Washington User Meeting

November 2, 2016

Presenters: Corinne Harper and Angie Weaver

The meeting began at 10 AM PST.

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

- 2015 PT+ (1/1/2015 – 11/1/2015):
    - Created: 3,170
    - Closed: 3,141
    - Tickets w/ Steps Completed: 5,672
- 2016 YTD PT+ (1/1/16 – 11/1/2016):
    - Created: 2,847
    - Closed: 1,765
    - Tickets w/ Steps Completed: 4,899
- Total Open PT+ Tickets: 7,776

- Washington PT Top Users:
    - Top Creators: Puget Sound Energy, Snohomish County PUD, Tacoma Power
    - Top Updaters: Puget Sound Energy, CenturyLink, Comcast

- 2015 PA Usage (1/1/2015 – 11/1/2016)
    - Tickets Created: 751
    - Closed: 23
- 2016 PA Usage YTD (1/1/2016 – 11/1/2016)
    - Tickets Created: 874
    - Closed: 26
- PA Open Tickets: 2,285

- Active Users: 365
    - Deactivated users with inactivity since 5/2015
- Active Member Codes: 178
- Participating Members: 119

- Washington PA Top Users:
    - Top Licensees: Comcast, CenturyLink, Wave Broadband
    - Top Pole Owners: Puget Sound Energy, PacifiCorp and Clark Public Utilities

- Demonstration:
  - We sent a survey to all Washington users registered for the meeting to ask what they wanted covered:
    - Reports
      - Showing all outstanding transfers, pole attachments and pole transfer projects
  - Favorites
    - Allows you to save tickets in a favorites folder where you can easily access them for future reference. You can have multiple favorites folder to represent different jobs, etc.
  - Audit History
    - Audit history allows the user to see who has made changes to a ticket. You can see the status changes as well as any header or step updates.
  - Cloning Tickets
    - Allows a user to create a replicate of a ticket. The ticket will clone over in draft status, allowing the creator to make changes before opening it and notifications are sent out. Disputes, comments and file attachments do not clone over.
  - Copying Steps
    - Copies the step data into a new step. This saves the creator time when creating multiple steps with similar information.
  - Data Grids
    - Adding/removing columns
    - Exporting to excel
    - Rearranging columns
    - Filtering columns

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- Next meeting is in May 2017