



## **New York State User Meeting**

*July 31, 2014 at 10:00am Eastern*

*Presenter: Chris Benefield*

The meeting began at 10:00am Eastern

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

- New York 2014 Usage:
  - 12,695 PT+ Tickets Created (Projection: 25k)
  - 16,147 PT+ Tickets with Steps Completed (Projection: 33k)
  - 3,041 PT+ Tickets Closed (Projection: 6k)
- Demonstration:
  - PT+ Disputes
    - What is a dispute?
      - Disputes allow the ticket creator, pole owner, or step member to add a dispute to a step if there is an issue with the step. Disputes must be resolved before completing the step.
      - Demonstrated how to add a dispute to a ticket and showed that you cannot complete a step until the dispute is resolved.
      - Demonstrated how to resolve a dispute by changing the status from active to resolved and saving.
    - Dispute information is available on PT+ Detail Report and PT+ Next To Go Reports.
    - Current NY Disputes: 1,600 tickets with an active dispute
  - Closing Tickets
    - Current ratio – 4:1
    - Objective: increase the amount of closed tickets
      - Talked about the importance of closing tickets
      - Demonstrated how to manually close a ticket
      - Demonstrated how to use the auto-close feature and to contact support if interested in turning auto-close on for your member code.
    - PT+ Close Report:
      - This report lets the pole owner input their member code and it returns results with all tickets that are ready to be closed. All steps on the ticket are completed and the ticket is ready to be changed from open to close.
      - Close Report shows statistics of count by pole owner member code.



- Reports
  - PT+ Detail Report:
    - This report lets you input many different parameters and it returns all ticket information. This report is like a data dump.
    - Data is in a normalized format so it is flexible to users. Users can apply auto-filters, pivot tables, graphs and more to make the data fit their needs.
    - This report offers most parameters to input information and returns the most information.
    - Auto-filter is available on all reports.
- Questions:
  1. I am new to the system, do you have a training program to learn how to use?
    - a. NJUNS Training is available in multiple formats. We offer a users' guide and training videos which are available in our user forum. NJUNS also provide weekly training webinars. The schedule can be found at [www.njuns.com](http://www.njuns.com) under the Training link.
  2. Can I send a message or email to other step members of a ticket through NJUNS? For example, provide information relating to a previous or future step.
    - a. Yes. NJUNS suggest that you add a Comment to a ticket to document and send a message to all parties.
  3. If I have a dispute relating to the previous step member, how does the previous step member know (other than email) that there is a dispute with their step?
    - a. It is the Pole Owner's responsibility to change the previous step back to "Pending". They will then receive a notice.
  4. Recently I was asked why we didn't work Ticket 1740652. I tried to bring up the ticket and could not. I did not know if I was given an incorrect ticket number or if we (BWEB) were not on a step. Turns out we were left off a step. Is there a way to get at least some information about a ticket to check it out?
    - a. No. NJUNS policy is that ticket information is only available to companies that are on the ticket. If a company is not on a ticket, a user will not be able to view it.
  5. Is there a benefit to not having auto close on? Why doesn't it default to auto close?
    - a. Some of our members want to post-inspect and manually close the tickets. NJUNS can't assume everyone wants auto-close on.
  6. In order to avoid entering disputes concerning pole locations, can required fields for pole location be added to each ticket, i.e. GPS coordinates and street with number address?
    - a. The NY advisory board has the option to add more required fields. However, keep in mind required field means that a user must have that information. The issue is defining what every user for every company is going to have.
  7. Would it be possible to create a report which shows when a dispute has been resolved for a step member?
    - a. NJUNS sends emails in regards to when a dispute is resolved. A user can also search on tickets with resolved disputes and the information is available on



reports.

8. I have some tickets that have steps to complete but they are JPP's we never accepted so we aren't attached to that particular pole, so do I just close the ticket or leave it hang?
  - a. That is between you and the pole owner. You can change the step to the pole owner and note why in the remarks.
9. I am receiving PT tickets, next member to go and finding that it's not ready for me to complete my work. What do I do?
  - a. Dispute the step and note that the previous step is not complete.
10. Who is in charge of closing the tickets?
  - a. The Pole Owner and/or the Creator.
11. I would like to see house number included in the Monday reports. Is this possible?
  - a. There are no current plans to add House Number. The Monday Report is a reminder report only.
12. Can we make the data (ticket #) from the reports able to copy and paste into search tab? Would make it easier to go back and forth instead of trying to remember ticket numbers.
  - a. Copying and pasting is available on your PC
13. If a step is closed in error and I reopen it, how can we maintain the original next to go start date?
  - a. The Audit History of the ticket maintains previous changes.
14. Are there any changes to the system in the works?
  - a. Adding "Dispute Reason" to the Dispute is a change we noted.
15. When a ticket is disputed, the party holding up the show is now the pole owner. Can the next-to-go be changed to them?
  - a. There are no current plans to change the Next to Go Member based off a dispute.
16. When you dispute a ticket, does your member code still show as the Next To Go?
  - a. Yes
17. Who can resolve a dispute?
  - a. Pole Owner or the Step Member
18. When you say ready to be closed... do you mean they are in the Next 2 Go status for that Company?
  - a. No. A ticket is ready to be closed when all steps are completed.
19. As the last step member, doesn't the ticket close when the last step is completed?
  - a. Only if the Pole Owner has set their tickets to Auto Close

Attendees:

Denise Bozsik
David Chevalier
Michael Clark
Ronald Cole
Larry Combs
Michael Concannon



Greg Davenport
Marie Delawder
Andy Dickey
Steve Fellows
Scott Fitzpatrick
Judy Heichel
Carol Hill
John Hopkins
Patricia Hynes
Kelley Issler
Holley Keyser
Bill Kuehnle
Michael LaBumbard
Fred Laube
James Liberatore
Eric Lipsenthal
Kenny McDonagh
Nicholas Moulton
J. Beaver
Richard Peshkur
Walt Stephens
Bette Thomas
Sean Walters
Julia Wadman
Kevin Yuen
Christina Santangelo
Joe Vippolis
Patricia Wolff