

ILLINOIS USER GROUP MEETING

September 20, 2023



PT+ USAGE - YTD

2022

Created: 1,630
Closed: 850
Tickets w/ Steps
Completed: 3,662

2023

Created: 1,591
Closed: 1,278
Tickets w/ Steps
Completed: 3,374

Total Open Tickets: 36,989

Ready to Close: 33 (all steps completed)



NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

TOP 5 USERS (YTD)

Top Creators (PT)

- Ameren
- AT&T
- Frontier Communications
- Brightspeed
- City of Rock Falls

Top Updaters (PT)

- Ameren
- AT&T
- Mediacom Communications
- Frontier Communications
- Charter Communications

Active Users: 225

Active Member Codes: 216



MEMBER CODES

Member

UPC2 *

^ Header

Name NJUNS, Inc.

Contact Angie Weaver ... Q x

Company NJUNS Inc. ... x Q *

Is active ☒

Ticket Email aweaver@njuns.com; mjohnson@njuns.c

Auto Close Ticket ☐

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

Ticket Types	Count of TicketType
New	579
Transfer	492
Pole Replacement	318
Violation	184
Make Ready	39
Common Crew	6
Pole Abandonment	1
Grand Total	1619

View Ticket Type definitions document located under Training/Best Practices on the website



Approximately **380** active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Unable to Locate or Bad Address	165
Member Code Incorrect or Not Attached	129
Other	52
Wrong Pole Owner	18
Pole Owner Work Not Complete	9
Previous Step Not Complete	3
Add New Step	2
Duplicate Ticket or Step	2
Grand Total	380

Other is sometimes used when options are available:

- **Not our facility** (*Member Code Incorrect or Not Attached*)
- **Another co. above needs to transfer first** (*Add new step or 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



QUESTIONS

Any questions for us?



Available Training – visit training tab on www.njuns.com

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Take the
Lat/Long
survey

