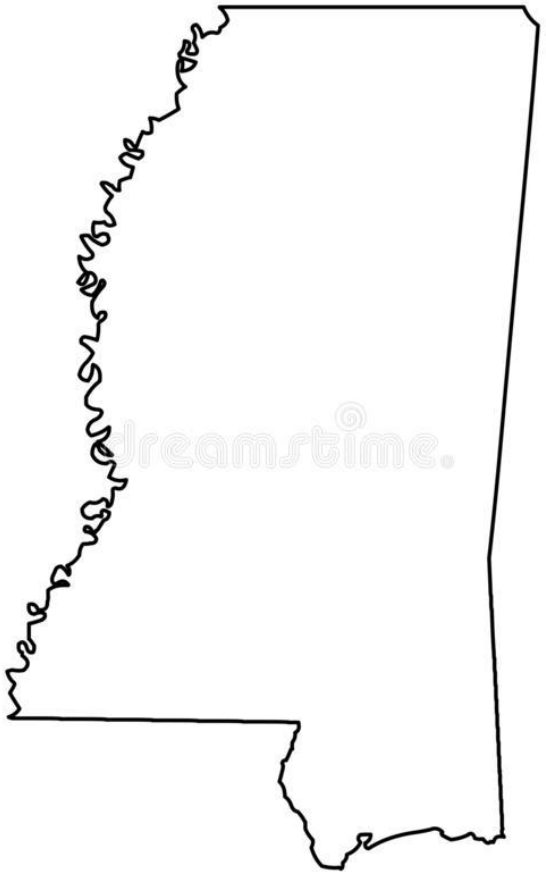

Mississippi User Group Meeting

Feb. 23, 2022

NJUNS
EFFICIENT UTILITY COMMUNICATION

PT + Usage

2020 Jan-Dec

Created:	4,844
Closed:	4,343
Tickets w/ Steps Completed:	8,127

2021 Jan-Dec

Created:	4,784
Closed:	1,857
Tickets w/ Steps Completed:	6,135

2021/2022 Jan

Created:	349 / 489
Closed:	225 / 70
Tickets w/ Steps Completed:	716 /509

Total Open Tickets: 21,063
Ready to Close: 2,142 (all steps completed)

Top 5 Users (YTD)

Top Creators (PT)

- Singing River EPA
- Entergy
- Coast Electric Power Association
- AT&T Southeast
- Mississippi Power Company

Top Updaters (PT)

- AT&T Southeast
- Mississippi Power Company
- Cable ONE
- Coast Electric Power Association
- Entergy

Active Users: 236
Active Member Codes: 113

Member Codes

- View codes in profile by clicking on Members (My Members)
- Send any updates to support@njuns.com
- Ticket email can have up to 4 email addresses. If blank, it will deactivate after several bounces.
- Make sure Contact is correct

Ticket Types

Row Labels	Count of TicketType
Transfer	65233
Pole Replacement	2291
New	1043
Other	1040
Make Ready	1001
Pole Location Elimination	348
Pole Abandonment	338
Violation	150
Change of Ownership	2
Grand Total	**71446**

See *Ticket Type Definitions* document under Training, Best Practices for help with deciding which to use.

Steps

Approximately 979 active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Unable to Locate or Bad Address	362
Previous Step Not Complete	289
Other	160
Member Code Incorrect or Not Attached	70
Add New Step	36
Duplicate Ticket or Step	22
Pole Owner Work Not Complete	21
Wrong Pole Owner	18
Lower	1
Grand Total	**979**

Make sure when choosing ‘Other’ there is not an option available.

Short Demo

- Have you tried creating a custom filter?
  - View the document called *Using Filters to Search for Tickets* under Training/Best Practices
  - Training Video called *Using and Creating Filters*

Information

Available Training – visit training tab on www.njuns.com

- Training calendar, User Guide, Training Videos, Best Practices documents
- Pay attention to System Alerts
- Visit News on our website for updates
- Follow us on LinkedIn, Twitter, or Facebook

Questions

Any questions for us?