



Arkansas User Meeting

June 7, 2016

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:

- Arkansas 2015 Usage (Pole Transfer):
 - Created: 177
 - Closed: 172
 - Tickets w/ Steps Completed: 356
- 2016 YTD PT+ (1/1/16 - 6/5/16)
 - Created: 406
 - Closed: 905
 - Tickets w/ Steps Completed: 1,184
- Total Open Tickets: 2,114
- Active Users: 100
 - Deactivated users with inactivity since 5/2015
- Active Member Codes: 127
- Participating Members: 36
- Arkansas Top Users:
 - Top Creators: Ozarks Electric (227), Entergy (122), American Electric Power (30)
 - Top Updaters: AT&T Arkansas (708), Comcast (380), Ozarks Electric (156)
- Demonstration:
 - We sent a survey to Arkansas users registered for the meeting to ask what they wanted covered. No responses were received.
 - 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 January 2017

Attendees:

Debbi Bush
Shawn Hollingshead
Sharon Hughes
Luanna Lyne
Renee Mason
Kenny Muhammad
Christie Rudelis
June Snow
Ashley Selph
Bonnie Thielemier
Rodney Vanhoozer
Chris Warren

Questions:

1. I am not receiving email notifications when our step members complete their steps. Can you please look into this?