

SOUTH CAROLINA USER GROUP MEETING

Aug. 23, 2023



PT+ USAGE

2022 - YTD

Created: 1,511
Closed: 2,724
Tickets w/ Steps
Completed: 4,839

2023- YTD

Created: 4,665
Closed: 4,759
Tickets w/ Steps
Completed: 7,229

Total Open Tickets: 17,446

Ready to Close: 2,260 (all Steps are completed)



TOP 5 USERS (YTD)

Top Creators (PT)

- Duke Energy/Progress
- AT&T
- SCANA (Dominion)
- Berkeley Electric Coop
- City of Rock Hill

Top Updaters (PT)

- Duke Energy/Progress
- Time Warner/Charter
- AT&T
- SCANA (Dominion)
- Comporium

Active Users: 195

Active Member Codes: 113



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

Row Labels	Count of TicketType
Transfer	4639
Other	18
Pole Replacement	4
Violation	2
Pole Abandonment	2
Aerial Clearance Review	1
Grand Total	4666

See Ticket Types Definitions document located on the website under Training/Best Practices



Approximately 935 active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Previous Step Not Complete	305
Other	197
Unable to Locate or Bad Address	193
Member Code Incorrect or Not Attached	106
Add New Step	78
Duplicate Ticket or Step	27
Pole Owner Work Not Complete	22
Wrong Pole Owner	6
see notes and wall for photos; pole is topped off since 7/16/21	1
Grand Total	935

Some reasons for 'Other' that have choices:

- Not attached to pole (*Use Member Code Incorrect or Not Attached*)
- Power needs to move first (*either Previous Step Not complete , Add New Step, or Pole Owner Work Not Complete*)
- CATV is NTG (*Previous Step Not Complete*)

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)



QUESTIONS

Any questions for us?



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Take the
Lat/Long
survey

