Washington

Users Meeting

October 14, 2015

Presenters: Corinne Harper and Angie Weaver

The meeting began at 10:30 AM PST.
The following topics were discussed, as well as a PowerPoint was presented:

- **Washington 2014-2015 PT+ Usage: (YTD comparison)**
  - **2014 (1/1/2014 – 10/13/2014)**
    - Created: 2,987
    - Closed: 3,273
    - Tickets w/ Steps Completed: 5,059
  - **2015 YTD (1/1/2015 – 10/13/2015)**
    - Created: 3,059
    - Closed: 2,986
    - Tickets w/Steps Completed: 5,382
  - Total Open Tickets: 6,522
- **2014-2015 Pole Attachment: (YTD comparison)**
  - **2014 (1/1/2014 – 10/13/2014)**
    - Created: 575
    - Closed: 70
  - **2015 YTD (1/1/2015 – 10/13/2015)**
    - Created: 698
    - Closed: 23

- **Washington Top Users:**
  - **Pole Transfer**

    Top Creators:
    - Puget Sound Energy, Snohomish County PUD, Tacoma Power

    Top Updaters:
    - Comcast, Potelco/Quanta Services, Tacoma Power
    - **Pole Attachment**

    Top Licensees:
    - Comcast, Wave Broadband, CenturyLink

    Top Pole Owners:
    - Puget Sound Energy, PacifiCorp, Tacoma Power

- 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
    - New CreatedBy field on PT Ticket
  - 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
Lippincott	Sue
Adams	Terri
Biggs	Jim
Coons	Elliot
Diel-Reichert	Jeanne
GEBENINI	GEB
Gilbert	Joe
Graber	Lori
Grinstad	Ian
Harms	Rick
Hennessey	Ryan
Henson	Matt
Herceg	Mark
Jones	Brenda
Kaploski	Susan
Libadia	Tyler
Lidster	Chris
Mackenstadt	Nancy
Mork	Christopher

Nave	Maureen
Roberts	Lee
Robinson	Barb
Smith	Heather
Sorensen	Mike
Stoddard	Karen
Thaut	Dona
miller	mike
roberts	james
roberts	greg

- **Questions:**

1. Does the email get attached to the NJUNS ticket like comments or attachments? *The email will be displayed in the notification email but it is not displayed in the system like a comment or file attachment. You can see it from the notification history, but it can't be viewed from the ticket.*
2. Are there any plans to up the limit in the future (of file attachment size)? *We do not have any plans to up the file attachment limit from 4MB at this time. We have to get a large number of requests for it and we have not been asked. We will add your request to our list.*
3. Send Message - can I have a record of the email I sent? *The record is kept in the notification history just like all of the other emails that are sent. You could send a copy to yourself as well.*
4. What is the benefit of using a template over just cloning tickets? *The template is used for projects and allows you the ability to have certain fields automatically filled in for tickets being created and put into that project. You can certainly clone tickets and add them to the project without using a template.*
5. Is there going to be a similar function for pole attachment? IE: A pole attachment project" *We do not have plans for a Pole Attachment project at this time.*
6. When might I want to use a PT Project? *Projects are a way of organizing tickets that you need to frequently access. We like to view the Project as a folder and the tickets as the papers in a folder.*