



Pennsylvania User Meeting

September 21, 2016

Presenters: Corinne Harper and Angie Weaver

The meeting began at 10:00 AM EST.

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

- Pennsylvania 2015 PT+ (1/1/15 – 9/19/15)
 - Created: 3,587
 - Closed: 925
 - Tickets w/ Steps Completed: 4,243
- 2016 YTD PT+ (1/1/16 – 9/19/16)
 - Created: 3,855
 - Closed: 1,578
 - Tickets w/ Steps Completed: 6,115
- Total Open Tickets: 21,560
- Ready to Close: 381
- Active Users: 526
 - Deactivated users with inactivity since 5/2015
- Active Member Codes: 113
- Participating Members: 33
- Pennsylvania Top Users:
 - PPL Electric Utilities (2,172), Duquesne Light Company (918), PECO Energy (728)
- Top Updaters:
 - Comcast (2,335), PPL Electric (1,702), Verizon (861)
- Demonstration:
 - We sent a survey to Pennsylvania users registered for the meeting to ask what they wanted covered. We did not receive any feedback.
 - Favorites
 - Allows you to save tickets in a favorites folder where you can easily access them for future reference. You can have multiple favorites folder to represent different jobs, etc.
 - Audit History
 - Audit history allows the user to see who has made changes to a ticket. You can see the status changes as well as any header or step updates.



- Cloning Tickets
 - Allows a user to create a replicate of a ticket. The ticket will clone over in draft status, allowing the creator to make changes before opening it and notifications are sent out. Disputes, comments and file attachments do not clone over.
 - Data Grids
 - Adding/removing columns
 - Exporting to excel
 - Rearranging columns
 - Filtering columns
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 - **Next meeting is in March 2017**

Attendees

Last Name	First Name
Anderson	James
Criswell	Tim
Millhouse	Michael
O' Brien	James
Pawlowski	Ron
Spengler	Kim
Van Houdt	Beth
VanBuren	Tykia
Ward	Ancil
hodge	Joy

Questions: