

# GEORGIA USER GROUP MEETING

June 15, 2023



# PT+ USAGE

## 2022

Created: 17,537  
Closed: 13,827  
Tickets w/ Steps  
Completed: 29,935

## 2023

Created: 19,595  
Closed: 16,151  
Tickets w/ Steps  
Completed: 34,327

Total Open Tickets: 220,124

Ready to Close: 36,755 (all steps completed)



# TOP 5 USERS (YTD)

## Top Creators (PT)

- Georgia Power
- Walton EMC
- Carroll EMC
- Sawnee EMC
- Central Georgia EMC

## Top Updaters (PT)

- Georgia Power
- AT&T Southeast
- Comcast
- Central Georgia EMC
- Charter Communications

Active Users: 1,102

Active Member Codes: 656





# 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](mailto: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

Row Labels	Count of TicketType
Make Ready	7735
Transfer	6834
Other	1810
Violation	1613
Pole Replacement	1427
New	266
Pole Abandonment	91
Pole Location Elimination	88
Oversize Load	10
Change of Ownership	7
Joint Trench	1
<b>Grand Total</b>	<b>19882</b>

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



Approximately 6,980 active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Other	2778
Previous Step Not Complete	2163
Unable to Locate or Bad Address	924
Member Code Incorrect or Not Attached	672
Pole Owner Work Not Complete	212
Add New Step	135
Duplicate Ticket or Step	46
Legacy Dispute - No Reason	30
Wrong Pole Owner	19
TRANSFER	1
<b>Grand Total</b>	<b>6980</b>

Why is Other being used?

The majority are -

- Cable or another co. still needs to transfer (can use *Add New Step* or *Previous Step not Complete*)
- Not in our territory or not on pole. Use *Member code incorrect* or *Not Attached*.

## 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 (probably not an issue in GA)



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Take the  
Lat/Long  
survey





Any questions for us?

