



## **New York**

### **Users Meeting**

*August 19, 2015*

*Presenters: Corinne Harper and Angie Weaver*

The meeting began at 10:00 AM EDT.

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

- **New York 2014-2015 PT+ Usage: (YTD comparison)**
  - **2014 (1/1/2014 – 8/18/2014)**
    - Created: 14,090
    - Closed: 3,836
    - Tickets w/ Steps Completed: 14,833
  - **2015 YTD (1/1/2015 – 8/18/2015)**
    - Created: 13,952
    - Closed: 3,601
    - Tickets w/Steps Completed: 19,147
  - Total Open Tickets: 42,563
- **New York Top Users:**
  1. Top Creators:
    - National Grid, Consolidated Edison, Orange & Rockland
  2. Top Updaters:
    - Verizon, Consolidated Edison, National Grid
- **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
    - New CreatedBy field on PT Ticket
  - 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

Next Meeting Feb. 2016



- **Attendees:**

<b>Last Name</b>	<b>First Name</b>
ADEYINKA	PAUL
Bernacchi	David
Cambra	Malanda
Caserto	Jessica
Cavallaro	Carol
Chaffee	Chris
Compitello	robert
Corbett	Brian
Crossman	Cindy
Cunningham	Lynlee
Davis	Greg
Diaz	Andre
DuFresne	Brittany
Dunn	Carol
Emery	Amanda
FitzGerald	Shannon
Forcier	Joseph
Gammell	Melissa
Gerig	Debra
Gilmore	Jason
Harrington	Michael
Hermance	Steve
Hesseltine	Brent
Hodges	Elise
Hynes	Patricia
Iacovetta	William
Kasmarcik	Joanne
Kerr	Douglas
Killingbeck	Jasmine
LOUNSBURY	CATHERINE
Laube	Frederick
Lawlor	Mike
Linton	Mario
Lonobile	Kim
Mahoney	Linda
Manigault	Annette
McBride	Aimee
McCarthy	Luke



Mercer	Peter
Meyers	Caisy
Mollik	Lynn
Moulton	Nicholas
NEWELL	MELISSA
Niles	David
Peshkur	Richard
Ponceau	Darlene
Read-Siedlecky	Laura
Rogers	Donald
SZEWCZYK	NADINE
Schwab	Michael
Sharlow	Kevin
Sipos	Eva
Stalzer	Kathleen
Stirp	Mike
Stolfer	David
Threat	Shayla
Valverde	Richard
Villecco	Catherine
WOLFF	PATRICIA
Yezzi	Sandy
Young	Gale
Young	Kathleen
Ziemendorf	Denise
burnett	josephine
dilthey	tara
issler	Kelley
marcello	john
smyth	Natasha
solis	james

- **Questions:**

1. Will we be able to cancel all of the tickets associated with a project under the bulk update feature you mentioned earlier since the tickets associated with the project status is not linked?  
*At this time, the bulk update feature will not be used for canceling tickets, however after it is released we will decide if other options should be made available.*



2. Would it be possible to specify separate fields for telco pole # and Elco pole #'s?? My reason for asking is because currently we can't locate tickets created by the telco's we work with unless we know their pole # which usually isn't the case. *It is possible. Our Massachusetts and Rhode Island Mask separates these fields. We would have to tell our NY Directors of the request and they would decide to submit it to the NY Advisory Board. If approved, NJUNS can make the change.*
3. Are they able to search by either pole # with that feature? *The Pole number search within PT+ will only allow one or the other to be searched but not both. It depends on how it is set up within the system, however the PT+ Search for NY would be modified to search for both.*
4. Is there a way to delete tickets created by accident or do they have to be cancelled? *Once a ticket is saved, it can only be cancelled. If you haven't saved then it will be deleted once you close the tab. However, even a draft ticket once saved can only be cancelled.*
5. Can you update tickets that have different member codes at the same time without having to switch between member codes? *You can only update tickets for the member code you are currently working under (top right of the screen). You may view the other tickets, but you can only update them when you are working under the same member code.*
6. Are there any plans to add the steps to the project template? *There is not currently the plan to add steps to the project template. If you need steps, you can clone a ticket and add it to the project.*
7. When will the new dispute process be available? *We don't have an exact go-live date for it yet, however it should be within the next two months. It is currently being testing.*