



North Carolina State User Meeting

August 5, 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:

- North Carolina 2014 Usage:
 - 5,200 PT+ Tickets Created (Projection: 10.5k)
 - 11,800 PT+ Tickets with Steps Completed (Projection: 24k)
 - 3,700 PT+ Tickets Closed (Projection: 7.5k)
- 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.
 - Legacy Joint Trench
 - Joint Trench will no longer be available in the legacy system as of 1/1/2015
 - PT+ Utilization
 - Joint Trench will be available in PT+
 - Will be available mid-December 2014
 - Legacy JT tickets will not migrate into new system
 - 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. If you dispute for the reason of user not on pole, would you create the dispute and then turn around and show it resolved to close the step for your user involvement?
 - a. We suggest that you do not complete your step when adding a dispute to the step, however, the system will allow it.
 2. Do you think the increase in tickets closed in due to NJUNS now closing tickets automatically?
 - a. Auto-close has been available since 2007, however, the use of auto-close could have something to do with the number of tickets being closed in NC.
 3. If you choose a dispute reason do you have to type something in details also?
 - a. Yes, dispute reason and dispute detail are both required fields when adding a new dispute to a step.
 4. When these new features come online, would you be able to visit our facilities to train our users? I wasn't sure if that was something your organization offers.
 - a. We do not visit facilities for training, however, weekly training webinars are available online. You can register for training by visiting www.njuns.com and clicking on the Training tab.

Attendees:

Susan Allen	Cindy Randall
Eric Allen	Scott Schulze
Lola Ausby	Donald Smith
Ben Barnes	Ken Topper
Steve Barnette	Marc Tunstall
Debra Chamberlain	Kim Vest
Brian Dacaret	Brian Webb
David Eddins	Viola Williamson
Theresia Elliot	
Jill Gregg	
Rhonda Henson	
Scott Hanford	
Seth Harrelson	
Steve Heim	
Carolyn Lowder	
Thomas Lance	
Diane Lowe	
John Privette	
Jon Raduns	