

PT+ USAGE

2022-YTD

Created: 9,825 Closed: 7,442

Tickets w/ Steps

Completed: 14,967

2023 - YTD

Created: 11,739

Closed: 8,519

Tickets w/ Steps

Completed: 18,658

Total Open Tickets: 76,706

Ready to Close: 7,661 (all steps completed)



TOP 5 USERS (YTD)

Top Creators (PT)

- Nashville Electric Services
- Middle Tennessee Electric
- AT&T
- Cumberland EMC
- Lenoir City Utility Board

Top Updaters (PT)

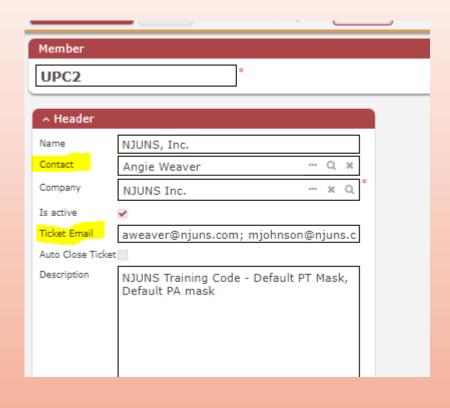
- Nashville Electric Services
- AT&T
- Charter Communications
- Comcast
- Knoxville Utilities Board

Active Users: 489

Active Member Codes: 216



MEMBER CODES



- 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 IT Count of T	icketType
Transfer	9638
Violation	802
Pole Replacement	553
Other	499
Pole Location Elimination	122
New	84
Make Ready	59
Pole Abandonment	12
Aerial Clearance Review	5
Change of Ownership	5
Overlash	1
Joint Trench	1
Grand Total	11781



Approximately 2,437 active Dispute Steps

Why are tickets being disputed?

	Row Labels	n
	Previous Step Not Complete 98	84
	Other 63	35
	Unable to Locate or Bad Address 52	23
	Member Code Incorrect or Not Attached 15	54
	Pole Owner Work Not Complete	57
	Duplicate Ticket or Step	46
)	Wrong Pole Owner	19
	Add New Step	13
	Legacy Dispute - No Reason	5
ı	CenturyLink pole	1
ŀ	Grand Total 243	37

Some reasons for 'Other' that have choices:

- Can't locate Pole (*Use "Unable to Locate or Bad Address"*
- Not on Pole (Use "Member Code Incorrect or Not Attached")
- CATV needs to transfer first (*Use* "Previous Step Not Complete or Add New Step")



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 (probably not an issue in GA)

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

