



## **Vermont**

### **User Meeting**

*March 30, 2016*

*Presenters: Corinne Harper and Angie Weaver*

The meeting began at 10:00am Eastern

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

- Vermont 2014 Usage (Pole Transfer):
  - 2014
    - Created: 2,576
    - Closed: 3,143
    - Tickets w/ Steps Completed: 7,395
  - 2015
    - Created: 1,959
    - Closed: 1,707
    - Tickets w/ Steps Completed: 5,334
- 2016 YTD PT+ (1/1/16-3/29/16)
  - Created: 341
  - Closed: 668
  - Tickets w/ Steps Completed: 1,558
- Total Open Tickets: 13,904
- Active Users: 120
- Active Member Codes: 62
- Participating Members: 28
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- Vermont Users: (PT+)
  - Top Creators:
    - FairPoint Communications, Green Mountain Power, Vermont Electric Cooperative
  - Top Updaters:
    - FairPoint Communications, Green Mountain Power, Comcast
- Just Released: NJUNS System Updates – January 11, 2016
  - Bulk Update Feature
    - Ability to bulk update tickets/steps in multiple ways:



- Bulk update Next To Go tickets from ticket lists (Tickets of Interest, NTG Tickets, etc)
- Bulk close tickets where all steps are completed from ticket lists (Tickets of Interest, NTG Tickets, etc)
- Bulk update NTG steps or close tickets from favorites
- Bulk complete steps from ticket on step section
- Dispute Process Change
  - When a dispute is added, the system will automatically generate a DISPUTE step above the step that was disputed. The DISPUTE step will be assigned to the ticket creator member code and given 30 days interval. This process will put the ticket creator as the Next To Go member, instead of the step member who disputed the step. When the dispute is ready to be resolved, the DISPUTE step can be completed or the dispute can be resolved. When a dispute is resolved, the Next To Go start date for the disputed step is updated based on today's date and the days interval for a new NTG start date.
    - A dispute status of canceled will be available to cancel a dispute that is invalid. This will cancel the dispute, however, it will leave the DISPUTE step on the ticket for documentation. The Next To Go start date will not update if the dispute is canceled.
- Member Code Clean-up
  - In effort to clean up out of date member code information, a spreadsheet of Oregon member codes was sent out to all contacts/email recipients. If any information (primary contact, ticket email addresses, descriptions, etc.) are incorrect for your company's member code(s), please send corrections to [charper@njuns.com](mailto:charper@njuns.com) or [aweaver@njuns.com](mailto:aweaver@njuns.com).
    - **Follow us on Facebook, Twitter, LinkedIn**
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**Attendees:**

Barrows	Lisa
Bowser	Bruce
Chamberlain	Cathy
FRANCO	TAMMY
Krzynski	Dee
Laurencelle	April
McClallen	Kate
McGrath	Kathi
St. George	Rebecca
St. Peter	Hope

**Questions:**

**No Questions.**