NJUNS Best Practices

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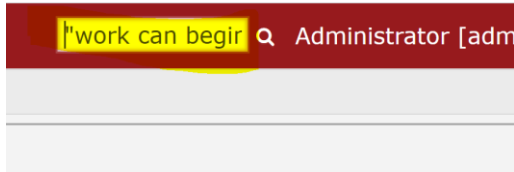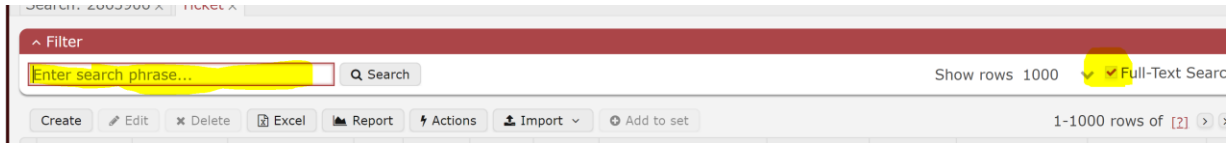
Full Text Search

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.
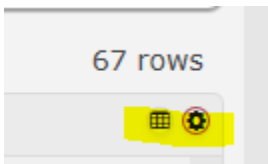

2. By checking the box from the Tickets search and typing in a word or phrase. Include quotes around a phrase.


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.
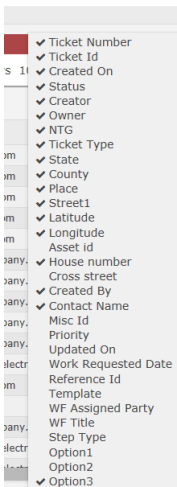
The settings will save after logging out and back in again and will not change unless the user changes it.

Note: Sometimes if NJUNS gets an update, the settings may return to default. If this is a problem, using presentation settings will not allow updates to affect the order.

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)

Click the first icon.

Select Settings and Save As
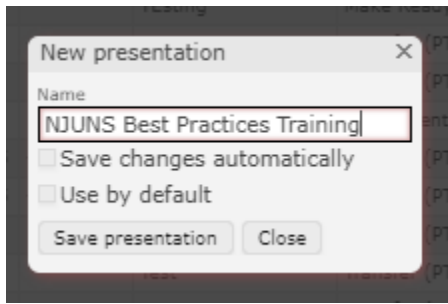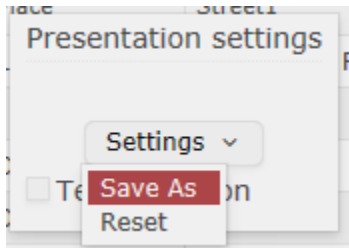
1. Provide a Name.
2. Check Save Changes automatically if when using this setting and changes are made, they should be saved.
3. Check Use by default if this setting should be the one that loads automatically each time. (ie. In the case of not wanting updates to delete settings.)
4. Available for all users is a staff only feature.

This setting will now be available if the presentation icon is selected.
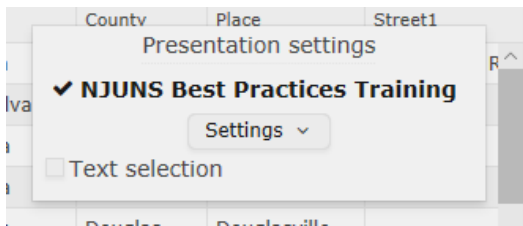
Multiple settings can be added by repeating the process above.

To delete a setting, select it and click the down arrow next to setting and select Delete.
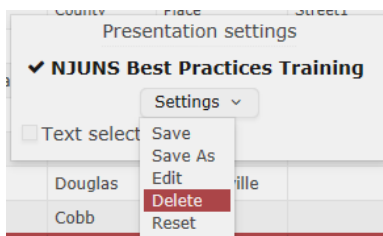
These same features are available from Poles/Assets and Steps. The ticket list from inside a project has the feature to add/remove or adjust columns but presentation settings are not available.

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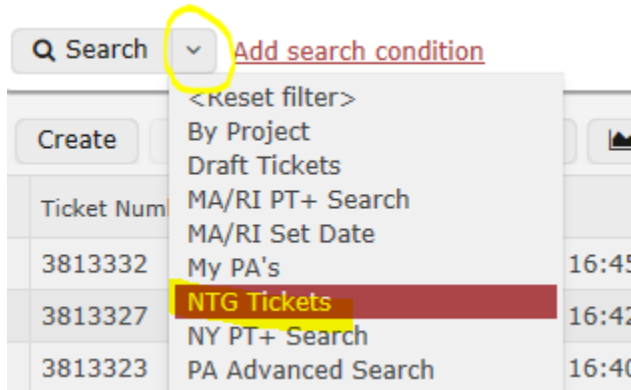
Highlight the tickets where steps can be completed by either holding down the shift or ctrl key. Click the Actions icon and select Complete Next To Go.
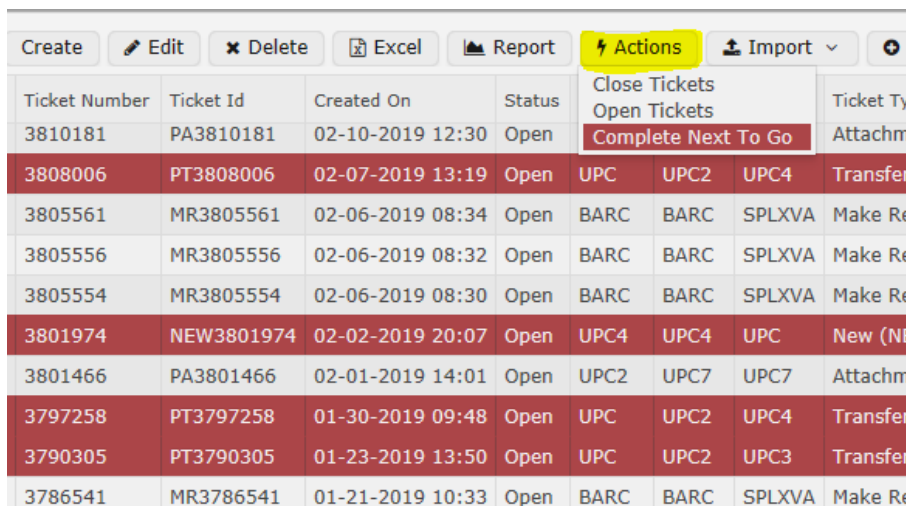
Closing Tickets in Bulk

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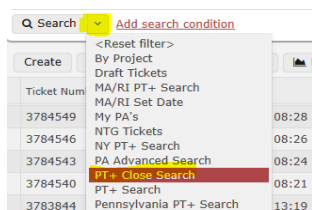
This will return two parameters of Owner or Creator. Choose the one that matches the party your code is on the tickets. (i.e. Owner or Creator (if the same just choose one))

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 ∨   Add search condition

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

Create	✎ Edit	✖ Delete	▣ Excel	▲ Report	⚡ Actions	⬆ Import ∨	⊕ Add

Ticket Number	Ticket Id	Created On	Status	Close Tickets			Ticket Type
				Open Tickets			
3783844	PT3783844	01-17-2019 13:19	Open	Complete 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: Folder Ticket/Pol... ✕	PT3692243 ✕

🖫 Save and close	🖫 Save	⊘ Cancel	✿ Close Ticket	✿ Cancel Ticket	⊙ History	▲ Reports	⚡ Actions	▥ Ticket M

Ticket - PT3692243 - Transfer (PT) - PT:PT-PENN

Ticket #	3692243	Creator	UPC	NTG Member	UPC3	Priority	4
Status	Open	Owner	UPC4	Start Date	10-16-2018 📅	Pole/Asset #	145

Details Poles/Assets Associations Parties

∧ Details		∧ Asset 1		∧ D
Work Requested Date	_-__-_ 📅	House number		Billat
State	Pennsylvania ⋯ ✕	Street1		Wire
County	Armstrong ⋯ ✕	Cross street		Pole
Place	⋯ ✕	Latitude	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.

Attribute	New value	Old value
NTG Member	UPC4	UPC2

When	User	Change Type	Entity	Id
10-15-18 17:22:34	Angie Weaver [aweaver@njuns.com]	Create	njuns$Ticket	9121dac2-594e-0e{
10-15-18 17:23:19	Angie Weaver [aweaver@njuns.com]	Modify	njuns$Ticket	9121dac2-594e-0e{
10-15-18 17:23:37	Angie Weaver [aweaver@njuns.com]	Modify	njuns$Ticket	9121dac2-594e-0e{
10-15-18 17:23:51	Angie Weaver [aweaver@njuns.com]	Modify	njuns$Ticket	9121dac2-594e-0e{
02-13-19 13:14:07	Angie Weaver [aweaver@njuns.com]	Modify	njuns$Ticket	9121dac2-594e-0e{

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

Attribute	New value	Old value
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$Ticket	9121dac2-594e-0e{
10-15-18 17:23:19	Angie Weaver [aweaver@njuns.com]	Modify	njuns$Ticket	9121dac2-594e-0e{
10-15-18 17:23:37	Angie Weaver [aweaver@njuns.com]	Modify	njuns$Ticket	9121dac2-594e-0e{
10-15-18 17:23:51	Angie Weaver [aweaver@njuns.com]	Modify	njuns$Ticket	9121dac2-594e-0e{
02-13-19 13:14:07	Angie Weaver [aweaver@njuns.com]	Modify	njuns$Ticket	9121dac2-594e-0e{
02-13-19 16:35:12	Angie Weaver [aweaver@njuns.com]	Modify	njuns$Ticket	9121dac2-594e-0e{

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

Attribute	New value	Old value
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)
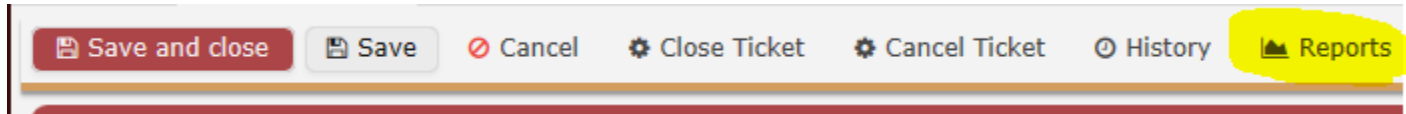

Group	Name
Audit	Legacy PA Step History
Audit	Legacy PA Ticket History
Audit	Legacy PT Step History
Audit	Legacy PT Ticket History
General	Print Ticket (Full)
General	Print Ticket (Simple)

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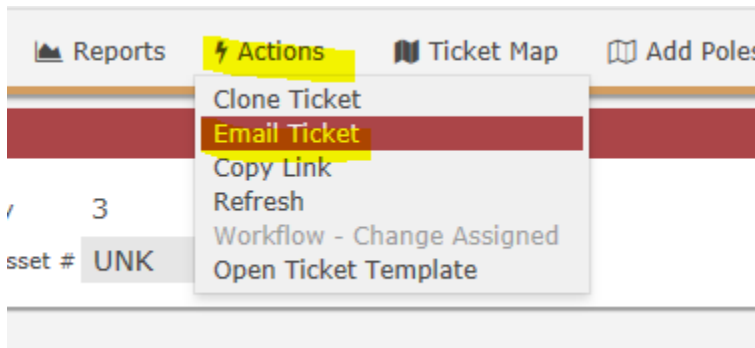
Check the box for the email address where it should be sent or type the address in the top where e-mail recipients is displayed. (separate multiples with a semi colon)

Email Ticket

e-mail recipients...

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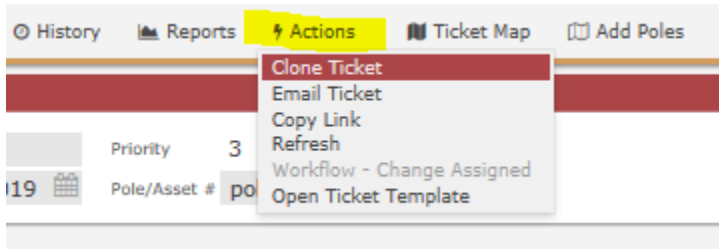
Select the appropriate options to clone. If none are checked, the header is cloned but without poles or steps. If the ticket has an associated project and the new tickets should also be associated to the project, the Copy Projects option should be checked.
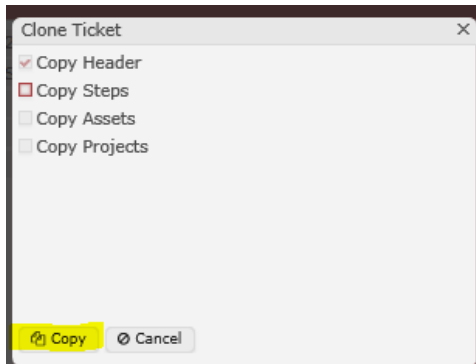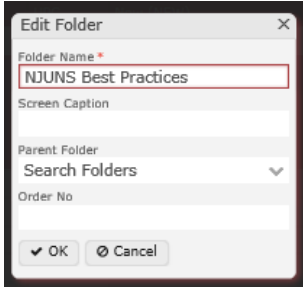
Sets (Add to Set)

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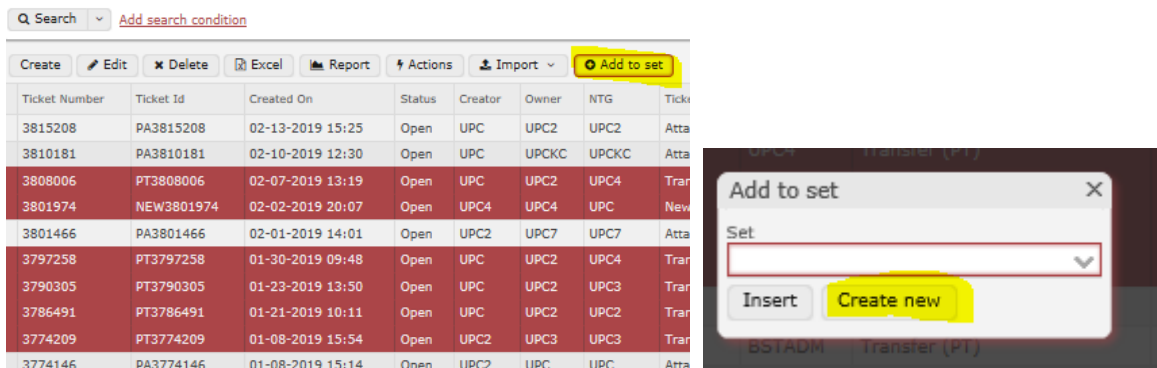
Folder name is the only required field. They can be organized under Parent folders as well but not required.

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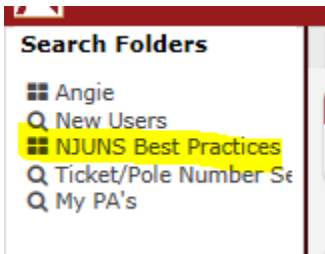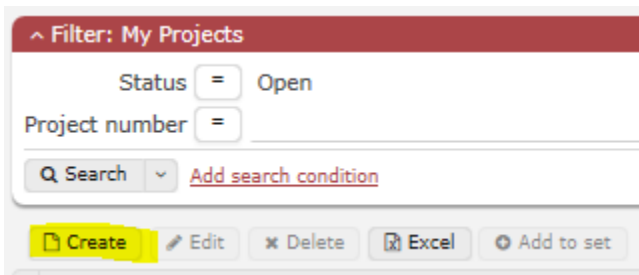
Projects
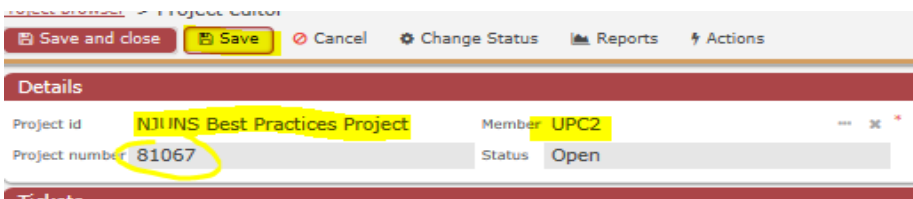
Projects can be helpful if tickets need to be organized together. If tickets were printed and organized in file folders, then a project can do the same thing electronically. Projects are also created at the database level so will show up on reports and can be searched in the system unlike Sets. Projects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

Click the Create icon.

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.
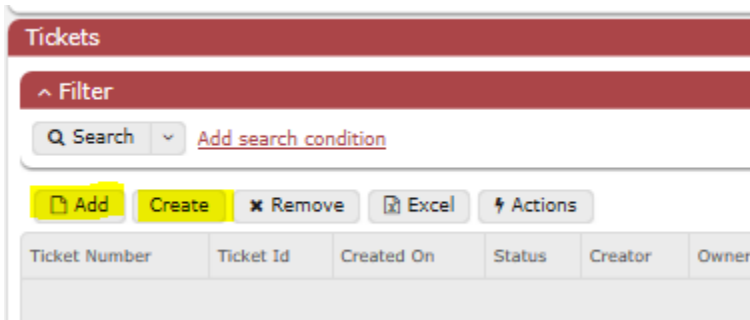
From a ticket, an existing project can be associated to the ticket. Click the Associations tab then click Add.
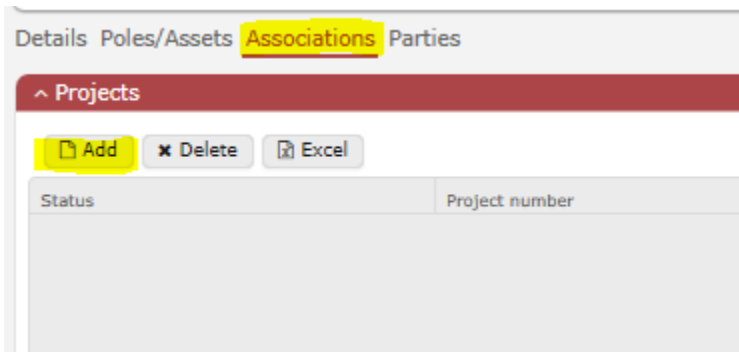
Locate the project to be added from this list and click Select or double click.

Changing the Ticket Creator

Click on the Parties tab and highlight the row for the creator. Click Edit.
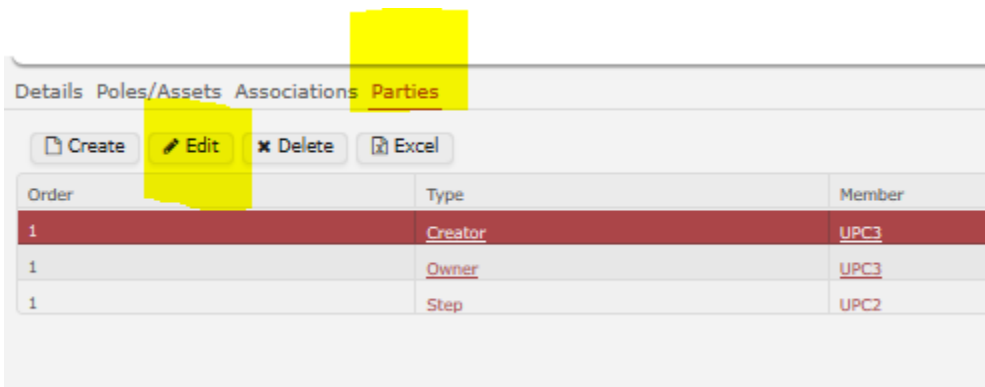
Type the new code or search by clicking the three dots and click Apply Changes.
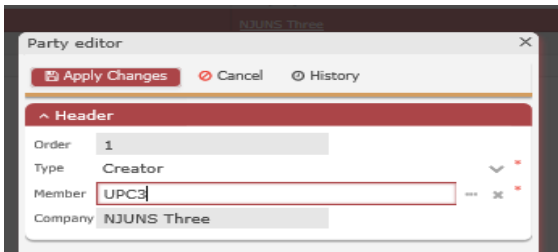
Changing the Ticket Type

With the ticket opened, click Actions, Change Ticket Type.
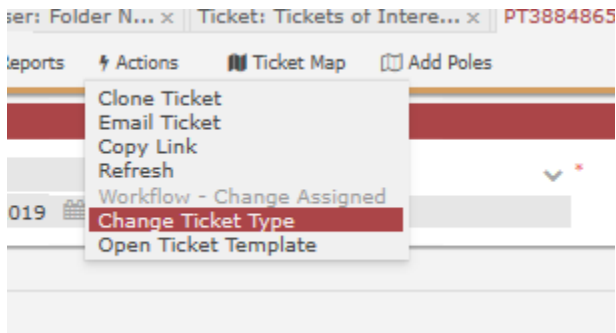
Select the new ticket type in the list and click OK
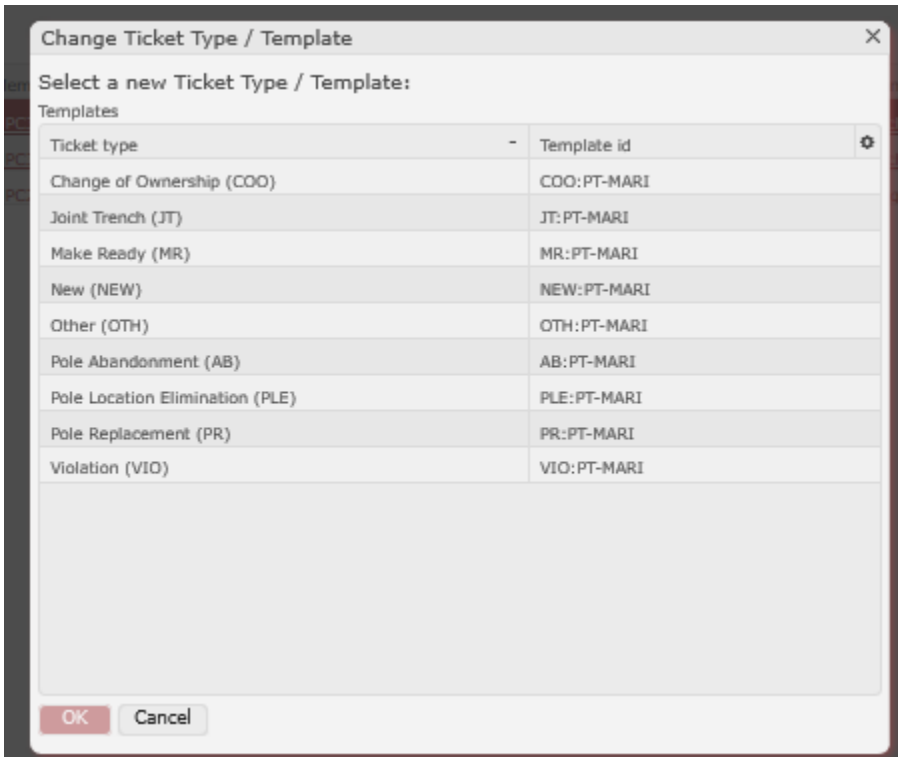
The message below will appear. If switching to a template that included Dynamic Attributes but now does not, the data in the Dynamic Attributes will be removed.
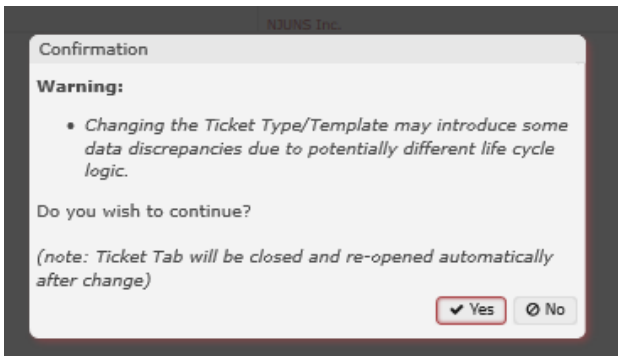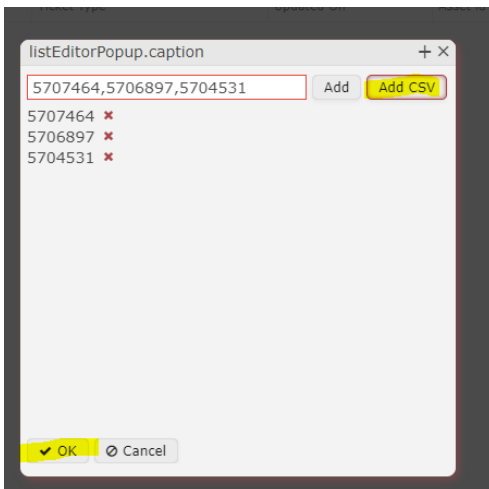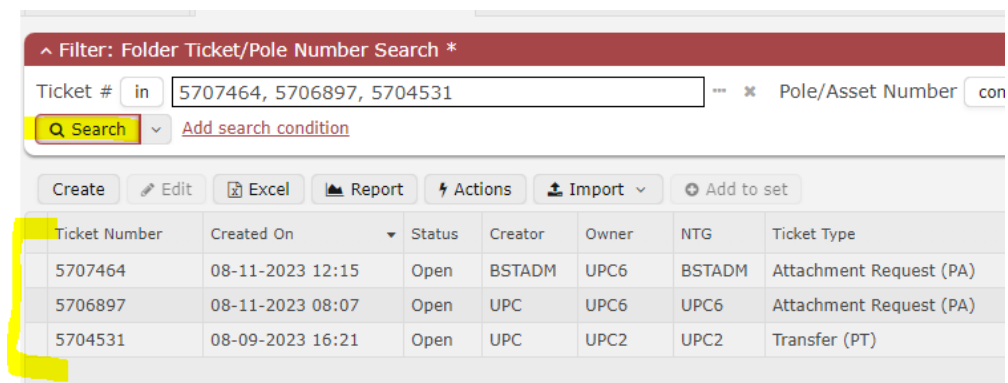
Search for multiple ticket numbers

Use the Ticket/Pole Number Search. Change the '=' to an 'in' and click the three dots.
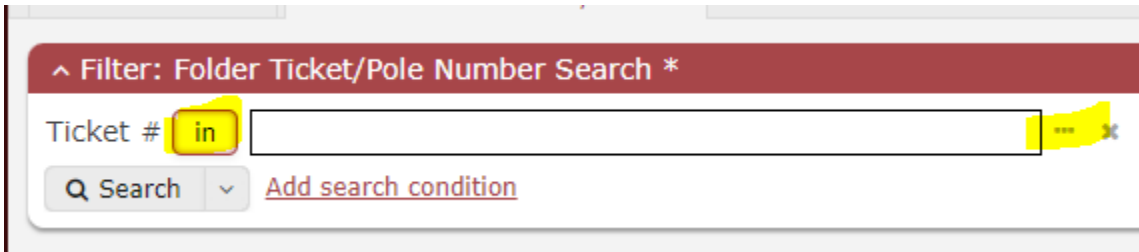
Ticket numbers should be separated with a comma. Click Add CSV, then Ok.

Click Search to pull up the tickets.

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.