



New Hampshire User Meeting

August 24, 2016

Presenters: Corinne Harper and Angie Weaver

The meeting began at 10 AM EST.

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

- New Hampshire PT+ (1/1/2015-8/22/2015)
 - Created: 2,162
 - Closed: 1,283
 - Tickets w/ Steps Completed: 4,663

- 2016 YTD PT+ (1/1/16 – 8/22/16)
 - Created: 3,616
 - Closed: 2,058
 - Tickets w/ Steps Completed: 4,006

- Total Open Tickets: 13,273
- Active Users: 175
 - Deactivated users with inactivity since 5/2015
- Active Member Codes: 114
- Participating Members: 81

- New Hampshire Top Users:
 - Top Creators: FairPoint Communications, Eversource and NH Electric Cooperative
 - Top Updaters: Fairpoint Communications, Eversource and Comcast

- Demonstration:
 - We sent a survey to New Hampshire users registered for the meeting to ask what they wanted covered:
 - Emailing an attacher with questions – Send message feature
 - How to update & search a ticket
 - Non-participating member codes
 - 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.



- Cloning Tickets
 - Allows a user to create a replicate of a ticket. The ticket will clone over in draft status, allowing the creator to make changes before opening it and notifications are sent out. Disputes, comments and file attachments do not clone over.
- Copying Steps
 - Copies the step data into a new step. This saves the creator time when creating multiple steps with similar information.
- Data Grids
 - Adding/removing columns
 - Exporting to excel
 - Rearranging columns
 - Filtering columns
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- Next meeting is in March 2017