



Arkansas User Meeting

February 15, 2017

Presenters: Corinne Harper and Angie Weaver

The meeting began at 10:30 AM EST.

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

- 2015 PT+
 - Created: 492
 - Closed: 1,254
 - Tickets w/ Steps Completed: 1,649
- 2016 PT+
 - Created: 1,758
 - Closed: 1,149
 - Tickets w/ Steps Completed: 2,052
- 2017 PT+ YTD
 - Created: 136
 - Closed: 106
 - Tickets w/ Steps Completed: 425
- Total Open Tickets: 3,283
 - Ready to Close: 116
- Active Users: 130
- Active Member Codes: 128
- Participating Members: 36
- Arkansas Top Creators:
 - Ozarks Electric, Entergy, American Electric Power
- Top Updaters:
 - Ozarks Electric, Cox Communications, AT&T
- Demonstration:
 - Survey Question – How to complete steps
 - Demonstrated out to complete steps – Quick Reference Guide can be found on our website under Training/Best Practices or [here](#).
 - New Project Module
 - On Feb. 20, 2017 we are introducing a new Project module to replace the existing Pole Transfer Project module. More information can be found on our website under News or [here](#).



- Member code searches
 - Member codes can be searched from our website and using the Member icon located in the Dashboards section of the Main Ribbon.
 - A company name or code can be searched in the Quick Search once the Member icon is clicked and the primary contact information can be found. ex. UPC2, NJUNS, or NJUNS*
 - Make sure when updating a step that the member code in the member code drop down matches the member code of the step being updated.

- Follow us on Facebook, Twitter, LinkedIn
- Sign up for one of our training sessions

Attendees:

Last Name	First Name
Canoy	Ira
Ford	Clinton
Howard	Tony
Jacobs	Carlia
Johnson	Andy
Oliger	Randy
Royal	Kijana
Woner	Glenn
petty	clint