



Vermont State User Meeting

September 17, 2014 – 10:00am Eastern

Presenter: Corinne Harper

The meeting began at 10:00am Eastern

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

- Vermont 2014 Usage:
 - 1,900 PT+ Tickets Created (Projection: 3k)
 - 3,800 PT+ Tickets with Steps Completed (Projection: 5.5k)
 - 1,500 PT+ Tickets Closed (Projection: 2.5k)
- 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. An email notification is sent out when a dispute is added or resolved.
 - Demonstration:
 - How to add a dispute to a ticket
 - Cannot complete a step until the dispute is resolved
 - How to resolve a dispute by changing the status from active to resolved and saving
 - Pole owner or step member can resolve disputes
 - **Closing Tickets**
 - Shared the importance of closing tickets. Pole owner or creator is responsible for making sure tickets are closed.
 - Demonstrated how to manually close tickets and how auto-close feature is used.
 - If pole owners are interested in utilizing auto-close, contact support@njuns.com.
 - PT+ Close report is also available to for Pole Owner's to see their tickets that are ready to be closed.
 - **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. Filtering is available on all reports.
 - **Decrease in usage since 2013**
 - Briefly talked about the decrease in tickets created, updated and closed in the past year.
 - Asked if anyone had any comments as to why this could be? See below.



- Questions/Comments:
 1. Green Mountain power has started to create multiple poles per ticket, which could be the reason that their ticket numbers have decreased.
 2. How can I make sure that the correct people are receiving email notifications?
 - a. Each member code can deliver to up to three email addresses. To check or update who your member code delivers the notifications to, contact support@njuns.com. You can also click on your hyperlinked member code and it will show you under the ticket email field.

Attendees:

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| Cynthia Allen |
| Bethany Bates |
| Bruce Bowser |
| Mark Conrad |
| Brandie Cottrell |
| Timothy Dent |
| Tammy Franco |
| Natalie Humphries |
| Sharon Kane |
| Rick Kent |
| Dee Krzynski |
| Dawn Lamson |
| April Laurencelle |
| Christopher Lillie |
| Kate McClallen |
| Kathi McGrath |
| Justin Rainville |
| Rebecca St. George |
| Hope St. Peter |
| Amber Thibeault |