



Virginia/West Virginia Users Meeting
September 23, 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:

- **Virginia 2014-2015 PT+ Usage: (YTD comparison)**
 - **2014 (1/1/2014 – 9/22/2014)**
 - Created: 5,031
 - Closed: 2,943
 - Tickets w/ Steps Completed: 6,613
 - **2015 YTD (1/1/2015 – 9/22/2015)**
 - Created: 5,393
 - Closed: 2,641
 - Tickets w/Steps Completed: 8,400
 - Total Open Tickets: 23,915
- **Virginia 2014-2015 PA Usage: (YTD comparison)**
 - **2015 YTD (1/1/2015 – 9/22/2015)**
 - Created: 762
 - Closed: 62
 - Total Open Tickets: 1,830
- **West Virginia 2014-2015 PT+ Usage: (YTD comparison)**
 - **2014 (1/1/2014 – 9/22/2014)**
 - Created: 334
 - Closed: 8
 - Tickets w/ Steps Completed: 72
 - **2015 YTD (1/1/2015 – 9/22/2015)**
 - Created: 305
 - Closed: 99
 - Tickets w/Steps Completed: 308
 - Total Open Tickets: 4,119
- **Virginia Top Users:**
 - Top Creators:
 - Dominion, American Electric Power and Potomac Electric Power
 - Top Updaters:
 - Dominion, Verizon and Comcast
- **West Virginia Top Users:**
 - Top Creators:
 - American Electric Power



- Top Updaters:
 - Suddenlink Communications, Appalachian Power Company and Shenandoah Cable Television
- **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
 - CreatedBy field added to Ticket header
 - 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
- **Questions:**
 1. How do you search for a ticket that you were not directly involved in? i.e. a ticket another user from your member group made.
 - a. You can look up tickets that involve your member code by the PT+ Search (Queries) or Reports. You can also use the Quick Search to pull tickets by ticket number or pole number.
 2. Can you explain priority code please?
 - a. A priority code is a number from 0-9 defining the priority of a ticket. Each state defines their priority codes differently and some do not define them at all.
 3. Can any user delete file attachments or just the uploader/owner?
 - a. Only the user who uploaded the file attachment has the ability to delete it.
 4. Do/can service providers (Suddenlink, VZ, Comcast, etc.) ever create tickets. or are they just updaters?
 - a. Any member within the system has the ability to create tickets.
 5. My team and I are not receiving notification of pole transfers. How do I get that corrected?
 - a. Please send an email to support@njuns.com so we can check who is receiving the notifications for your member code(s).
 6. Is there any way for the pole owner (email recipient) to know who sent the message?
 - a. Staff will be adding this field to the send message email.
 7. Is it possible to have steps for PT+ tickets run concurrently? So two different members have 30 days to respond but their end dates are the same?
 - a. Yes, the first step can have a days interval of 30 and then any step underneath that can have an interval of 0.



8. I originally signed up for VPALX but now looking at the member codes I need to be able to look at DSTORM and DOMUG as well
 - a. Email support@njuns.com to have additional member codes added to your profile.
9. If I create and complete a ticket and go back in to create some more tickets will it stop me from creating that ticket again or does it automatically take me to the next available ticket to print... I just don't want to create the same ticket.
 - a. No, there is currently not a feature that finds duplicate tickets. You can use the Quick Search to look up tickets by pole number to see if one already exists for that pole.
10. Thoughts on auto populating 1st thumbtack X/Y location from NJUNS/Bing map to PT ticket X/Y header fields?
 - a. Staff is looking into map enhancement options for the future.
11. Is there a way to track what updates have been made to a ticket and who made the update?
 - a. Yes, the audit history icon under Tools will show you this information.
12. Is there a way to reorder steps for Pole Attachment tickets?
 - a. We will look into adding this feature for the Dominion PA mask.

- **Attendees:**

Adam Abraham

Mark Anderson

David Banks

Terrance Baumgardner

Richard Beck

Brian Bowman

Candice Brewer

Stephen Burchanowski

Marc Christian

Paula Comer

Randolph Cooper

Dawn Cox

Shawn Deyo

Buddy Dix

William Dongoski Jr.

Richard Dunn

Juan Foronda

Louis Farley

Karen Floyd



Daniel Gates
Monica Hensley
Biruk Habtamu
Sean Hall
Beth Harris
Cheryl Harvin
Machesha Hasty
Lois Hensley
Fred Hines
Joshua Howard
Madelean Hughes
Robert Kaval
William Lacy
Jared Lampe
Jennifer Lobdell
Gary Marino
Deborah Marion
Douglas McIlwee
Charlie Milewski
Ronald Mundy
Kenrick Newman
Paula Novak
David Osier
Ted Pennington
Krystal Perez
Dawn Phares
Thomas Porter
Edgar Robinson
Lisa Rudolph
Romeo Santos
Elizabeth Schwind
Warren Slaughter
Kyle Sowell
Mike Stoloff

Kevin Tatum
Misty Teague
Chris Tobin
Lisa Tumer
Aleix Turner
Natia Warden
Brendan White
Anne Wiley
Karen Willis
Sheila Buckley
Debbie Coffelt
James Cummings
Roy Harmon
Michael Harrington
Joseph Kuria
Herbert Lupton
Wallace Thompson