



Tennessee User Meeting

September 28, 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 – 9/27/15)
 - Created: 10,266
 - Closed: 7,680
 - Tickets w/ Steps Completed: 14,821

- 2016 YTD PT+ (1/1/16 – 9/27/16)
 - Created: 12,313
 - Closed: 9,618
 - Tickets w/ Steps Completed: 15,987

- Total Open Tickets: 37,998
- Ready to Close: 1,954
- Active Users: 425
 - Deactivated users with inactivity since 5/2015
- Active Member Codes: 165
- Participating Members: 103

- Tennessee Top Creators:
 - AT&T, Nashville Electric, Knoxville Utilities Board
- Top Updaters:
 - AT&T, Comcast, Nashville Electric
- **Survey Questions:** - *thanks to those who responded!* ☺
- Reports
- Filtering and sorting
- Tickets of Interest
- Time frame to respond to emergency
- Priority codes have not been established for TN

- 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
Acton	Jesse
Brown	J.W.
Campbell	Karen
Childress	Hallee
Corkern	Curt
Crawford	Cheryl
Elrod	Jeremy
Gaddes	Crystal
Guthrie-Shearin	Katie
Hutcherson	Robert
Letterman	Heather
Love	Michael
MANNER	PAUL
Mathews	Jarrold
Morgan	Ashley
Ryjob	Alex
Sanders	Steve
Smith	Felisha
Thompson	Shantae
Wyatt	Brad



smith	sandy
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