



## **Vermont Users Meeting**

*September 30, 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:

- **Vermont 2014-2015 PT+ Usage: (YTD comparison)**
  - **2014 (1/1/2014 – 9/28/2014)**
    - Created: 2,043
    - Closed: 1,491
    - Tickets w/ Steps Completed: 3,990
  - **2015 YTD (1/1/2015 – 9/8/2015)**
    - Created: 1,207
    - Closed: 1,270
    - Tickets w/Steps Completed: 4,224
  - Total Open Tickets: 13,985
- **Vermont Top Users:**
  1. Top Creators:
    - Fairpoint Communications, Green Mountain Power, Washington Electric Cooperative
  2. Top Updaters:
    - Fairpoint Communications, Green Mountain Power, Comcast
- **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
  - 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



- **Attendees:**

Last Name	First Name
Bowser	Bruce
Chamberlain	Cathy
Chase	Corey
Franco	Tammy
Gorton	Caryn
Kent	Rick
Lamson	Dawn
Laurencelle	April
McClallen	Kate
Mumma	Dannielle
St. George	Rebecca
Vandenburg	Kathryn
Warren	Eric

- **Questions:**

No questions