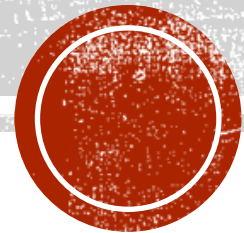




MISSOURI USER GROUP MEETING

May 18, 2023



PT+ USAGE YTD

2022

Created: 3,229
Closed: 1,055
Tickets w/ Steps
Completed: 4,891

2023

Created: 3,727
Closed: 794
Tickets w/ Steps
Completed: 4,578

Total Open Tickets: 80,145

Ready to Close: 4,072 (all steps completed)



TOP 5 USERS (YTD)

Top Creators (PT)

- Ameren
- Evergy
- Charter Communications
- AT&T Southwest
- City Utilities of Springfield

Top Updaters (PT)

- Ameren
- Charter Communications/TWC
- Mediacom Communications
- AT&T Southwest
- Evergy

Active Users: 231

Active Member Codes: 212



PA USAGE YTD

2022

Created: 38
Closed: 4

2023

Created: 14
Closed: 8

Pole Owners Using PA

- Evergy
- Liberty Utilities

Total Open Tickets: 952



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.c
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
- Ticket email can have up to 4 email addresses. If blank, it will deactivate after several bounces.
- Make sure Contact is correct & ticket email are correct



TICKET TYPES YTD

Ticket Types	Count of TicketTypes
Transfer	3328
Make Ready	160
Pole Replacement	117
Violation	57
Overlash	49
New	17
Attachment Request	14
Other	5
Pole Abandonment	3
Pole Location Elimination	2
Aerial Clearance Review	1

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



Approximately **762** active Dispute Steps

Why are tickets being disputed?

Dispute Reasons	Count
Other	584
Member Code Incorrect or Not Attached	84
Previous Step Not Complete	41
Unable to Locate or Bad Address	24
Pole Owner Work Not Complete	22
Wrong Pole Owner	6
Duplicate Ticket or Step	1

Found Other being used for –

- Not in Co. Territory
- Insufficient information
- Can't locate pole
- Co. above needs to transfer

NJUNS Tips & Tricks

- My Members Filter previously shown, can be used for Filters & Reports
- Tickets created by me
- Filtering a ticket list
- Searching for multiple ticket numbers, saving to a set
 - Opening multiple tickets at one time
- Removing the counties filter so code can be typed in
- Searching for a Pole that is not #1 in list



QUESTIONS

Any questions for us?



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

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- Pay attention to System Alerts
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