Washington State User Meeting

September 30, 2014 – 10:00am Pacific, 1:00pm Eastern

Presenter: Corinne Harper

The meeting began at 10:00am Pacific.

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

- Washington 2014 Usage:
  - 3,000 PT+ Tickets Created (Projection: 4.5k)
  - 5,000 PT+ Tickets with Steps Completed (Projection: 7.5k)
  - 3,000 PT+ Tickets Closed (Projection: 4k)

- 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.
  - **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.

- Questions/Comments:

1. What if there is another entity that is the reason of the dispute? Does the step switch over to them or does the step stay with entity and stays in my name?
    a. The step will stay as the current step member unless manually changed. The pole owner and the step member both have the ability to change the member code for the step if they wish.
2. Are you planning on doing any training on Pole attachments?
    a. We do not have any pole attachment training planned, however, if your company is interested in pole attachment training, we are welcome to schedule one.
3. Should the person that resolved the dispute leave a comment how it was resolved?
    a. The dispute detail box or the conversation field is available for any notes on how the dispute was resolved.
4. Is there a way to query tickets by city rather than county or state?
    a. You can search for tickets based off of a city, however, you must first select the state and county, because the city is selected based off of your state and county choice. You can also filter any results by city if you do not know the county.
5. Can you please remind everyone that they will only be able to see tickets they are on as a member to transfer?
    a. Yes, users can only view tickets that involve your company and can only make updates to tickets when you are working under that specific code.
6. What about pole ownership disputes?
    a. There is a dispute status called wrong pole owner, which will allow you to let the current pole owner know that the ticket is incorrect.

- Attendees:

James Biggs	Scott Morrison
Marita Bond	Linda Mott
Jake Carpenter	Maureen Nave
Terri Coe	Shawn Pettibone
Lori Deter	Rhonda Resnik
Heather Frymire	Juliane Sampaio
Lori Graber	Brian Schneidmiller
Ian Grinstad	Tina Seymour
Joe Hubbard	Heather Smith
Kimberly Johnson	Karen Stoddard
Brenda Jones	Mark Welpman
Susan Kaploski	Eric Clayton
Mark Kennedy	Kathleen Messinger
Nancy Mackenstadt	
Nancy Kusky	
Carrie Mayfield	
Linda Moorcroft	