job.

The push pin in Favorites will save the list so it will be available the next time you log in. If you want to delete the favorites immediately, the "X" will work. Otherwise, if the push pin is not down, it will be deleted the next time you log in.

5. Do people create temporary favorite lists? I'm just wondering if there is a case where you wouldn't want to save your favorites.

We agree that it probably would not be the case to create a Favorites list for just one session and are therefore looking into having the favorites default to being saved (push pin down) and move it up if you don't want to save. It makes more sense.