



## **North Carolina User Meeting**

*February 26, 2015*

*Presenters: Corinne Harper and Angie Weaver*

The meeting began at 10am Eastern.

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

- **North Carolina 2012-2014 Usage:**

- 2012
  - Created: 10,431
  - Closed: 3,270
  - Tickets w/ Steps Completed: 12,625
- 2013
  - Created: 10,747
  - Closed: 4,162
  - Tickets w/ Steps Completed: 15,086
- 2014
  - Created: 10,846
  - Closed: 6,983
  - Tickets w/ Steps Completed: 20,124

- **Top North Carolina Users:**

1. Top Creators:
  - Duke Energy, AT&T and Dominion
2. Top Updaters:
  - AT&T, Time Warner Cable, Duke Energy

- **Demonstration:**

1. Disputes
  - Dispute Reason Added
  - Active Dispute Report
    - Step member and pole owner reports available
2. Best Practices in NJUNS
  - Copying Steps
  - Cloning Tickets
    - Creates replica of the ticket you cloned from, including ticket header and steps. Comments, File Attachments and Disputes do not clone over.
3. State Portfolios
  - Available under the Members tab – Replacing the user forum
4. Other Website Updates
  - Training
    - Users Guide and Training Videos on Website



- Member Code List
    - Ability to sort by County
  - New User Registration Form
- **Questions:**
    1. I would like to see a feature that would allow me to update a ticket without sending out communication to member who have completed their instances. And/or the ability to do internal updates to the ticket without notifications being sent.
      - a. We will add this to our suggestion log.
    2. How long does it take to activate a login?
      - a. Within 24 hours of requesting it.
    3. Can anyone update a dispute?
      - a. No, only the pole owner or step member of the disputed step.
    4. Should we use disputes when our member code is on the ticket, but not on the pole?
      - a. Yes, this feature will allow you to notify the pole owner of that issue.

- **Attendees:**

Sheila Adger	Jill Gregg	Scott Sams
Susan Allen	Rhonda Henson	Jimmy Schwankl
Lesha Barbee	Tamara Hampton	Hector Soberon
David Bason	Judith Harden	Kim Vest
Camryn Batchelor	Shari Heil	Sherry Ward
Michael Boahn	Lance Hoffman	Donna White
Ralph Burgess	Larry Hopkins	Viola Williamson
Joe Calloway	Carolyn Jones	Ben Barnes
Debra Chamberlain	Carolyn Lowder	
Dave Davis	Chip Lance	
Cheryl Dickinson	Amanda Longman	
Joyce Duckett	Rick Manriquez	
Elizabeth Eaves	John Marquis	
Cathy Evans	Kim Mathis	
Courtney Feagin	Chris Milligan	
Cynthia Ferguson-Hooft	Linda O'Hara	
Lindsay Flannery	Nancy Overman	
Toni Gant	Cindy Randall	
Darlene Goodheart	Diana Reynolds	