



North/South Carolina

Users Meeting

August 26, 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:

- **North Carolina 2014-2015 PT+ Usage: (YTD comparison)**
 - **2014 (1/1/2014 – 8/25/2014)**
 - Created: 6,759
 - Closed: 4,410
 - Tickets w/ Steps Completed: 12,378
 - **2015 YTD (1/1/2015 – 8/25/2015)**
 - Created: 7,207
 - Closed: 6,506
 - Tickets w/Steps Completed: 16,273
 - Total Open Tickets: 45,978
- **North Carolina 2014-2015 Pole Attachment Usage: (YTD comparison)**
 - **2014 (1/1/2014 – 8/25/2014)**
 - Created: 2
 - Closed: 1
 - **2015 YTD (1/1/2015 – 8/25/2015)**
 - Created: 9
 - Closed: 0
- **South Carolina 2014-2015 PT+ Usage: (YTD comparison)**
 - **2014 (1/1/2014 – 8/25/2014)**
 - Created: 1,736
 - Closed: 1,399
 - Tickets w/ Steps Completed: 3,216
 - **2015 YTD (1/1/2015 – 8/25/2015)**
 - Created: 3,112
 - Closed: 2,255
 - Tickets w/Steps Completed: 5,060

Total Open Tickets: 17,401



- **North Carolina Top Users:**
 1. Top Creators: (PT+)
 - Duke Energy, AT&T, Dominion
 2. Top Creators (Pole Attachment)
 - Skyline Telephone, Wake Electric, Comcast
 3. Top Updaters: (PT+)
 - AT&T, Davey Resource Group, Time Warner
- **South Carolina Top Users:**
 1. Top Creators:
 - AT&T, Duke Energy, Scana Corporation
 2. Top Updaters:
 - AT&T, Duke Energy, Time Warner
- **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:

Last Name	First Name
Adger	Sheila
Allen	Susan
BOLES	JOYCE
Barbee	Lesha
Barnette	Steve
Basinger	Nada
Bason	David
Bennett	Spencer
COOK	DUANE
Calloway	Justin
Cercopely	Virginia
Chamberlain	Debra
Clarke	Kevin
Clements	Terry
Crosby	Kenny
Crosby	John
Davis	Dave
Dickinson	Cheryl
Duckett	Joyce
Elliott	Theresia
Evans	Cathy
Everett	Jackie
Greer	Sandra
Gregg	Jill
HENSON	RHONDA
Hamill	Brent
Hampton	Tamara
Harden	Judith
Harris	Valorie
Hathcock	Jason
Heil	Shari
Justice	Peggy
Lilienthal	David
Longman	Amanda
Maxwell	Robert
McGuirt	Linda
McWhorter	Ronnie
Nordling	Allen



Peavy	Paige
Randall	Cindy
Ray	Sheri
Rogers	Nathan
Sams	Scott
Scott	Cynthia
Selfridge	Tina
Shelton	Devon
Spicer	Christopher
Varner	Amy
WEBB	SUMMER
Ward	Sherry
Webers	tim
Wheat	Russ
hagan	john
storm	keith

- **Questions:**

1. **Is there a way to add the street name for tickets when we search for tickets to narrow our search?** *Street name is available in the PT+Search. Once the results are displayed, you can right click in one of the column headings and Street name is an option you can check as well as house number. Then it will be displayed in the list. You can do this for the Tickets of Interest of Next to Go Tickets query as well.*
2. **I am a Utility Coordinator for an engineering firm. Can I track make ready with this system?** *Make Ready is a ticket type in Pole Transfer so you can create a Make Ready ticket and assign the steps accordingly.*
3. **Any chance we can do searches that include the street number when we do a street search?** *This would be helpful when we get large number of tickets on the same street. We can add House Number to the searches but once you get your results, you can right click inside of any of the columns which will display some fields currently hidden. If you click on House Number, then it will show in your results and you can filter from there.*
4. **Is there a way to "Freeze" a project for projects that get put on hold for a period of time?** *There is not currently a way to "freeze" projects but they will remain open indefinitely until you choose to close or cancel them.*
5. **How can I see the tickets that I have created?** *You can run a query using the necessary parameters and right click again in the column headings to show you the hidden fields. Created*



By and Contact Name are two fields you can click to show that information. You can also display these fields in your Tickets of Interest and Next To Go Tickets queries.

6. How can I see my old tickets? *You can always run a PT+Search, but there is also a report called the PT+Aging report that lets you run it for a member code and choose the days aged option that you are looking for.*