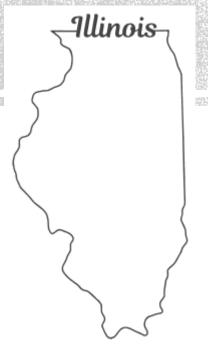
IIIINOIS USER GROUP METING

June 21, 2022





PT + USAGE

2020

Created: 2,787 **Closed:** 2,639

Tickets w/ Steps

Completed: 6,745

2021

Created: 2,120

Closed: 1,063

Tickets w/ Steps

Completed: 3,820

2022 YTD

Created: 890

Closed: 572

Tickets w/ Steps

Completed: 2,170

Total Open Tickets: 36,247

Ready to Close: 15 (all steps completed)

TOP 5 USERS (YTD)

Top Creators (PT)

- Ameren
- Frontier Communications
- AT&T
- · City of Highland
- City of Rock Falls

Top Updaters (PT)

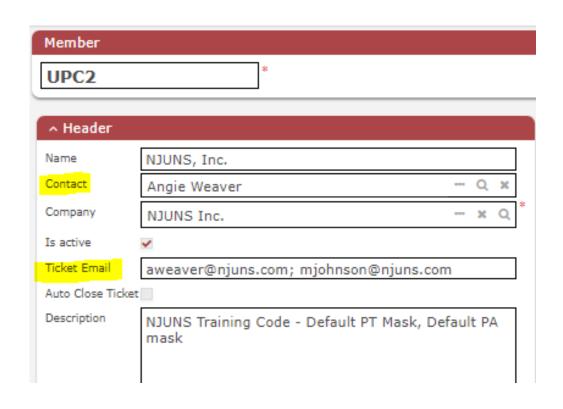
- Ameren
- AT&T
- Frontier Communications
- Mediacom Communications
- Comcast

Active Users: 165

Active Member Codes: 214



MEMBER CODES



- View codes in profile by clicking on Members (My Members)
- Run report called "Member Codes By State"
- Send any updates to support@njuns.com

PRIORITY CODES YTD

Illinois Priority Codes

- 1 Emergency Requires immediate attention
- 2 Critical requires expedited attention 30 days for construction to be complete (10 days for new construction)
- 3 Serious and need prompt attention 90 days (30 days for new construction)
- 4 Must be corrected 120 days (60 days for new construction)
- 5 Must be corrected 180 days (90 days for new construction)

Row Labels 🗐 Count	of Priority
3	390
]1	182
2	147
4	112
9	58
-1	1
Grand Total	890

TICKET TYPES YTD

Row Labels	↓ Count of TicketType
Transfer	478
Pole Replacemen	t 181
New	151
Violation	80
Grand Total	890

View Ticket Type definitions document located under Training/Best Practices on the website





Approximately 342 active Dispute Steps

Why are tickets being disputed?

Count of StepDescription
151
120
44
10
8
5
4
342

Other is sometimes used when option are available:

- Not our facility
- Another co. above needs to transfer first

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?

