



Arkansas

Users Meeting

June 3, 2015

Presenters: Corinne Harper and Angie Weaver

The meeting began at 9:00 AM CST.

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

- **Arkansas 2014-2015 PT+ Usage: (YTD comparison)**
 - **2014 (1/1/2014 - 6/2/2014)**
 - Created: 222
 - Closed: 224
 - Tickets w/ Steps Completed: 462
 - **2015 YTD (1/1/2015 – 6/2/2015)**
 - Created: 175
 - Closed: 172
 - Tickets w/Steps Completed: 352
 - Total Open Tickets: 3,377
- **Arkansas Top Users:**
 1. Top Creators:
 - Bentonville Electric Utilities, Ozarks Electric, SWEPCO/American Electric Power
 2. Top Updaters:
 - Ozarks Electric, Cox Communications, Bentonville Electric Utilities
- **Demonstration:**
 - NJUNS System Updates
 - File Attachments: Ability to add multiple file attachments at once and a drag/drop feature was added
 - Send Message Feature: Ability to select or deselect email addresses when sending a notification via this feature
 - NJUNS Website Updates
 - Member code list: Ability to filter on Counties and Member Name (Company Name)
 - Subscribe to the NJUNS Communicator Newsletter
 - PT+ Project Module
 - What is a PT+ Project? The project module allows a user to create a “folder” where tickets can be inserted. This is used as an organizational tool for tickets.
 - Creating PT+ Projects/Templates
 - Reporting with Projects



- **Questions:**

1. Is there anything in the works for getting Comcast on board to use NJUNS in Arkansas? We do not know of anything currently, but if you have a contact person that you can pass along to the AR Directors, they will be happy to reach out to them.

- **Attendees:**

Last Name	First Name
Bush	Debbi
Cain	David
Cheely	Amanda
Lyne	LuAnna
Mason	Renee
Monroe	Timothy
Osborne	Misty
Palmer	Lynda
Platt	Troy
Smith	Kip

