



## **Arkansas Users Meeting**

*October 29, 2013 at 10:30am Eastern, 9:30am Central*

*Presenter: Chris Benefield*

The meeting began at 10:30am Eastern, 9:30am Central

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

- What is NJUNS? Non-profit, owned and ran by our membership states with a board of directors and executive counsel
- NJUNS Arkansas Sponsors : AEP/Swepco, Arkansas One-Call, AT&T, North Arkansas Electric, Ozarks Electric, Prairie Grove Telephone and Suddenlink
- Arkansas Directors: Renee Mason – Ozarks Electric and Chip Dunlap - Suddenlink
- Arkansas History: Joined NJUNS in 2006
  - First tickets were created in June/July 2007
- 2013 Yearly Numbers for the state of Arkansas
  - 644 Tickets Created
  - 857 Tickets with Steps Completed
  - 239 Tickets Closed
- Demonstration Portion:
  - Closing/Updating Tickets
    - To Update – change step status from pending to complete
    - To close – change ticket status from open to close
  - User Forum/Website
    - Training Videos: Updated interactive training videos
    - Users Guides
    - Arkansas Forum: State Priority codes and Director/Sponsor information
  - Utilizing of Social Media: Suggested that users Like us on Facebook & Follow us on Twitter
  - Reports
    - Aging Report – Summary Data
      - Explanation and example
    - PT+ Detail Report – Data Dump
      - Introduction to pivot tables, filtering, and manipulating data in a way that best suits your needs and wants
    - PT+ Next To Go Report



- Questions/Feedback:
  1. If you re-open a ticket will it affect any dates?
    - a. The closed date is not a field on the ticket, but when the ticket was closed, re-opened and closed again will be tracked in the ticket history.

The next Arkansas State Users Meeting will be held May 8, 2014 at 10:30am Eastern, 9:30am Central. In between this meeting and our next meeting we will try to increase usage in Arkansas. We will offer training for the entire state if needed.

The meeting ended at approximately 11:37am Eastern, 10:37am Central time.

**Attendees:**

|                 |
|-----------------|
| Aaron Thurber   |
| Linda Schumpert |
| Renee Mason     |
| William Dick    |
| Mary Kaye Row   |
| Joe Ihle        |
| Steve Fernimen  |
| Jason Strong    |