



New York User Meeting

February 24, 2016

Presenters: Corinne Harper and Angie Weaver

The meeting began at 10:00am Eastern

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

- New York 2014 Usage (Pole Transfer):
 - 2014
 - Created: 21,409
 - Closed: 6,269
 - Tickets w/ Steps Completed: 21,680
 - 2015
 - Created: 23,111
 - Closed: 6,151
 - Tickets w/ Steps Completed: 30,488
- 2016 YTD PT+ (1/1/16-2/23/16)
 - Created: 5,385
 - Closed: 1,203
 - Tickets w/ Steps Completed: 9,008
- Total Open Tickets: 53,640
- Active Users: 1,020
- Active Member Codes: 400
- Top New York Users: (PT+)
 - Top Creators:
 - Consolidated Edison, National Grid and Verizon
 - Top Updaters:
 - Verizon, Consolidated Edison and National Grid
- Demonstration:
 - Just Released: NJUNS System Updates – January 11, 2016
 - Bulk Update Feature
 - Ability to bulk update tickets/steps in multiple ways:
 - Bulk update Next To Go tickets from ticket lists (Tickets of Interest, NTG Tickets, etc)
 - Bulk close tickets where all steps are completed from ticket lists (Tickets of Interest, NTG Tickets, etc)
 - Bulk update NTG steps or close tickets from favorites



- Bulk complete steps from ticket on step section
- Dispute Process Change
 - When a dispute is added, the system will automatically generate a DISPUTE step above the step that was disputed. The DISPUTE step will be assigned to the ticket creator member code and given 30 days interval. This process will put the ticket creator as the Next To Go member, instead of the step member who disputed the step. When the dispute is ready to be resolved, the DISPUTE step can be completed or the dispute can be resolved. When a dispute is resolved, the Next To Go start date for the disputed step is updated based on today's date and the days interval for a new NTG start date.
 - A dispute status of canceled will be available to cancel a dispute that is invalid. This will cancel the dispute, however, it will leave the DISPUTE step on the ticket for documentation. The Next To Go start date will not update if the dispute is canceled.
- Member Code Clean-up
 - In effort to clean up out of date member code information, a spreadsheet of Oregon member codes was sent out to all contacts/email recipients. If any information (primary contact, ticket email addresses, descriptions, etc.) are incorrect for your company's member code(s), please send corrections to charper@njuns.com or aweaver@njuns.com.
- Follow us on Facebook, Twitter, LinkedIn
- Sign up for one of our training sessions

Attendees:

John Bachmore	Jeanne Irvin	Darlene Ponceau	Kathleen Young
John Beaver	Mike Jankowski	Tracy Puerschner	Josephine Burnett
Erica Cabrera	Philip Kornely	Christina Santangelo	Tara Diltney
Greg Carty	Allan Kaleita	Justine Sarni	Kelley Issler
Carol Cavallaro	Joanne Kasmarcik	Kevin Scheid	Kurt Met
Diane Cummings	Bill Kuehnle	Robert Schiera	
Dennis Curtin	Fred Laube	James Solis	
Gregory Davis	Eric Lipsenthal	Betzaida Soto	
Andre Diaz	John Luczun	Kathleen Stalzer	
Paul Dix	Matthew Marino	Shayla Threat	
Carol Hill	Lynn Mollik	Catherine Villecco	
Patricia Hynes	Nicholas Moulton	Julie Wadman	
Billy Iacovetta	Joseph Murffyn	Patricia Wolff	



Questions:

1. Does the Field completion date default to the bulk update entry date?
 - a. Yes, the field completion date with default to the date your completing the step. You have the ability to go into the step and change it, if needed.
2. If Verizon is last on pole and NTG, when we complete the last step, does the ticket auto-close?
 - a. If auto-close is turned on for the pole owner member code, then the ticket will automatically close. If auto-close is not turned on, the pole owner or joint pole owner will manually need to close the ticket once all steps are completed.
3. Why can't you un-cancel a dispute?
 - a. The system is setup that once an item is canceled (ticket, dispute) no more changes can be made.
4. Is there a bulk update feature if I wanted to move all my job ID's from 'joint use company job id' to 'elco job id'? Or change the ticket type of multiple tickets?
 - a. The new Excel import feature will work for this. We will contact you about the feature and available training opportunities.
5. Does it matter if you use all CAPS or not? Does it affect any search function?
 - a. No, it does not matter.
6. Can you bulk update tickets if you are not NTG without going into each ticket based on your member code?
 - a. No, the bulk update is currently only available to complete NTG step.
7. If I know that another attacher has completed their step, but it still shows as pending, can I complete it for them?
 - a. Only the pole owner or joint pole owner can complete another attachers step. A step member only has permission to complete their own step.
8. If my member code has two steps in a row, will the bulk update feature complete both steps or only the NTG step?
 - a. The bulk update feature will only complete the step that is next to go. You can use the feature twice to complete both steps, or open the ticket and select both steps and complete them with the bulk update inside the ticket.
9. Will we ever be able to un-cancel a ticket?
 - a. At this time we do not have this on our road map, but we will discuss it with our technology committee.