



New York User Meeting

August 31, 2016

Presenters: Corinne Harper and Angie Weaver

The meeting began at 10:00 AM EST.

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

- New York 2015 PT+ (1/1/15 - 8/30/15)
 - Created: 14,688
 - Closed: 3,800
 - Tickets w/ Steps Completed: 21,179
- 2016 YTD PT+ (1/1/16 - 8/30/16)
 - Created: 24,432
 - Closed: 5,367
 - Tickets w/ Steps Completed: 34,133
- Total Open Tickets: 68,269
- Active Users: 1,235
 - Deactivated users with inactivity since 5/2015
- Active Member Codes: 401
- Participating Members: 136
- New York Top Users:
 - Top Creators: Long Island Power Authority (9,600), National Grid (5,411), Consolidated Edison (4,327)
 - Top Updaters: Verizon (15,104), Long Island Power (10,555), Consolidated Edison (8,426)
- Demonstration:
 - We sent a survey to New York users registered for the meeting to ask what they wanted covered.
 - Use the Send email feature to notify members that are not responding to tickets
 - NJUNS has an import tool that will allow users to create and update tickets in bulk. A training session is required first. Contact us at support@njuns.com for more information.
 - For an overview of the system, we offer PT+ training every two weeks.
 - 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.
- Data Grids
 - Adding/removing columns
 - Exporting to excel
 - Rearranging columns
 - Filtering columns

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- **Sign up for one of our training sessions**
- **Next meeting is in March 2017**

Attendees

Ababon	Joshua
Beaver	John
Carty	Greg
Catlin	Tim
DEY	MARIA
DOUCETT	SHARON
DiNunzio	Peter
Dix	Paul
DuFresne	Brittany
Duffany	Thomas
Dukes Jr	Ken
Dunn	Carol
Franco	Meg
Haas	Michael
Haney	Dennis
Holmes	Robert
Hughey	Matthew
Irvin	Jeanne
Jankowski	Mike



Lipsenthal	Eric
MacEachern	Brent
McGrogan	Patrick
Millett	Iris
Neglia	Thomas
Puerschner	Tracy
Ruiz	Carlos
SANTANGELO	CHRISTINA
Saeidi	Main
Savino	Anthony
Smith	Debora
Smith	Paul
Solotruck	George
Southwick	Steve
Thomas	Bette
Tracy	Ronald
Vaupel	Danielle
Young	Gale
burnett	josephine
elton	marie
yanarella	karen

Questions:

1. Can we bulk print tickets instead of opening them individually and printing them?
Currently, that is not an option. We are looking into something and will keep our users posted.
2. Can you email the Best Practices document because I can't save it? Yes and you can also find it on our website under Training, Best Practices.
3. Can you add the Elco number to this Tickets of Interest List? No because this is used by everyone and not all tickets have an Elco number. We can create a custom query for you.
4. Can the page size be increased to 500 instead of 200? We will need to speak with our programmers about this. It could be a matter of a performance issue.