

NORTH CAROLINA USER GROUP MEETING

Oct 19, 2023



PT+ USAGE

2022- YTD

Created: 8,366
Closed: 7,265
Tickets w/ Steps
Completed: 13,677

2023 - YTD

Created: 23,617
Closed: 15,893
Tickets w/ Steps
Completed: 24,844

Total Open Tickets: 60,879

Ready to Close: 2,978 (all steps completed)



PA (POLE ATTACHMENT) USAGE

2022–YTD

Created: 134

Closed: 12

2023 –YTD

Created: 533

Closed: 6

Total Open Tickets: 1,401



TOP 5 USERS (YTD)

Top Creators (PT)

- Duke Energy
- AT&T Southeast
- Blue Ridge EMC
- Rutherford EMC
- Randolph EMC

Top Updaters (PT)

- Duke Energy
- Charter
- AT&T Southeast
- Brightspeed
- City of Gastonia

Top Owners (PA)

- Dominion Energy
- Union Power Cooperative
- Wake EMC

Active Users: 617

Active Member Codes: 343



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)

Ticket Types	Count of TicketType
Transfer	22538
Violation	565
Attachment Request (PA)	533
Make Ready	351
Pole Replacement	167
New	109
Other	81
Pole Abandonment	35
Pole Location Elimination	24
Overlash	5
Aerial Clearance Review	1
Grand Total	23876

See Ticket Type Definitions document located under Training – Best Practices



Approximately **1,787** active Dispute Steps

Why are tickets being disputed?

Row Labels	Count of StepDescription
Other	475
Unable to Locate or Bad Address	344
Previous Step Not Complete	303
Member Code Incorrect or Not Attached	286
Add New Step	169
Duplicate Ticket or Step	129
Pole Owner Work Not Complete	35
Legacy Dispute - No Reason	34
Wrong Pole Owner	12
Grand Total	1787

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"*)

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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