ALABAMA USER GROUP MEETING

Nov 8, 2023

2022–YTD

Created: 9,357
Closed: 8,315
Tickets w/ Steps
Completed: 17,098

2023–YTD

Created: 12,041
Closed: 8,440
Tickets w/ Steps
Completed: 26,942

PT+ is all ticket types except
Attachment Request (PA)

Total Open Tickets: 86,441
Ready to Close: 4,459 (all steps completed)

Top Creators (PT)
- Alabama Power Company
- Cullman Electric Cooperative
- Coosa Valley Electric Cooperative
- AT&T
- Pea River Electric Cooperative

Top Updaters (PT)
- Charter Communications
- AT&T
- Alabama Power Company
- Comcast
- Brightspeed

Active Users: 409
Active Member Codes: 235

Member

UPC2

Header

Name	NJUNS, Inc.
Contact	Angie Weaver
Company	NJUNS Inc.
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

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Ticket Types	Count of TicketType
Transfer	9978
Make Ready	999
Violation	686
Pole Replacement	347
New	175
Other	50
Pole Abandonment	17
Pole Location Elimination	3
Aerial Clearance Review	2
Change of Ownership	1

See Ticket Type Definitions document located under
Training – Best Practices

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NATIONAL JOINT UTILITIES NOTIFICATION SYSTEM

Approximately 6,210 active Dispute Steps

Why are tickets being disputed?

Dispute Reason	Count of StepDescription
Other	1719
Unable to Locate or Bad Address	1485
Previous Step Not Complete	1450
Member Code Incorrect or Not Attached	868
Add New Step	259
Duplicate Ticket or Step	168
Legacy Dispute - No Reason	165
Pole Owner Work Not Complete	54
Wrong Pole Owner	40
Change the GPS ... address is correct	1
Work Unnecessary	1
Grand Total	**6210**

Some reasons for 'Other' that have choices:
- Not in our area – *Use 'Member Code incorrect or Not Attached"*
CATV still needs to transfer – *Use "Previous Step Not Complete"*

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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

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www.njuns.com

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