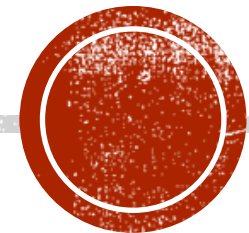


# **SOUTH CAROLINA USER GROUP MEETING**

Aug. 31, 2022



# PT + USAGE

## **2021 - YTD**

Created: 2,576  
Closed: 2,342  
Tickets w/ Steps  
Completed: 4,864

## **2022 - YTD**

Created: 1,557  
Closed: 2,801  
Tickets w/ Steps  
Completed: 4,999

Total Open Tickets: 17,625

Ready to Close: 2,115 (all Steps are completed)



# TOP 5 USERS (YTD)

## Top Creators (PT)

- Duke Energy
- SCANA (Dominion)
- AT&T
- City of Rock Hill
- Berkeley Electric Coop

## Top Updaters (PT)

- Duke Energy
- SCANA (Dominion)
- AT&T
- Time Warner/Charter
- Comcast

Active Users: 206

Active Member Codes: 110



# 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

## South Carolina Priority Codes

- 1 - Immediate - Immediate response/same day
- 2 - High - 2 weeks to allow for locates, work and ticket completion
- 3 - Normal - 3-10 weeks, New business overhead projects/system upgrades/improvements/transfers, road widening, relocations
- 4 - Low - future civic improvement projects (Date Unknown)
- 5 - Miscellaneous - For record only

Row Labels	Count of Priority
3	745
2	377
1	324
5	70
4	37
-1	3
6	1
<b>Grand Total</b>	<b>1557</b>



# TICKET TYPES YTD

Row Labels	Count of TicketType
Transfer	1458
Violation	47
Pole Abandonment	30
Other	12
Pole Replacement	7
Make Ready	2
New	1
<b>Grand Total</b>	<b>1557</b>



Approximately 764 active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Previous Step Not Complete	277
Other	159
Unable to Locate or Bad Address	142
Member Code Incorrect or Not Attached	71
Add New Step	56
Pole Owner Work Not Complete	30
Duplicate Ticket or Step	16
Wrong Pole Owner	12
see notes and wall for photos; pole is topped off since 7/16/21	1
<b>Grand Total</b>	<b>764</b>

Some reasons for 'Other' that have choices:

- Not attached to pole
- Power needs to move first
- CATV is NTG



# 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](http://www.njuns.com)

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