



Kentucky User Meeting

November 9, 2016

Presenters: Corinne Harper and Angie Weaver

The meeting began at 10:00 AM EST.

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

- 2015 PT+ (1/1/15 – 11/8/15)
 - Created: 7,010
 - Closed: 3,039
 - Tickets w/ Steps Completed: 5,813

- 2016 YTD PT+ (1/1/16 – 11/8/16)
 - Created: 8,559
 - Closed: 4,040
 - Tickets w/ Steps Completed: 6,201

- Total Open Tickets: 11,757
- Ready to Close: 351
- Active Users: 146
 - Deactivated users with inactivity since 5/2015
- Active Member Codes: 92
- Participating Members: 63

- Kentucky Top Creators:
 - AT&T (5,881), Kentucky Utilities (1,616), Warren Rural Electric Coop (708)
- Top Updaters:
 - AT&T (6,687), Kentucky Utilities (1,405), Time Warner Cable (1,294)

- Demonstration:
 - 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.



- Closing Tickets
 - Use the bulk update feature to close tickets very quickly. Run the PT+ Close search (Pole owner) or Ticket creator version to see which tickets are ready to close.
 - Data Grids
 - Adding/removing columns
 - Exporting to excel
 - Rearranging columns
 - Filtering columns
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Attendees

Last Name	First Name
Abell	Rose Marie
Akers	Phillip
Akers	Michael
Bowlin	Albert
Carter	Jim
DWYER	CHRISTINA
Harp	Teresa
Hayea	Bradley
Kistler	Thadd
Long	Kevin
McDonie, Jr.	Ralph
Nave	Darrell
VanEtten	Richard
Wallace	John