Washington

User Meeting

April 20, 2016

Presenters: Corinne Harper and Angie Weaver

The meeting began at 10:00 AM Pacific

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

- Washington 2014 Usage (Pole Transfer):
  - 2014
    - Created: 3,825
    - Closed: 3,916
    - Tickets w/ Steps Completed: 5,949
  - 2015
    - Created: 3,688
    - Closed: 3,520
    - Tickets w/ Steps Completed: 6,333

- 2016 YTD PT+ (1/1/16-4/19/16)
  - Created: 925
  - Closed: 588
  - Tickets w/ Steps Completed: 2,234

- Total Open Tickets: 7,039

- Active Users: 370
- Active Member Codes: 167
- Participating Members: 114
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- Washington Users: (PT+)
  - Top Creators:
    - Puget Sound Energy, Snohomish County PUD, Tacoma Power
  - Top Updaters:
    - Puget Sound Energy, Comcast, Centurylink

- 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    - In effort to clean up out of date member code information, a spreadsheet of Oregon member codes was sent out to all contacts/email recipients.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 or aweaver@njuns.com.

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Attendees:

Blasdell	Joshua
Crabbs	Sunshine
Croston	Robert
Cureton	Travis
Demers	Michaei
Diel-Reichert	Jeanne
Dietel	Wally
Eltrich	Marylynn
Fitzhugh	Alex
Gazabat	Terri
Graves	Doug
Haskin	Beth
Hatland	George
Haynes	Michael
Kaploski	Susan
Len	Scott
Mantle	Chris
Nemjo	Jason
Parr	Shannon
Roberts	Lee
SMITH	STACEY
Stockwell	John
Stoddard	Karen
oum	cindy
travis	matthew

Questions:

1. I would like auto-close to work with PA tickets. *We will make a note to our programmers to discuss however since there aren't steps to complete in order to close a ticket, it would not be as straight forward as Pole Transfer.*
2. Can you review auto-close? *Auto-close will close tickets once all steps are completed on the ticket. It is dependent on the pole owner member code so if that code has auto-close enabled*

then the ticket will automatically close once all steps are completed. If you're interested in utilizing that feature, email us at support@njuns.com.

3. If I dispute my step, will it stay on my next to go list? *No, it moves the next to go step to the ticket creator so it will show in their list.*