NJUNS Best Practices

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Full Text Search

The full text search can be used in two ways.

1. By typing in a word or phrase in the top right corner. If typing a phrase, make sure to include quotes around the phrase.

mark school lu	» 🧧 Other bo
work can begir Q	Administrator [adm

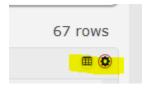
2. By checking the box from the Tickets search and typing in a word or phrase. Include quotes around a phrase.

 Filter 	003900 X	HUKEL A								
<mark>Enter se</mark> a	arch phras	se		Q Search	۱				Show rows 1000	🖌 🗹 Full-Text Searc
Create 🖉 🖋 Edit 👘 x Delete 🕞 Excel 📔 Report 🛉 Actions 🗍 🛳 Import 🗸 🖉						1 Import ~	• Add to set		1-	1000 rows of [2] 🕥 🔅

Adding additional columns to data grids

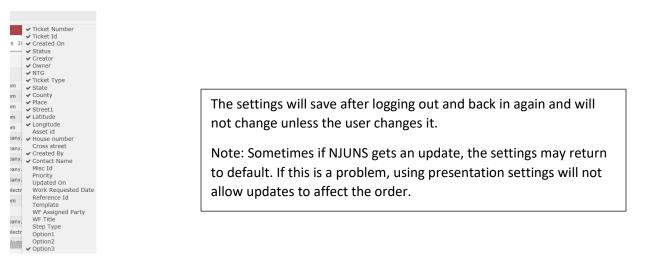
The column order on data grids can be adjusted, as well as adding or removing columns.

After clicking on Tickets, hover the mouse under and to the right of the number of rows. Two icons will become available.





The one on the right will display the columns that are currently visible identified with a check mark. Columns not checked can be checked and columns checked can be unchecked.



The Option fields listed below represent something different depending on the ticket template.

Default users (all states except the ones listed below)

Default: Option1: JobID Option 2: Serving Area Option 3: Location

In New York: Option 1: ElcoJPPJUAEONNumber Option 2: Permits Option 3: PreExisting

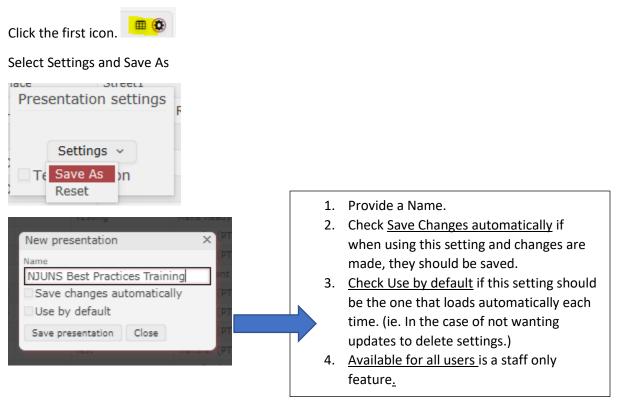
In MA/RI: Option 1: TelcoPoleNumber Option 2: Set Date Option 3: N/A

In Pennsylvania: Option 1: PoleOwnerJobID Option 2: JointUseCompanyJobID Option 3: WireCenter

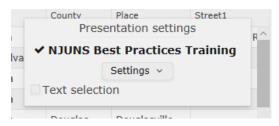
Creating Presentation Settings

Presentation settings are available so the user can save the data grid with more than one setting (or only one to avoid getting reset after updates).

Modify the data grid for the preferred settings. (i.e. moving columns, adding or removing fields)



This setting will now be available if the presentation icon is selected.



Multiple settings can be added by repeating the process above.

To delete a setting, select it and click the down arrow next to setting and select Delete.

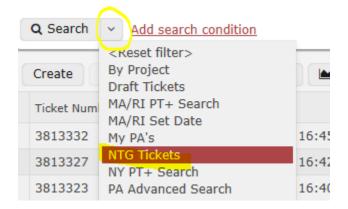


These same features are available from Poles/Assets and Steps. The ticket list from inside a project has the feature to add/remove or adjust columns but presentation settings are <u>not</u> available.

Completing NTG Steps in Bulk

There is a faster way to complete Next To Go Steps if there is no reason to edit any information in the step other than to complete it.

From Tickets, select the NTG Tickets filter the click Search again to return this list.



Highlight the tickets where steps can be completed by either holding down the shift or ctrl key. Click the Actions icon and select Complete Next To Go.

Create 🖋 E	dit 🗙 Delete	e 🕱 Excel 🖿	Report	🕈 Acti	ons	Import	~ O
Ticket Number 3810181	Ticket Id PA3810181	Created On 02-10-2019 12:30	Status Open	Open	Tickets Tickets ete Next	To Go	Ticket Ty Attachm
3808006	PT3808006	02-07-2019 13:19	Open	UPC	UPC2	UPC4	Transfer
3805561	MR3805561	02-06-2019 08:34	Open	BARC	BARC	SPLXVA	Make Re
3805556	MR3805556	02-06-2019 08:32	Open	BARC	BARC	SPLXVA	Make Re
3805554	MR3805554	02-06-2019 08:30	Open	BARC	BARC	SPLXVA	Make Re
3801974	NEW3801974	02-02-2019 20:07	Open	UPC4	UPC4	UPC	New (NE
3801466	PA3801466	02-01-2019 14:01	Open	UPC2	UPC7	UPC7	Attachm
3797258	PT3797258	01-30-2019 09:48	Open	UPC	UPC2	UPC4	Transfer
3790305	PT3790305	01-23-2019 13:50	Open	UPC	UPC2	UPC3	Transfer
3786541	MR3786541	01-21-2019 10:33	Open	BARC	BARC	SPLXVA	Make Re

Closing Tickets in Bulk

If all steps are completed, the ticket is ready to close. The pole owner or ticket creator can Close a ticket. Click Tickets and select the filter PT+ Close Search.

Q Search	Add search condition	
Create	<reset filter=""> By Project Draft Tickets</reset>	
Ticket Num	MA/RI PT+ Search MA/RI Set Date	
3784549	My PA's	08:28
3784546	NTG Tickets NY PT+ Search	08:26
3784543	PA Advanced Search	08:24
3784540	PT+ Close Search PT+ Search	08:21
3783844	Pennsylvania PT+ Search	13:19

This will return two parameters of Owner or Creator. Choose the one that matches the party your code is on the tickets. (i.e. Owner or Creator (if the same just choose one))

Owner [in]

If more than one code is needed, change the ' = ' to an ' in '

In this example, two codes were input for the Owner. Click Search to pull these tickets.

~ Filter: PT+ Close Search *							
Owner in UPC2, UPC3							
Q Search V Add search condition							

Highlight the tickets by holding down shift or Ctrl key, click Actions and Close Tickets.

Create 🕜 E	dit 🗙 Delete	e 🖹 Excel 🕍	Report	4 Actio	ons 🛃	L Import	~ O Add
Ticket Number	Ticket Id	Created On	Status	Close 1 Open 1			Ticket Type
3783844	PT3783844	01-17-2019 13:19	Open	Comple	ete Next	To Go	Transfer (PT
3770451	PT3770451	01-04-2019 08:47	Open	UPC	UPC3	UPC3	Transfer (PT
3732665	PT3732665	11-27-2018 13:17	Open	UPC	UPC2	UPC2	Transfer (PT
3722885	PT3722885	11-13-2018 13:13	Open	UPC	UPC2	UPC2	Transfer (PT

Clicking Search again will update the list and those tickets will not be returned.

Audit History

The Wall shows much of the audit history but there may be examples where more information is needed such as who updated a step and what changed.

When viewing a ticket, clicking the History icon will display some options if available.

							/		
Ticket: Fold	er Ticket/Pol ×	PT36922	43 ×						
🕒 Save and	close 🛛 🖹 Save	⊘ Cancel	© Close Ticket	¢ Cance	l Ticket	O History	🕍 Reports	🕈 Actions	🛍 Ticket M
Ticket - PT	3692243 - Transf	er (PT) - P	T:PT-PENN						
Ticket # 369	2243	Creator	UPC		NTG Mer	mber UPC3		Priority	4
Status Ope	en	Owner	UPC4		Start Da	te 10-16-	2018 🏛	Pole/Asse	et # 145
Details Pole	s/Assets Associa	tions Parti	es						
^ Details					^ Ass	et 1			^ [
Work Request	ed Date	_		Ê	House r	number			Billa
State	Pennsylva	nia		*	Street1				Wire
County	Armstrong	I		*	Cross s	treet			Pole
Place				··· x	Latitude	e 41.	012941		Joint

The last entry in the list represents the last update that was made.

In the example below, this user updated the NTG Member on 2/13/19, which indicates a step completed and therefore updated the NTG start date on the ticket.

Entity Ticket (njur	ns\$Ticket) V Instance	PT369	2243	Til		≝ _:_ (Clear
∽ Filter					Attribute	New value	Old value
Show 50 rows	• Add to set			5 rows	NTG Member	UPC4	UPC2
When	User	Change Type	Entity	Id			
10-15-18 17:22:34	Angie Weaver [aweaver@njuns.com]	Create	njuns\$Ticket	9121dac2-594e-0ef			
10-15-18 17:23:19	Angie Weaver [aweaver@njuns.com]	Modify	njuns\$Ticket	9121dac2-594e-0ef			
10-15-18 17:23:37	Angie Weaver [aweaver@njuns.com]	Modify	njuns\$Ticket	9121dac2-594e-0ef			
10-15-18 17:23:51	Angie Weaver [aweaver@njuns.com]	Modify	njuns\$Ticket	9121dac2-594e-0ef			
02-13-19 13:14:07	Angie Weaver [aweaver@njuns.com]	Modify	njuns\$Ticket	9121dac2-594e-0ef			

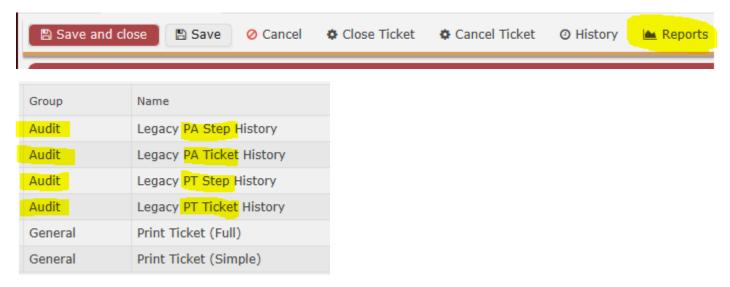
In this example, the last entry shows two fields that were updated where they were previously blank.

Entity Ticket (njur	ns\$Ticket) v Instance	PT369	2243	Til		Clear
✓ Filter					Attribute	New value Old value
Show 50 rows	• Add to set			6 rows	Misc Id	MiscID Added
					Reference Id	ReferenceID A
When	User	Change Type	Entity	Id		
10-15-18 17:22:34	Angie Weaver [aweaver@njuns.com]	Create	njuns\$Ticket	9121dac2-594e-0ef		
10-15-18 17:23:19	Angie Weaver [aweaver@njuns.com]	Modify	njuns\$Ticket	9121dac2-594e-0ef		
10-15-18 17:23:37	Angie Weaver [aweaver@njuns.com]	Modify	njuns\$Ticket	9121dac2-594e-0ef		
10-15-18 17:23:51	Angie Weaver [aweaver@njuns.com]	Modify	njuns\$Ticket	9121dac2-594e-0ef		
02-13-19 13:14:07	Angie Weaver [aweaver@njuns.com]	Modify	njuns\$Ticket	9121dac2-594e-0ef		
02-13-19 16:35:12	Angie Weaver [aweaver@njuns.com]	Modify	njuns\$Ticket	9121dac2-594e-0ef		

The same concept applies to Steps. Open the step in question and click History.

otep (njun	тосору тосонос	5				· _·	
✓ Filter					Attribute	New value	Old value
Show 50 rows	• Add to set			3 rows	Response Request Da	2019-03-10	2019-01-13
When	User	Change Type	Entity	Id			
02-08-19 09:59:54	Angie Weaver [aweaver@njuns.com]	Create	njuns\$Step	62317df6-056b-2549			
02-08-19 10:00:04	Angie Weaver [aweaver@njuns.com]	Modify	njuns\$Step	62317df6-056b-2549			
02-08-19 10:00:09	Angie Weaver [aweaver@njuns.com]	Modify	njuns\$Step	62317df6-056b-2549			

** If the history is blank then it will be in Legacy History. Any ticket created and/or updated before the go-live of 9-17-18 has audit history in a Legacy report.



Click Reports while working in the ticket and select the one needed (PT Tickets or PT Steps)

Send Email Feature

Emails can be generated from the system and sent to any party on the ticket. Optional emails can also be typed.

Open the ticket that needs to be emailed and click the Actions icon. Select Email ticket.

🕍 Reports	🕴 Actions 👘 Ticket Map	🖽 Add Poles
	Clone Ticket Email Ticket	
<i>i</i> 3	Copy Link Refresh Workflow - Change Assigned	
sset # UNK	Open Ticket Template	

Check the box for the email address where it should be sent or type the address in the top where e-mail recipients is displayed. (separate multiples with a semi colon)

Email	l Ticket		
e-m	nail recipients		
	Туре	Member	Email
	Owner	UPC2	aweaver@njuns.com
	Step	UPC4	aweaver@njuns.com
	Creator	UPC	aweaver@njuns.com

Cloning a Ticket

When multiple tickets need to be created, cloning could be helpful. The system allows an entire ticket to be cloned including the pole/asset information and steps. There are check boxes to select which features should be cloned. From inside of the ticket to be cloned, click Actions, Clone Ticket.

O History	🕍 Report	ts	🕈 Actions 🛛 🕅 Ticket Map 🖾 Add Poles
			Clone Ticket Email Ticket Copy Link
19 🛗	Priority Pole/Asset #	3 po	Refresh Workflow - Change Assigned Open Ticket Template

Select the appropriate options to clone. If none are checked, the header is cloned but without poles or steps. If the ticket has an associated project and the new tickets should also be associated to the project, the Copy Projects option should be checked.

Copy Header Copy Steps Copy Assets	
Copy Assets	
Copy Projects	
Copy O Cancel	

Sets (Add to Set)

This feature is similar to Favorites in the old system. Tickets can be added to sets so they can be easily accessed. Sets are created to be used by individual users and are not shared or available to other users. Sets are not represented on reports like projects. With a ticket list loaded, highlight tickets to be added to a set and Click Add to Set.

Click Create New to create a new set. If adding to an existing set, click the drop-down arrow next to Set to find it.

Q Search	dd search condi	tion					
Create 🕜 Edit	X Delete	🔀 Excel 🛛 🕍 Report	+ Action	s 💄 In	nport ~	• Add to	set
Ticket Number	Ticket Id	Created On	Status	Creator	Owner	NTG	Ticke
3815208	PA3815208	02-13-2019 15:25	Open	UPC	UPC2	UPC2	Atta
3810181	PA3810181	02-10-2019 12:30	Open	UPC	UPCKC	UPCKC	Atta
3808006	PT3808006	02-07-2019 13:19	Open	UPC	UPC2	UPC4	Trar
3801974	NEW3801974	02-02-2019 20:07	Open	UPC4	UPC4	UPC	New
3801466	PA3801466	02-01-2019 14:01	Open	UPC2	UPC7	UPC7	Atta
3797258	PT3797258	01-30-2019 09:48	Open	UPC	UPC2	UPC4	Trar
3790305	PT3790305	01-23-2019 13:50	Open	UPC	UPC2	UPC3	Trar
3786491	PT3786491	01-21-2019 10:11	Open	UPC	UPC2	UPC2	Trar
3774209	PT3774209	01-08-2019 15:54	Open	UPC2	UPC3	UPC3	Trar
3774146	PA3774146	01-08-2019 15:14	Open	UPC2	UPC	UPC	Atta

Folder name is the only required field. They can be organized under Parent folders as well but not required.

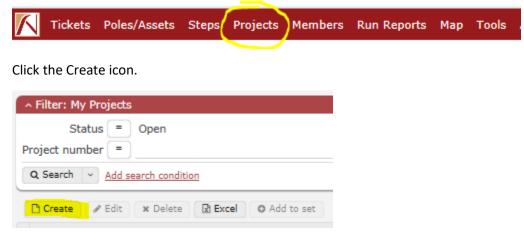


It will show up under Search Folders from the Dashboard for easy access:

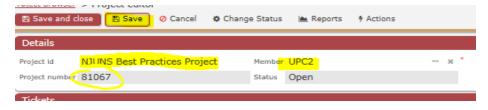


Projects

Projects can be helpful if tickets need to be organized together. If tickets were printed and organized in file folders, then a project can do the same thing electronically. Projects are also created at the database level so will show up on reports and can be searched in the system unlike Sets. Projects can be created from the Projects menu item.



Provide a name for the Project, the member code used to create the project and click Save. The system will assign a project number.



Adding Tickets to Projects

Tickets can be added directly from the project. If the ticket already exists, click the Add icon. This will bring up the Tickets of interest list the same as when Tickets is clicked. Search for the tickets as normal and select them to add to the project. Click the Create icon if the ticket does not exist. This will bring up the normal ticket creation box and the process is the same.

∧ Filter					
Q Search V	Add search o	ondition			
Crea	ate 🗙 Rem	ove 🔀 Excel	4 Action	5	

From a ticket, an existing project can be associated to the ticket. Click the Associations tab then click Add.

Details Poles/Assets Associat	ions Parties
~ Projects	
🖸 Add 🗙 Delete 🛛 🕅 Exc	el
Status	Project number

Locate the project to be added from this list and click Select or double click.

Changing the Ticket Creator

Click on the Parties tab and highlight the row for the creator. Click Edit.

ails Poles	Assets A	ssociation <mark>s P</mark>	arties	
🗅 Create	🖋 Edit	🗙 Delete 🛛 🛛) Excel	
rder			Туре	Member
			Creator	UPC3
			Owner	UPC3
			Step	UPC2

Type the new code or search by clicking the three dots and click Apply Changes.

	NJUNS Three	
Party ed	itor	×
🗈 Appl	y Changes 🔗 Cancel 📀 History	
^ Head	ler	
Order	1	_
Type	Creator	~ *
Member	UPC3	··· 32 *
Company	NJUNS Three	

Changing the Ticket Type

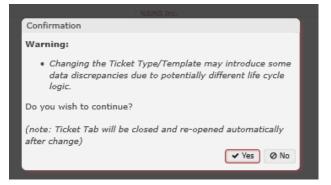
With the ticket opened, click Actions, Change Ticket Type.

ser: Fold	der N × Ticket: Tickets of Intere × PT3884865
eports	🕈 Actions 🛛 🛍 Ticket Map 🛛 Add Poles
	Clone Ticket Email Ticket Copy Link Refresh
019 🛍	Workflow - Change Assigned Change Ticket Type Open Ticket Template

Select the new ticket type in the list and click OK

Change Ticket Type / Template		×
Select a new Ticket Type / Template: Templates		
Ticket type -	Template id	0
Change of Ownership (COO)	COO:PT-MARI	
Joint Trench (JT)	JT: PT-MARI	
Make Ready (MR)	MR:PT-MARI	
New (NEW)	NEW: PT-MARI	
Other (OTH)	OTH:PT-MARI	
Pole Abandonment (AB)	AB:PT-MARI	
Pole Location Elimination (PLE)	PLE:PT-MARI	
Pole Replacement (PR)	PR:PT-MARI	
Violation (VIO)	VIO:PT-MARI	
OK Cancel		

The message below will appear. If switching to a template that included Dynamic Attributes but now does not, the data in the Dynamic Attributes will be removed.



Search for multiple ticket numbers

Use the Ticket/Pole Number Search. Change the '=' to an 'in' and click the three dots.

~ Filter: Folde	er Ticket/Pole Number Search *	
Ticket # in		x
Q Search V	Add search condition	

Ticket numbers should be separated with a comma. Click Add CSV, then Ok.



Click Search to pull up the tickets.

	5707464, 5706897, 57 Add search condition	04531			34	Pole/Asset Number
Create 🖉 Edi	t 🖹 Excel 🔺 Repor	t 🕴 Ac	tions 🔔 I	import v	O Add to	set
Ticket Number	Created On	Status	Creator	Owner	NTG	Ticket Type
5707464	08-11-2023 12:15	Open	BSTADM	UPC6	BSTADM	Attachment Request (PA)
	08-11-2023 08:07	Open	UPC	UPC6	UPC6	Attachment Request (PA)
5706897	00-11-2023 00.07					

Open multiple tickets for viewing or editing

From a ticket list, select the tickets to view or edit and click the Edit icon. The selected tickets will be opened in individual tabs.

∧ F	Filter: Folder Ti	: Folder Ticket/Pole Number Search *									
	cket # in 5707464, 5706897, 5704531 * Pole/Asset Number Q Search v Add search condition										
C	reate 🥒 🖋 Edit	🖌 🖉 Excel 🛛 🖿 Report 🦩 Actions 🔹 Import 🗸					• Add to set				
т	icket Number	Created On 👻	Status	Creator	Owner	NTG	Ticket Type				
5	5707464 5706897 5704531	08-11-2023 12:15 08-11-2023 08:07 08-09-2023 16:21	Open Open Open	BSTADM UPC UPC	UPC6 UPC6 UPC2	BSTADM UPC6 UPC2	Attachment Request (PA) Attachment Request (PA) Transfer (PT)				

Ticket: Folder Ticket/Pol × PA5707464 × PA5706897 × PT5704531 ×													
🖺 Save	O Cancel	Close Ticket	Cancel Ticket	⊘ History	🔌 Reports	🕈 Actions	🛍 Ticket Ma						
-531 - Transfer (PT) - PT:PT-Default													
	Creator UP	C	NTG Member UP	C2	Priority	2							
	Owner UP	C2	Start Date 08-	10-2023 🛗	Pole/Ass	et # 1							