



User Meeting

October 5, 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:

- **Texas 2015 PT+ (1/1/15 – 10/4/15)**
 - Created: 7,389
 - Closed: 5,117
 - Tickets w/ Steps Completed: 8,842

- **Texas 2016 YTD PT+ (1/1/16 – 10/4/16)**
 - Created: 6,861
 - Closed: 2,117
 - Tickets w/ Steps Completed: 6,402

- Total Open Tickets: 19,565
- Ready to Close: 309
- Active Users: 719
 - Deactivated users with inactivity since 5/2015
- Active Member Codes: 306
- Participating Members: 123

- Texas Top Creators:
 - Oncor (3,261), Austin Energy (2,431), Texas- New Mexico Power (758)
- Top Updaters:
 - AT&T (3,514), Oncor (3,087), Charter (831)

Texas Pole Attachment

- **Texas 2015 (1/1/15 – 10/4/15)**
 - Created: 72
 - Closed: 1

- **Texas 2016 YTD (1/1/16 – 10/4/16)**
 - Created: 108
 - Closed: 0

Top Licensees: Charter, Zayo, Oncor

Top Pole Owners: Texas NM Power, Denton Municipal, United Cooperative Services



- **New Mexico 2015 PT+ (1/1/15 – 10/4/15)**
 - Created: 501
 - Closed: 552
 - Tickets w/ Steps Completed: 761
- **New Mexico 2016 YTD PT+ (1/1/16 – 10/4/16)**
 - Created: 376
 - Closed: 433
 - Tickets w/ Steps Completed: 545
- Total Open Tickets: 792
- Ready to Close: 300
- Active Users: 102
 - Deactivated users with inactivity since 5/2015
- Active Member Codes: 60
- Participating Members: 33
- New Mexico Top Creators:
 - Public Services of NM (322), Jemez Mountains Elec (52), CenturyLink (9)
- Top Updaters:
 - CenturyLink (291), Comcast (282), Zayo (44)

New Mexico Pole Attachment

- **New Mexico 2015 (1/1/15 – 10/4/15)**
 - Created: 15
 - Closed: 2
- **New Mexico 2016 YTD (1/1/16 – 10/4/16)**
 - Created: 42
 - Closed: 7

Top Licensees: Public Services of NM, T-Mobile, AT&T

Top Pole Owners: Public Services of NM, CenturyLink, Jemez Mountains Electric

Survey Questions: Thanks to those who responded!

Who is using the PA module?

Is there a partial or fuzzy search in Pole Transfer?

Search by address – how to set up defaults in data grid

General overview of the system, how it works & its purpose

- **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
Allsup	Sandra
Bennett	Becky
Bentley	William
Brown	Alicia
Bruton	Kevin
Burt	Penni
Byler	Vicki
CABADING	LUCY
Cloutier	Ron
Danel	Becky
Gentry	Steve
Gray	Michael
Green	Hayward
Grogan	Patricia
Henning	Monica
Hoss	Greg
Hurt	Tyler
Jackson	Nancy
Jones	Jingle

