



OREGON USER GROUP MEETING

June 28, 2022

PT + USAGE

2020

Created: 11,236
Closed: 5,545
Tickets w/ Steps
Completed: 19,877

2021

Created: 13,181
Closed: 4,034
Tickets w/ Steps
Completed: 21,078

2022 - YTD

Created: 7,241
Closed: 3,714
Tickets w/ Steps
Completed: 14,260

Total Open Tickets: 51,801
Ready to Close: 2,582



TOP 5 USERS (YTD)

Top Creators (PT)

- Portland General Electric
- PacifiCorp
- Lumen (CenturyLink)
- Ziplly Fiber
- Coos Curry Electric Coop

Top Updaters (PT)

- Portland General Electric
- Comcast
- Ziplly Fiber
- Lumen (CenturyLink)
- Wave Broadband

Active Users: 453

Active Member Codes: 496



PA USAGE

2020

Created: 3,765

Closed: 2,315

2021

Created: 5,871

Closed: 3,260

2022 YTD

Created: 2,365

Closed: 1,098

Total Open Tickets: 26,367

Assigned Workflow Close: 2,018

Top Owners using PA

- PacifiCorp
- Portland General Electric
- Lumen (CenturyLink)
- Ziplly Fiber
- Douglas Electric Coop



MEMBER CODES

Member

UPC2 *

^ Header

Name	NJUNS, Inc.
Contact	Angie Weaver -- Q x
Company	NJUNS Inc. -- x Q *
Is active	<input checked="" type="checkbox"/>
Ticket Email	aweaver@njuns.com; mjohnson@njuns.com
Auto Close Ticket	<input type="checkbox"/>
Description	NJUNS Training Code - Default PT Mask, Default PA mask

- 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)

Oregon Priority Codes

- 0 - Imminent Hazard - Safety
- 1 - PUC Reported Violations
- 2 - Code Violations
- 3 - Street Improvement
- 4 - New Construction
- 5 - Pole Maintenance
- 6 - Undefined
- 7 - Pole Reconfiguring/Make Ready
- 8 - Routine Work
- 9 - FYI/MISC

Row Labels	Count of Priority
8	4231
7	1394
5	719
4	314
0	149
1	137
3	101
2	99
9	48
-1	41
6	8
Grand Total	7241



TICKET TYPES (YTD)

Row Labels	Count of TicketType
Pole Replacement	2583
Make Ready	2077
Transfer	1494
New	538
Violation	188
Pole Location Elimination	188
Other	121
Change of Ownership	25
Overlash	18
Pole Abandonment	9
Grand Total	7241



Approximately **747** active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Other	437
Member Code Incorrect or Not Attached	97
Previous Step Not Complete	69
Pole Owner Work Not Complete	65
Unable to Locate or Bad Address	49
Duplicate Ticket or Step	19
Wrong Pole Owner	5
Add New Step	5
Legacy Dispute - No Reason	1
Grand Total	747

Some reasons for 'Other' that have choices:

- Pole Owner Work Not Complete
- Not on Pole
- Another co. 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*



QUESTIONS

Any questions for us?



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

