

# OREGON USER GROUP MEETING

September 21, 2023

# PT+ USAGE - YTD

## 2022

Created: 10,419  
Closed: 5,341  
Tickets w/ Steps  
Completed: 18,816

## 2023

Created: 10,826  
Closed: 6,792  
Tickets w/ Steps  
Completed: 21,159

Total Open Tickets: 58,757

Ready to Close: 3,277 (all steps completed)



# TOP 5 USERS (YTD)

## Top Creators (PT)

- Portland General Electric
- PacifiCorp
- Lumen (CenturyLink)
- Ziplly Fiber
- Central Lincoln PUD

## Top Updaters (PT)

- Portland General Electric
- Lumen
- Comcast
- PacifiCorp
- Ziplly Fiber

Active Users: 533

Active Member Codes: 239



# PA USAGE - YTD

## 2022

Created: 3,526

Closed: 1,391

## 2023

Created: 4,308

Closed: 1,318

Total Open Tickets: 30,791

Assigned Workflow Close: 2,138

### Top Owners using PA

- PacifiCorp
- Lumen
- Springfield Utility Board
- Portland General Electric
- Eugene Water and Electric Board



# 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](mailto: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
Pole Replacement	5136
Attachment Request	4362
Transfer	1805
Make Ready	1740
New	985
Violation	356
Pole Location Elimination	346
Common Crew	307
Other	157
Change of Ownership	59
Pole Abandonment	16
Overlash	7
Grand Total	10914

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



Approximately **832** active Dispute Steps

Why are tickets being disputed?

Dispute Reasons	Count of StepDescription
Other	478
Previous Step Not Complete	86
Member Code Incorrect or Not Attached	82
Pole Owner Work Not Complete	72
Unable to Locate or Bad Address	47
Duplicate Ticket or Step	39
Add New Step	17
Wrong Pole Owner	10
Legacy Dispute - No Reason	1
<b>Grand Total</b>	<b>832</b>

Some reasons for 'Other' that have choices:

- Pole Owner Work Not Complete
- Not on Pole
- Another co. needs to transfer first



## 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?



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Lat/Long  
survey

