

PT+ USAGE - YTD

2022

Created: 2,252 Closed: 1,530

Tickets w/ Steps

Completed: 4,265

2023

Created: 2,260 Closed: 4,231

Tickets w/ Steps

Completed: 5,235

Total Open Tickets: 33,131

Ready to Close: 2,857 (all steps completed)



TOP 5 USERS (YTD)

Top Creators (PT)

- Entergy
- AT&T
- CLECO
- DEMCO
- SW Louisiana EMC

Top Updaters (PT)

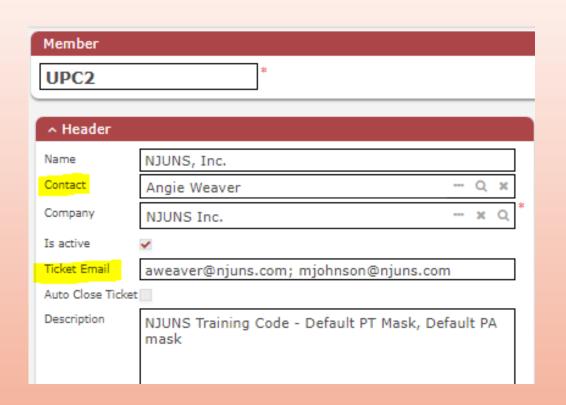
- Entergy
- AT&T
- Cox
- Charter
- CLECO

Active Users: 457

Active Member Codes: 213



MEMBER CODES



- View codes in profile by clicking on Members (My Members)
- Ticket email –up to 4 email addresses
- Check Contact & Ticket Email
- Run report called "Member Codes By State"
- Send any updates to support@njuns.com

TICKET TYPES YTD

Ticket Type	Count of TicketType
Transfer	1232
Pole Replacement	603
New	196
Other	151
Overlash	43
Make Ready	28
Violation	10
Pole Abandonment	7
Pole Location Eliminati	on 3
Aerial Clearance Revie	w 1

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





Approximately 2,379 active Dispute Steps

Why are tickets being disputed?

	Dispute Reasons	Count of StepDescription
C	Other	659
F	Previous Step Not Complete	573
I	Member Code Incorrect or Not Attached	445
l	Jnable to Locate or Bad Address	410
F	Pole Owner Work Not Complete	109
1	Add New Step	102
	Ouplicate Ticket or Step	42
١	Vrong Pole Owner	38
T	RANSFER FACILITIES	1
0	Grand Total	2379

Other -

-Not on pole (Use Member Code Incorrect or Not Attached) -Previous step needs to transfer first (Use Previous Step No Complete) -can't locate the pole (Use Unable to Locate or Bad Address)



SHORT DEMO

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?



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







Lat/Long

survey