



Arkansas State Users Meeting

May 20, 2014 at 9:30am Central

Presenters: Chris Benefield and Corinne Harper

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

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

- Meeting Objectives:
 - Update users on the use of NJUNS
 - Provide forum for discussion on Arkansas NJUNS issues
 - Provide system feedback and collect feedback from users
- Arkansas 2013 Usage:
 - 750 Tickets Created
 - 1,203 Tickets with Steps Completed
 - 379 Tickets Closed
- Increasing Usage in Arkansas
 - Chris talked about how we could increase usage in Arkansas and asked that pole owners or other users email him with ideas, co-ops within the state that are not using NJUNS and other things that we could do to help increase usage.
- Demonstration:
 - PT+ Disputes
 - Disputes allow the ticket creator, pole owner, or step member to add a dispute to a step if there is an issue with the step. Disputes must be resolved before completing the step.
 - Demonstrated how to add a dispute to a ticket and showed that you cannot complete a step until the dispute is resolved.
 - Reports
 - PT+ Detail Report:
 - This report lets you input many different parameters and it returns all ticket information. This report is like a data dump.
 - Data is in a normalized format so it is flexible to users. Users can apply auto-filters, pivot tables, graphs and more to make the data fit their needs.
 - This report offers most parameters to input information and returns the most information.
 - PT+ Close Report:
 - This report lets you input your member code and it shows all tickets that are ready to be closed. All steps on the ticket are completed and the ticket is ready to be changed from open to close.
 - Close Report shows statistics of count by pole owner member code.
 - PT+ Next To Go Reports:
 - PT+ Next To Go – Pole Owner:
 - Shows Next To Go tickets as the pole owner
 - Shows statistics of member code and job type. User can change statistics by utilizing the pivot table.



- PT+ Next To Go – Step Member:
 - Shows Next To Go tickets for a member code
 - Shows statistics of member code and job type. User can change statistics by utilizing the pivot table.
- Questions:
 1. How do you turn on the auto close?
 - a. To turn on auto-close, email staff and let us know which member code you would like to turn it on for.
 2. I am unable to pull these reports. I do not get the message to view the excel file. Is there some browser setting preventing me from doing this?
 - a. Something from your computer is blocking the popup. As a work around, hold down the CTRL key while you hit run. Also, visit our FAQ on our website and number 7 addresses how to fix this issue.

Attendees:

Kim Brister
Jeff Browers
David Cain
William Dick
Chris Echols
Joe Ihle
Jeff Jech
LuAnna Lyne
Renee Mason
Misty Osborne
Linda Schumpert
Kip Smith
Aaron Thurber
Kevin Varner
Bob Whittaker
Anthony Williams
Glenn Woner
Jason Strong